High Level Quality Assurance Policy 2022–2023

Introduction

C Learning Limited has in place a set of processes to ensure quality will be experienced consistently across all aspects of the business operations. In addition, C Learning nurtures a culture of continual innovation and learning as captured in its publicly available Charter here –

All of our projects include self-assessment reflection and our aim is to enhance our quality systems as they relate to creating a smarter and more sustainable planet which is the core mission of the business.

Our Procedures
Our business has deliberately nurtured processes and procedures that are as light in bureaucracy as possible, building a culture that operates under a system of greater autonomy and agency at the individual level.

All of our staff understand and are aware of our core policies such as Sustainability as this relates to a core value in our business.
Feedback is regularly sought from both our internal stakeholders and external user community.

**Quality Assurance Framework**
C Learning has in place a range of systems and procedures that combine to provide a quality assurance framework.

- Self assessment of the quality of delivery against agreed statement of works and where relevant PID (Project Initiation Documentation).
- Peer to peer observation of quality.
- Moderation of quality via project managers where appropriate.
- Continual staff development including comprehensive training including internal training, external partner led training, formal training courses and wider.
- All staff are encouraged to seek out opportunities for professional development on a rolling basis.
- The business undertakes regular business reviews to assess performance against business planning.
- We deliberately have no dedicated person responsible for customer care as we embed this across the whole team as part of our culture.
- We are a radically open business and share publicly our policies and procedures via our website.

**Quality Improvement**
Our business practices a continual process of quality improvement that is focused on our mission and is built on the following:

- Our mission to create a smarter and more sustainable planet, and therefore a culture of continual learning is embedded.
- Our internal business planning processes and targets.
- Continual review and evaluation of work within a supportive coaching culture.
- Focused use of business priorities.
- Sharing of good practice through team regular team meetings, specifically in regard to sharing success and insights that are impactful.
- Analysis of business performance data.