

Quest for Learning
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QfL Quality Policy

1. Policy statement

As a registered charity, tackling educational disadvantage through the provision of high-quality supplementary tuition and teacher CPD training, Quest for Learning is committed to providing excellent service to our partners, beneficiaries, and funders. Our quality policy outlines our commitment to stakeholder satisfaction, continually improving our products and services, and ensuring our processes are fit for purpose.

This policy applies to all Trustees, staff and volunteers of Quest for Learning, and is available on the Quest for Learning website: <https://questforlearning.org.uk/policies/>

2. Commitment to quality and responsibilities

The Trustees (Directors) and Executive Director are committed to implementing, operating and driving the continual improvement of the Quality Framework and to ensuring compliance with all relevant statutory and regulatory requirements.

Ultimate legal accountability for the organisation rests with the Board of Trustees. A sub-group meets monthly under delegated authority from the Board to examine the financial position of the organisation and progress against its targets, and to ensure the strategic direction matches organisational objectives.

The Executive Director is accountable to the Board for the effectiveness of the QMS and for ensuring it achieves its intended results.

The Head of Teaching, Communications Manager, and Fundraising Coordinator are responsible for ensuring that their processes meet the needs of their interested parties, are effective, and achieve the planned outputs. They are to ensure any problems are resolved and the root cause understood, and that action is taken to mitigate against the problem recurring.

All Quest for Learning trustees, staff, and volunteers are responsible for adopting and promoting a stakeholder-focused approach within their activities.

Through our complaints process we are able to address any external instances of dissatisfaction and identify opportunities for improvement to our processes.

3. Strategy and quality objectives

Activities throughout the organisation align with and contribute to Quest for Learning's strategic direction.

At Quest for Learning, we are committed to playing our part in creating a future in which children from all backgrounds can succeed equally in education and in life, by working collaboratively to close the disadvantage gap in children's literacy and numeracy skills.

Our strategy to achieve this is to:

1. Address the disadvantage gap in educational attainment – provide high quality services which are responsive to the needs and concerns of partners (schools) and beneficiaries (pupils).
2. Be widely recognised as a trusted partner by schools – develop long-term partnerships with priority schools serving target populations, establishing pedagogical credibility and ensuring high levels of partner satisfaction.
3. Be widely recognised as an expert voice by educational policy makers and other key stakeholders – support staff to keep up to date with sector developments and to proactively contribute to discussion in the public sphere.
4. Drive third-sector collaboration in the field of educational disadvantage – lead by example in sharing learnings and identifying common challenges/opportunities in order to decrease duplication and increase efficiency.
5. Uphold our organisational values of being child-centred, empowering, evidence-led and co-operative.
6. Further increase funder confidence – build on the charity's gains in organisational maturity and sustainability to increase grants and donations.

Priorities and targets are set across the organisation in order to achieve this strategy.

4. Quality Assurance Framework

Quest for Learning's approach to quality assurance is based on four pillars:

1. Quality Standards: we will establish standards for our activities based on pedagogical principles and stakeholder expectations.
2. Quality Assurances: we will identify assurances for these standards which allow us to embed quality monitoring into our core activities.
3. Quality Sampling: we will develop an acceptance-based quality sampling plan which allows us to review compliance with the quality standards.
4. Continuous Improvement: we will routinely seek feedback from external stakeholders as well as Quest for Learning staff, trustees, and volunteers at all levels of the charity.

Signed:

A handwritten signature in blue ink, appearing to read 'Siân Renwick', written in a cursive style.

Date: August 2023

Role: Executive Director