



The Queen's Award for  
Voluntary Service  
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## Quality Policy & Objectives

### Quality Policy

Foresight aims to assure and maintain appropriate academic standards in all provision. We achieve this through a range of quality assurance systems, which are designed to:

- engage with national standards and expectations (including the QAA Code of Practice) through development and review processes
- ensure that action is taken to safeguard standards and to enhance the quality of programmes and learning opportunities
- ensure that issues are resolved by the relevant body; where issues impact beyond individual programmes, ensuring that committees, resource holders and decision makers are informed and engaged in resolving them
- provide feedback to students and programme teams on actions being taken to improve quality
- review quality assurance activities and procedures to check their relevance, value and achievability for all partners
- identify areas of good practice and contribute to quality enhancement.

In respect of its quality management processes, it is the policy of Foresight to:

- Provide training and educational services, advice and support which fulfil all our user group expectations and requirements to the highest standard.
- Achieve recognition as an organisation with a reputation for quality services.
- Implement quality management systems which demonstrate that everybody in the organisation has a commitment to the quality of our services.
- Ensure continuing user satisfaction by the development and improvement of the services that we provide.
- Continue staff development programmes to maximise the potential of the individual in meeting the needs of the organisation.
- Ensure a continued focus by everybody in the Foresight Project on user satisfaction and a satisfactory outcome for all the services offered.
- Maintain the quality standards expected by and recognised by our user group.

### Quality Objectives

In delivering its policy commitments, the Foresight Project will:

- Provide services, which meet the standards, specifications, regulations, codes of practice and the user group needs and requirements.
- Ensure each member of the Foresight Project is responsible for the quality of their own work.
- Ensure all employees are trained or have the experience to carry out their duties in a competent manner.
- Meet where required with the user group as partners to discuss quality matters and to use the outcomes of these meetings to improve the quality of our services.
- Communicate with our partners regarding quality issues to assure and improve the quality of training, learning and services, which we supply to our user group.
- Ensure prompt, action is taken in dealing with user group issues and the results of user surveys.

This information is also available in other formats, languages and picture format upon request.