



**SPORTS
COACHING
NORTH
WEST**

Registered Address: Cockayne House, Love
Lane, Sandbach, Cheshire, England, CW11 2TS
www.sportscoachingnw.co.uk
info@sportscoachingnw.co.uk
01270 449770

Quality Assurance Policy

This quality assurance policy outlines our belief and commitment to ensure that on going quality improvement is an integral part of our organization.

Sports Coaching North West will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help its' staff and learners achieve the highest possible standards.

Sports Coaching North West aims to be the first choice for high quality education and training within its community. Our philosophy "Enjoy, Improve, Achieve" is very simple and an ethos that runs through our organisation from management to our learners.

The quality assurance policy aims to promote continuous improvement through ensuring our processes, policies and procedures are followed by our workforce to the highest possible standard.

Responsibility for Implementation

It is the responsibility of the directors to ensure that all staff adhere to the company policies and procedures and maintain quality standards.

It is the responsibility of 'employees' of Sports Coaching North West to adhere to, and engage positively in processes put in place to improve quality.

Implementation

In order to ensure that Sports Coaching North West and its stakeholders strive for continuous improvement the following measures will be put into place;

1. All new employees, following rigorous interview procedures (including DBS checks) are to be inducted and made aware of policies and procedures.
2. All employees are subject to pre-planned and 'on the spot' observations. This will be a minimum of quarterly inspections.
3. Regular training and CPD meetings are attended by all employees.
4. Appraisal policies will be carried out annually for each member of staff.
5. Performance, training and developmental needs of employees will be regularly assessed and needs addressed through training.
6. Employees will be given the opportunity to feedback directly to directors to ensure two-way quality assurance.

Quality assurance, policies and produces will be reviewed and updated as and when required.