



## Career Seekers Direct

### Quality Policy

**Background:** It is the aim of Career Seekers Direct Ltd to design and deliver high quality services sustaining client needs and expectations.

The aims and objectives around quality are to:

- Design and deliver the highest quality services
- Continually strive to improve the quality of services
- Continually seek new ways of improving our business for the benefit of all clients

#### Procedure to achieve this?

- All services are quality reviewed at each stage of their development.
- There is a feedback process by which clients can provide feedback on the service to improve the quality.
- Recruitment and selection of Associates, Contractors, staff, volunteers and consultants “representatives” follows a best practice approach
- All representatives shall be given adequate time and resources to ensure the activities relating are implemented effectively.
- All services have outcomes to achieve and all services have been designed to reflect these.
- Where appropriate all services delivered as an NCFE/CACHE Approved Centre will be planned, delivered and assessed in line with the relevant published NCFE/CACHE Qualification Specification.
- The organisation has aims and objectives to achieve its mission. These have been set by the CEO.
- This Quality Policy and processes shall be shared with all representatives during the induction process.
- The Quality Policy and processes shall be reviewed annually and any amended copies shall be issued to representatives.
- Encourage clients who have an issue or concern in relation to the quality of the services to raise this via the Career Seekers Direct Complaints Policy and Procedure.
- There will be an annual programme of QA of service delivery
- Ongoing review of the standards required for the industry and ensure we meet them
- All staff and Reps, have, or are working towards, nationally recognised qualifications, relevant to their job and the service they deliver
- Comply fully with all relevant legislation
- Evaluate our services and seek feedback to ensure we meet customers’ needs and continually improve our provision



- Are committed to Safeguarding (including Prevent and promoting the welfare of our clients)
- Are committed to achieving equality of opportunity and removing direct and indirect discrimination

This policy and procedure was written by Eva Harrison Career Seekers Direct and is reviewed on an annual basis.

Next review date: November 2024