

# Quality Assurance Policy

This policy is of interest to clients, Management Committee, employees, volunteers and all other interested parties

## Purpose

This policy statement sets out proposals for a method of quality assurance for CREST

## Key Points

This policy statement is built on recent discussions about methods of quality assurance based on the "PQASSO" practical quality assurance system for small organisations. It covers:

- The objectives and principles of quality assurance
- An approach to quality assurance based on internal audit principles
- The collection and publication of information
- Reporting and follow up

## Implementation

This document sets out proposals in the approach to quality assurance for CREST. The management team and the Management Committee of CREST have jointly prepared it. It is being published for consultation with existing clients, potential clients of the services and any other interested parties

## Objectives

The objectives of quality assurance are:

- To contribute, in conjunction with other mechanisms, to the promotion of high quality and standards of service
- To provide clients, potential clients and any other interested parties with reliable and consistent quality and standards at every procedural level
- To ensure that programmes are identified where quality or standards are unsatisfactory, as a basis for ensuring rapid action to improve them
- To provide means of securing accountability for the Management Committee or any member or members thereof
- To provide means of securing accountability for the services voluntary body or any member or members thereof

These objectives are secured through the internal quality assurance procedures implemented by CREST management and the Management Committee. PQASSO practical quality assurance system for small organizations validates the reliability and effectiveness of those internal procedures. One

major consequence of this quality programme will be to encourage and demonstrate robust and comprehensive internal arrangements for setting, monitoring and enhancing quality and standards

## Principles

- The approach builds on principles set out in the PQASSO practical quality assurance system for small organisations about the operation of future quality assurance arrangements, namely:
- Meeting public information needs, so that users, potential users and any other interested parties have information that is up to date, consistent and reliable about the quality assurance standards of CREST's procedures
- Recognizing the primary responsibility of CREST to operate robust internal mechanisms for setting, maintaining and reviewing quality and standards; for generating information about its quality and standards; and for publishing the key parts of that information
- Lightness of touch, so that the burden on CREST is reduced to the minimum consistent with proper accountability and meeting information needs and so that the greatest value is secured from the resources used

The main characteristics of this method address:

- Commitment to Quality
- Service Provision
- User-centered Service
- The Management Committee
- Management
- Financial Management
- Managing Resources
- Administration
- Staffing
- Volunteers
- Training and Development
- Networking and Partnerships
- Monitoring and Evaluation
- Complaints and Suggestions
- Environmental Issues
- Equal Opportunities

A detailed record of evidence required to meet these characteristics is kept by staff and the Management Committee of CREST and is available for publication for any other interested parties