



## **Quality Assurance POLICY**

Core Health Consultancy  
Trading as  
iCareiMove  
iCareiMove Coaching Academy

### **Quality Assurance**

We aim to ensure that learners receive a consistently high quality of training from each and every tutor and at different venues where they are trained and assessed (if applicable).

To ensure a consistently high standard of training and assessment across the range of training offered, we will ensure that we will maintain a quality provision (as specified in the PD:Approval Code of Practice and Quality Assurance Guidelines).

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.



**DECLARATION**

On behalf of Core Health Consultancy/iCareiMove and iCiMCA we, the undersigned, will oversee the implementation of the Quality Assurance and take all necessary steps to ensure it is adhered to.

**Signed:**

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(n.b. One of the signatories should be the Welfare Officer)

**Name:**

**Name:**

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**Position within** Core Health  
Consultancy/iCareiMove and iCiMCA

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**Date:**

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**Date:**