



Quality Policy

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Approved By:	Mireille Harris	Date:	05/09/2024
Signature:			

Our Mission

To create opportunities and change future's by forging connections between local people and businesses.

Our Vision

To help people, many of whom face multiple barriers, find sustainable rewarding and meaningful jobs.

Our Values

- Our Passion Inspires
- Creating Positive Social Change
- Acting With Integrity
- We Transform Through Innovation

Purpose

In operating as a successful business, we are committed to conducting all our business activities sustainably by continuously improving in all aspects of our business.

As part of our commitment to continuous improvement, customer focus and compliance with regulatory and statutory requirements, the company's Quality program is based on the following principles that identify, manage and evaluate our key business activities, reduce process, enhance people and identify and mitigate health and safety risks.

We will not adversely affect any individual or group identified as part of our Equality and Diversity Policy.

Scope

The Starting point recruitment Group offers a wide range of services to support individuals in their pursuit of employment or access to training opportunities. Our services encompass providing comprehensive information, advice, and guidance tailored to each individual's needs. We offer training programs designed to equip participants with the necessary skills and knowledge to enhance their employability. Our employment support measures assist individuals in navigating the job search process, preparing for interviews, and securing suitable employment opportunities aligned with their goals.

The Starting point recruitment Group is committed to working in partnership with all stakeholders to offer the most appropriate solutions. To achieve this, we are committed to using tools to improve the service to all our customers both internal and external on a continuing basis, namely

- ISO 9001:2015
- ISO 27001:2013
- Matrix

Talent (Personnel)

We are committed to maintaining a highly skilled and knowledgeable workforce dedicated to delivering quality services. We carefully select individuals whose expertise and focus on quality align with our organisation's Business Management System and the requirements of this policy.

We provide opportunities for our staff to develop the appropriate knowledge, skills and behaviours through talent management and development initiatives to ensure that every activity or task is carried out with the utmost respect for quality standards.

We ensure that our front-line staff responsible for delivering Information, Advice and Guidance are appropriately qualified and trained. This commitment to maintaining a capable and experienced workforce is central to our ability to consistently provide quality service.

Planning

We ensure the quality of its services and the skills of its people through a management cycle of planning, review, implementation and evaluation. Planning includes ensuring quality is embedded into the strategic direction, assessed, reviewed and aligned with the quality policy and objectives by Senior Leadership Team.

Organisational Context – Drivers and Interested Parties

There are several internal drivers that influence our Quality Policy:

- Talent Retention
- Project Key Performance Indicators (KPI's)
- Strategic Planning

There are several external drivers that influence our Quality Policy:

- Funding (Grants)
- Competition (fierce – all organisations chasing the same funding source)

There are several Interested Parties that influence our Quality Policy:

- Participants
- Suppliers (Partners)
- Funders / Commissioners
- Colleagues
- Non-Executive Directors and Board Members
- Statutory and Voluntary Organisations

Processes

All staff are expected to demonstrate a total commitment to quality and continuous improvement in every aspect of their work. This commitment is ensured through the following measures:

- The Leadership Team are responsible for establishing, maintaining and implementing the Business Management System for the organisation. This system helps to set standards and facilitate changes to achieve those standards. The process is reviewed regularly for effectiveness.
- Every employee is responsible for the quality of their work and is trained to perform their duties, according to our specified quality standards.
- Contractors employed for specific functions must meet our specified standards.
- The organisation has an annual quality audit schedule as part of its quality management review, incorporating feedback from partners, customers and staff.
- The organisation actively listens to its service users and stakeholders by conducting regular feedback forums and surveys using appropriate methods. The findings are analysed and incorporated into the quality improvement plan.
- The organisation's managers closely monitor the quality of staff's work through regular supervision, site and program audits, as well as direct observation of tutors and assessors

The Company ensures its management information system(s) are regularly maintained and updated as quality and customer requirements indicate that this is necessary.

The Company consults with its stakeholders on a regular basis to ensure it meets their expectations and provides them with a voice to contribute to continuous improvement.

Audit and Compliance

The Company establishes and reviews its quality objectives and reviews the effectiveness of its Business Management System through the annual quality management review meeting, to drive continuous improvement.

The Leadership Team is supported by a dedicated group of internal auditors from various departments within the organization. These internal audits meticulously evaluate and enhance our quality processes and practices.

Compliance is written into the operational and functional standard operating procedures to ensure that all regulatory and contractual requirements are fulfilled. There is a culture of raising nonconformance and opportunity to improve to drive towards 100% infallible processes.

Training

The Company is committed to providing a quality service. To achieve this, the organisation requires highly skilled staff who are suitably trained, supervised and supported. They are committed to ensuring that each member of staff has a personalised development plan, which identifies their training and development needs, and outlines a plan to address those needs effectively

The Company ensures through instruction, practical example and training that quality is the aim of all members of staff and that each employee has a proper understanding of the importance of the Business Management System and its direct relevance to the success of the business.

Investing in the professional development of its workforce and promoting a quality-oriented mindset, the organisation creates an environment that encourages staff to consistently deliver exceptional service. The commitment of the Leadership Team to quality and continuous improvement is a driving force behind the organisation's success and its ability to meet the highest standards

Accountability

The Leadership Team is accountable to the Oversight Committee for their actions and decisions. The Oversight Committee has the authority to hold the Leadership Team responsible and ensure they adhere to the organisation's standards, policies, and objectives.