 <p>St John Ambulance Ireland (SJAI)</p>	<p>Standard Operating Procedure SOP No.: 002-033 Version: 1</p>
<p>Quality Policy Guidelines</p>	<p>Page 1 of 5</p>

1.1 Quality Policy

SJAI is committed to delivering the highest possible level of quality to learners to meet their needs, the needs of their members and other stakeholders.

SJAI regard quality as being central to all aspects of its volunteer and training services. To achieve this, we are continually striving to improve the way things are done.

To support this cycle of continuous improvement, St John Ambulance has designed a quality assurance system (QA system) for training which is context-specific, fit-for-purpose, constantly evolving in line with developments in the organisation and is embedded across all areas of the organisation and all training environments

The QA system design is based on the requirements of legislation, the regulatory system and the guidelines set out by SJAI awarding bodies i.e. PHECC

It provides a framework for monitoring and evaluation at all stages of programme design, delivery, assessment certification, review and evaluation with a view to improving performance.

To help achieve SJAI its mission we will:

- Actively monitors performance against quality objectives, and reviews and revises them as necessary to ensure continuous improvement
- Maintains a register of trained and experienced instructors in place who are committed to achieving our quality objectives
- Provide staff /members with appropriate resources, in terms of time, training and documentation, to ensure the achievement of quality objectives
- Ensure St John Ambulance complies with the requirements of all relevant reporting standards, legislation and government policies

1.2 Scope of the QA System


The QA system applies to all activities associated with training provision, accredited and self-accredited, and to the work of St John Departments, members, staff, external advisors, learners, and other stakeholders involved in training for or on behalf of the organisation

The QA system applies to the work of all staff/ members of all divisions in all locations; staff and contractors.

The role of each individual staff /member in assuring the quality of what they do is clearly set out in their role description and is addressed at induction.

The Quality lead audits the QA system annually and records the findings an annual quality report which is submitted to the Training and Development Department for review and comment.

This helps to ensure that the system is operating effectively, contributing to the improvement of systems and processes and, as a result, enhancing SJA training provision.

 <p>St John Ambulance Ireland (SJAI)</p>	<p>Standard Operating Procedure SOP No.: 002-033 Version: 1</p>
<p>Quality Policy Guidelines</p>	<p>Page 2 of 5</p>

The QA system addresses the following areas:

1. Governance and the Management of quality
2. Programme Development, Delivery and Validation
3. Staffing
4. Other Parties Involved in Education and Training
5. Public Information and Communication
6. Teaching and Learning
7. Assessment
8. Information and Data Management
9. Self-Evaluation, Monitoring and Review

1.3 Management & Responsibility for the QA System

The Training and Development Department is responsible for resourcing, supporting, maintaining and ensuring the implementation and integration of the QA system within SJAI, and monitoring its effectiveness.

The Head of Department delegates responsibility for this to the Quality Lead who in turn supports the Heads of Department in relation to the effectiveness of the system.

The Quality lead oversees and co-ordinates the work of implementation of the QA system on a day-to-day basis and maintains the QA manual and all associated documentation.

T & D are responsible for ensuring that the QA system is implemented on a day-to-day basis in the College and maintaining associated documentation

All staff /members have a role in implementing the QA system and this is written into role descriptions, is discussed at induction, or promotion to ranks within the organisation


1.4 Embedding a Quality Culture

St John Ambulance consider the following to be key enablers for embedding a culture of quality in the organisation

- A clear and transparent commitment to quality at all levels.
- The allocation of adequate time and resources to quality planning and implementation.
- Maintaining staff / member engagement
- The creation of the right conditions for quality improvement
- An appropriate infrastructure in place to support staff in identifying and implementing quality improvements

To ensure this we;

- Encourages a cohesive attitude of learning.
- Include time for staff away from required operational duty hours to undertake training or participate in quality improvement activities.
- Invest in training in the tools and techniques of quality enhancement.
- Focus on processes with a 'let's fix the process' approach if something goes wrong.
- Highlight stories of success in quality improvement initiatives

 <p>St John Ambulance Ireland (SJAI)</p>	<p>Standard Operating Procedure SOP No.: 002-033 Version: 1</p>
<p>Quality Policy Guidelines</p>	<p>Page 3 of 5</p>

- Have quality enhancement as an agenda item for staff / members and Department Head meetings.
- Seek feedback from staff/ members regarding quality enhancement


Maintaining and Monitoring the QA System

- SJAI is committed to maintaining a system which accurately reflects current operation, and which is compliant with awarding body requirements.
- SJAI views quality assurance as an organic process and is continually developing the QA system to meet changing circumstances and needs.
- SJAI have designed the QA system to be provider-owned, context-specific, fit-for-purpose and meaningful and accessible to all who are required to implement it as part of their work.
- To ensure this, the QA system is subject to regular review to ensure that it meets SJAI needs, the needs of SJAI stakeholders; particularly SJAI learners, and contributes to continuously improving the quality of SJA programmes and services.
- To achieve this, the QA system is integrated into normal day-to-day activities in a systematic, streamlined way.
- In order to ensure that the QA system is effective and achieves its aims, Officers management and staff/ members must commit to owning the system and to implementing it on a day-to-day basis to support and underpin quality provision.
- SJAI invite users of the QA system for their views on the effectiveness and ease-of-use of the QA system as part of the quality reviews.
- The QA system is reviewed by a suitably qualified lead in line with the 3-year self-evaluations.

1.5 Documented Approach to Continuous Quality Improvement

SJAI have designed a QA manual for the purpose of clearly outlining SJAI approach to continuous quality improvement.

- The manual acts as a repository for the documented policies, procedures, handbooks, role descriptions, terms of reference and supporting and reference documents that makes up the QA system.
- It is designed to provide staff, trainers, learners and stakeholders with information and guidance in operating the QA system and the implementation of the processes and procedures employed to meet awarding body and organisational requirements and ensure best practice.
- The QA manual is updated by the Quality Lead following the annual review and less formally on an ongoing basis detailing significant changes in the revision history using a document version control system.
- The Quality Lead details of any amendments made to the QA system where policies or procedures are found to be ineffective, out-of-date or superfluous to SJAI needs.
- The Quality Lead ensures that there is a single central authorised version of documents and only the latest version of any document is available to users and there is an audit trail of modifications to the documents.


 <p>St John Ambulance Ireland (SJAI)</p>	<p>Standard Operating Procedure SOP No.: 002-033 Version: 1</p>
<p>Quality Policy Guidelines</p>	<p>Page 4 of 5</p>

- The operation of a document control system enables us to approve, review and update documents; make changes and identify revision status; control document distribution, prevent the use of obsolete documents and facilitates archiving.

Copies of the QA manual are made available on request for review at panel visits or during an external auditing process

Copies are available on the OneDrive for Business system used by SJAI to store, share, and sync work files.

Using OneDrive for Business, files can be shared and updated from any device and users can work collaboratively and simultaneously.

 St John Ambulance Ireland (SIAI)	Standard Operating Procedure SOP No.: type here Version: type here
type Title here	Annex 01: Page 1 of 1