

Quality Assurance Policy

1. Policy Statement

Autus is committed to ensuring the highest quality of services for our service users as we deliver funded programmes, coaching, training and accredited/non-accredited qualifications.

Autus adheres to some key principles in relation to good practice with respect to quality standards and our policies and procedures are based on the Tech UK Quality Assurance System. Autus is a member of the London Youth Federation which has a quality mark specifically geared towards organisations that work with young people. We will work towards achieving Silver Status by the March 2018.

Autus commits to:

- prioritising a personalised approach by supporting independence, choice and control by individuals, as well as recognising that some individuals may need support with decision making.
- ensuring the team and volunteers are trained and up to date in Autism Awareness.
- providing a safe space for our learners to engage in our courses using the virtual learning environment.

2. Scope

This document is supported by detailed policies and procedures which are available to view on request.

3. Customer Care & Learner Management

Autus has a range of customers including but not limited to service users, parents and carers, partner organisations and local authorities Autus is committed to maintaining high quality standards of customer care and learner management. We have a full customer care policy and complaints procedure which sets out our principles and procedures.

Our learner management takes Awarding Body standards into account and the way we treat learners with respect to assessment decisions and appeals is set out in our Marking Policy

Health, safety, wellbeing and safeguarding underpins our quality standards in relation to customer care and learner management.

4. Staff Development

To ensure that our staff team is able to maintain high quality standards we prioritise staff development in a variety of forms including

- Staff portfolios which are similar to learner portfolios of evidence enabling staff to reflect on their professional development and training needs, receive comments/advice/support from their line manager and show evidence of their performance
- Training whether attending formal training, shadowing staff members or internal sessions
- Information sharing where managers and staff alike share information via email across the team on legal and good practice updates.

We have a training and development policy.

5. Finance and Administration

To ensure financial accountability and propriety Autus as financial procedures which must be adhered to by all staff, Board members and volunteers. These include:

- 3 unrelated signatories to the Autus bank account
- authorisation processes for payments
- annual budgets presented to the Board of Trustees
- special procedures for significant transactions
- secure cloud based financial management system

Administration issues relate to the proper management of information and data including the safety of confidential information, proper documentation and record keeping including a good electronic and, where appropriate, paper based filing system and abiding by all health and safety standards.

Staff must adhere to all day-to-day administrative procedures and undertake refresher training in relation to data protection, safeguarding and information security.

6. Monitoring and Evaluation

Autus considers continuous improvement an underpinning principle and process of quality assurance and an effective monitoring and evaluation framework is implicit in this.

We will use our robust procedures to monitor our service delivery.

We keep detailed and accurate records of the work we do using our cloudbased infrastructure. Our monitoring records include:

- registered participants
- attendance levels
- session records
- participant progress reviews in portfolios
- incident reports
- feedback forms

Where funding is available we will conduct formal independent evaluations of the projects we undertake. In the absence of available funding the Board of Trustees and CEO will undertake an evaluation exercise to enable the organisation to continuously improve the service.