

## QUALITY ASSURANCE POLICY.

(1) Bristol Academy of Drama ("the Company"), a UK based organisation whose office is at 55 Wellington Walk, Bristol BS10 5EU

(2) For the purposes of this document, our 'stakeholders' include but are not limited to: Our students, Parents and guardians of our students and our staff.

### Statement

This Quality Assurance Policy outlines the commitment of The Company to ensure that ongoing quality improvement is an integral part of what we do. The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning.

The Company has overall accountability for the quality assurance processes.

### The Company aims to

- Understand, meet and exceed customer requirements and expectations.
- Consistently deliver professional and high quality drama tuition, in a safe environment
- Provide high quality customer service and maintain excellent customer relationships.

### We will do this by:

- Maintaining open and honest communication with our stakeholders and keep them informed of relevant changes via newsletters, direct email, our website and social media pages.
- Having a reliable, fair and inclusive admissions system.
- Making sure our policies and practices meet current regulatory and relevant professional standards; and are followed by all relevant persons – including facilitators and volunteers.
- Making our terms and conditions transparent and easily available via our website.
- Responding to any complaints.
- Planning effective programs of learning to support individual students needs in partnership with facilitators.
- Providing appropriate facilities and resources to deliver quality tuition
- Ensuring facilitators have the appropriate qualifications, knowledge, skills and experience for the classes they teach; are DBS checked and employ current safe drama practices.
- Supporting facilitator development, continuous professional improvement and reflective practice.
- Providing a safe learning environment by risk assessing our classes, facilities and programmes of learning.
- Identifying and managing the risks that may prevent us undertaking our 'business as usual' activities, including but not limited to: studio unavailability or inadequacy; facilitator absence; failure of our electronic administration or invoicing/payment system or late payment of fees; expired licenses for chaperones, performances, or playing music; expired public liability insurances;.
- Following our continuous improvement process (below).

### Our annual continuous improvement process will;

Evaluate the effectiveness of our activities by assessing: results from external assessments (including Drama exams); stakeholder feedback; the effectiveness of and our conformance to the Company Policies;

- Research current external sources of expertise and best practice for enhancements; changes in legislation or relevant professional standards.
- Identify opportunities for improvement from the evaluation and research process.
- Put an action plan in place to make improvements and monitor its completion.
- Update our Policies and Procedures to incorporate any improvements.
- Engage our facilitators with our continuous improvement process.

- Communicate details of any changes and actions that apply to facilitator's students or others.