



BTTC QUALITY ASSURANCE POLICY

Aims and Principles

BTTC is committed to providing a quality experience for all participants by continuously improving the quality of our provision and resources. In order to do this it is vital that we regularly evaluate our provision and engage people in co-designing the activities we offer. There are a wide range of sessions and levels of engagement on offer.

The quality assurance process should involve

- ◆ Identifying key processes and systems
- ◆ Developing effective mechanisms for all stakeholders (staff, coaches volunteers and players) to make a contribution to the structure and review of the sessions the club offers and courses we run
- ◆ Fostering ownership of, and commitment to, quality among coaches and volunteers
- ◆ Sharing good practice and providing a unified approach across all delivery
- ◆ Participating in staff development

Implementation

To implement this policy, the organisation will

- ◆ Actively work towards involving all staff, coaches and volunteers in the shared ownership of quality services and provision.
- ◆ Monitor key performance indicators and set annual targets.
- ◆ Carry out annual internal observations of practice.
- ◆ Carry out annual staff appraisals.
- ◆ Carry out players and staff /volunteer satisfaction surveys and act on the results.
- ◆ Ensure that all staff understand the mission and objectives.

Internal monitoring

Ultimate legal accountability for the organisation rests with the Board of Trustees. They have meetings every two months to examine the financial position of the organisation, progress against targets and to ensure the strategic direction matches organisational objectives. Organisational strategy is reviewed annually. An operational plan and budget is developed

for each year. Staff and coaches have a full appraisal at least annually. Training needs are reviewed and team development is undertaken (subject to financial constraints). Some practice is monitored internally through observations of work in progress. Feedback from such monitoring is fed back directly to staff involved and shared more widely where wider lessons can be learnt. A staff survey is undertaken annually. Player surveys are undertaken on a project basis to report back to funders.

Player engagement

All players will be offered the opportunity to feed back on the service they receive. Some players will have an opportunity to engage further in the design of the sessions. Session design and delivery should always allow for consultation of players and should aim for greater levels of engagement as appropriate. Because of the diverse range of sessions and players it is not useful to prescribe in this policy how users are engaged.

Complaints

Complaints are dealt with through a hierarchy of actions, depending on the nature of complaint and the area to which it is addressed. Full complaints procedures are detailed in the complaints procedure. All complaints are logged and recorded.