



## **Quality Policy**

| Purpose                                                                                        |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Framework for the management of quality across Acorn Training operations and functional areas. |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Key words                                                                                      |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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## **Equality Statement**

Acorn Training Ltd aims to design and implement policy documents that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others.

It considers the provisions of the Equality Act 2010 and promotes equal opportunities for all.

This document has been assessed to ensure that no one receives less favourable treatment on the protected characteristics of their age, disability, sex (gender), gender reassignment, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity.

In carrying out its functions, Acorn Training Ltd must have due regard to the diverse needs of different protected equality groups.

This applies to all the activities for which Acorn Training Ltd is responsible, including policy development and review.

## **Training**

There is no training requirement identified within this policy.

## **Summary**

This policy outlines the overarching strategy to support an operational quality management framework for Acorn Training operations and Functional areas in line with a range of national frameworks.

## 1. Introduction

Acorn Training is fully committed to providing a quality service to our customers and stakeholders.

To support our company mission of realising safe and secure futures for everyone to succeed in life and work as well as to provide welfare to work services, justice services, health services and skills programmes, Acorn Training will use a number of quality management frameworks to support the scope of our Quality Management system. These include:

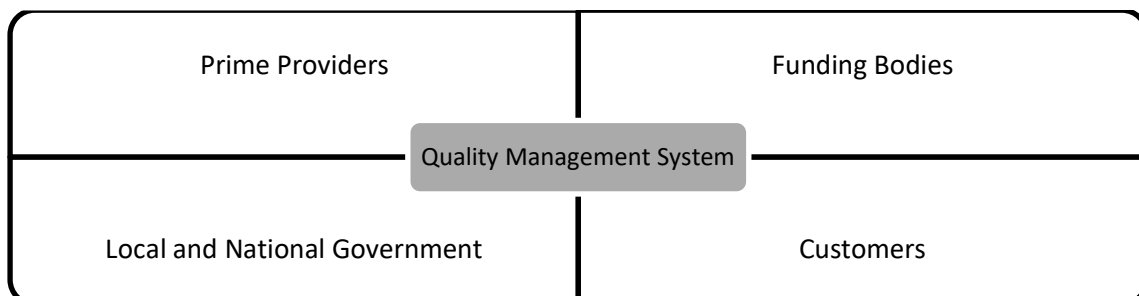
- The Education Inspection Framework
- Disability Confidence Scheme
- Cyber Essentials Plus
- ISO 9001:2015
- ISO 27001
- Matrix Accreditation

## 2. Scope

Acorn Training identifies the need to demonstrate its ability to consistently provide a service that meets customer and applicable statutory and regulatory requirements. We aim to enhance customer satisfaction through the effective application of the quality system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

*The scope of our Quality Management System is to provide an effective leadership and management framework for the delivery of Welfare to Work, Justice and Training services to the public delivered through private sector and public funds (Reviewed December 2024).*

Acorn Training has several customers and stakeholders that provide inputs to our quality system in the form of requirements. Our Quality System aims to provide added value to these requirements in the form of measured, analysis of improvement, accountability and adequate resource management. Our Quality Management System is based on Plan-Do-Check-Act methodologies.



### **3. Management Commitment to Quality Management Systems and Provision of Resources**

“Acorn Training is committed to the development and implementation of the Quality Management System and strives to continuously improve its effectiveness by:

- Communicating internally and externally the importance we place on meeting customer as well as statutory and regulatory requirements, such as those of our funders, partners, stakeholders and customers;
- Monitoring our performance against our Quality Policy and the objectives within;
- Conducting management reviews of our Quality Management System;
- Ensuring appropriate resources are made available to monitor the effectiveness of our Quality Management System.

To confirm our commitment to quality, I confirm that adequate resource will be set aside for the control of our service to ensure that our customers are fully satisfied. Our Leadership and Management Structure will ensure that a point of contact is always available to support our customers and stakeholders in achieving their quality objectives”



***Gareth Fallows Chief Executive Acorn Training***

### **4. Our Quality Management System**

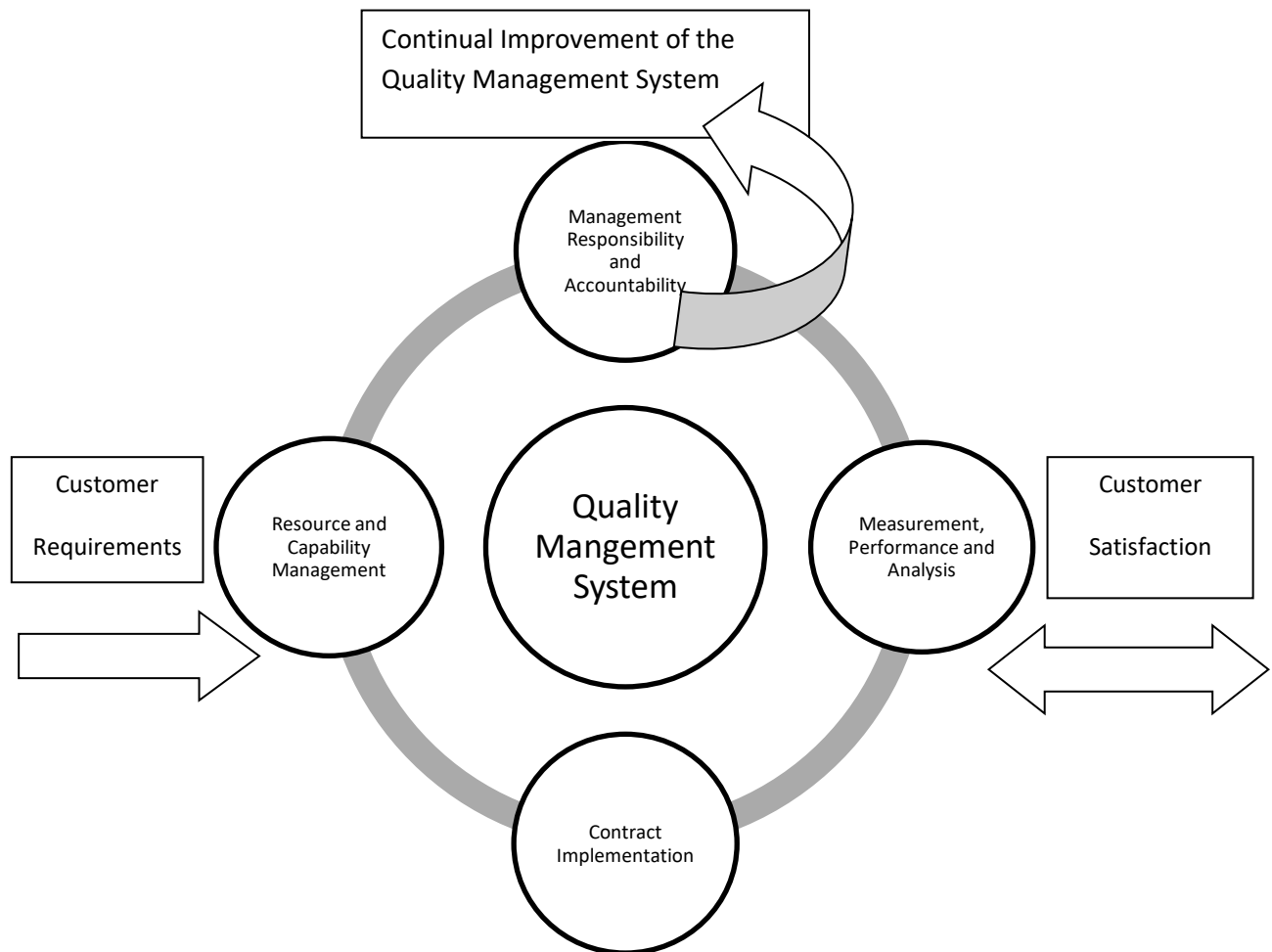
The Acorn Training Quality Management System will provide a framework for all contractual delivery, with other customer requirements identified during the Tendering and Post Tender Negotiation stages being embedded. This will be achieved by creating a full project implementation plan for each awarded project to meet individual requirements and contractual commitments.

The Acorn Training Quality Management System is based on a process-based model. ISO9001 is used to monitor our Quality Management System. Other Frameworks, such as Matrix Accreditation, the Education Inspection Framework, Investors in People and ISO27001 are used to ensure that our processes provide an outstanding customer experience.

## 5. Quality Management System Diagram

To develop accountability and ownership of our quality management system by our managers, our quality system and manual is called “The Acorn Way.” All staff will have access to The Acorn Way through the company SharePoint facility.

To support the Quality Management System, a Quality File will supplement the “The Acorn Way” quality manual. This will demonstrate the contract specific quality management systems and requirements for other quality frameworks (See Annexe A).



## 6. Quality Objectives

**Achieve Quality Management System KPIs in line with the Standards Management Tool by:**

- Consistently achieving performance targets and financial targets by monitoring progress against contractual KPIs, analysing monthly performance data to identify variances, implementing corrective actions promptly where underperformance is identified and ensuring all teams understand their contribution to overall financial and performance outcomes.
- Maintaining at least an observation graded to the 'expected standard'
- Minimising costs and providing value for money
- Performance against personal targets set by a line manager
- Ensuring auditable evidence is in place to minimise claw back/rejected claims to less than 5%
- Provision of outstanding customer service

- Delivering our core values

## **7. Holistic and Timely Review**

Acorn Training Contract Management and Executive Management Team will review the quality of services and its Quality Management System on a six-monthly basis against our quality objectives. This will allow for continued improvement. Acorn Training will adopt the Quality Cycle below, to support the cycle of Plan-Do-Check-Act and to check the effectiveness of its Quality Management Review Inputs within the system.

The cycle will cumulate into a formal year-end review of the service in the form of a Self-Assessment Report that focuses on the Key Questions within the Education Inspection Framework, Safeguarding, Findings from Audit, Customer Feedback, review of Risk Management and Business Continuity Plans, and Quality Improvement Plans.

To evaluate the Quality Management System itself (Review Output) a formal management meeting. This will focus on the key agenda headings:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resources Needed

The Management Meeting will take place before formulation of the future business plan to ensure that capital investment is identified and planned.

Findings will support the Chief Operating Officer's Annual Report, and this will act as the vehicle for communication. The Company's Self-Assessment Report will be made available to staff and customers.

## **8. Quality Cycle**

### Six Monthly Review (September & March)



- Team Meeting takes place (set agenda)
- Course information data is reviewed
- Observation of learner/client interventions data is reviewed
- Customer Focus Groups
- Employer and Learner Feedback reviewed
- Audits and Compliance checks reviewed
- ISO27001 audit
- Staff Feedback Review
- Trading Reports reviewed
- Risk Plan reviewed

### Curriculum Strengths and Areas for Improvement Discussed



- Quality of Education
- Behaviours & Attitudes
- Personal Development
- Safeguarding
- PREVENT
- British Values
- Health and Safety

### Review Documentation Completed



- Key Strengths and weaknesses are identified
- Good practice identified for transferal
- Good news stories produced
- Quality Improvement Plan updated for each contract/business area
- Team and Individual performance targets set
- Review QMS
- Capital investment identified and fed into the Business Plan

### Business Plan Production (January - March)



- Whole staff external review and analysis of the market place (PESTLE)
- Whole staff internal review and analysis of the business (SWOT)
- SAR completed in September and reviewed in February
- Quality Improvement Plan addressed for the whole company
- Budgets set
- Staff performance and development targets set through Appraisals

## 9. Control of Documents

Documents and forms that will be processed as records within shared drives will be controlled.

The Acorn Way Document and Record Control Template will ensure that documents:

- are approved for adequacy prior to issue;

- reviewed and updated as necessary and re-approved;
- are provided with a revision status and that the current document is identified;
- are relevantly up to date and the correct version is available at point of use;
- remain legible and readily identifiable,
- of external origin determined by the organisation to be necessary for the planning and operation of the quality management system are identified and their distribution controlled
- that become obsolete are suitably identified if retained for any purpose.

Where documents are used for a specific contract, a Document and Record Control Template will be completed and will accompany the Quality File for the contract under the section headed “Contract Documentation.” This will be maintained by the contract Operations Manager.

## **10. Control of Records**

Records established to provide evidence of conformity to requirements and of the effective operation of the quality management system shall be controlled by using the Document and Record Control Template.

Acorn Training will identify all records within the organisation, adequate storage, protection, retrieval, retention, and disposal of records.

Records will remain legible, readily identifiable, and retrievable.

Where records are required for a specific contract, a Document and Record Control Template will be completed to identify the requirements for the specific contract.

## **11. Human Resource Management**

To support delivery, Acorn Training places significant emphasis on performance management and monitoring contractual, team and individual members of staff performance. In addition, we also place significant emphasis on monitoring the quality of management systems to ensure that our processes are customer focused.

All staff are given regular supervision through 121 sessions with their line manager and provided with an opportunity to discuss their performance and KPI's, IT, Estates, Health & Safety, Safeguarding, EDI, Health & Wellbeing, Training and Coaching and Mentoring Opportunities.

Overall Business Performance is measured by the Contract Management Report, which focuses on quantitative measures of contractual performance, based both on outputs and financial targets.

All contractual targets are disaggregated to individual teams and staff members using the Contract Management Report. The Contract Management Report is a tool used to monitor service delivery and is in place to ensure that individual teams and members of staff are provided with regular feedback on their performance. Staff are also monitored in line with our quality objectives.

The Human Resources function is managed by the HR Business Partner and associated policies support the operation.

## **12. Performance Bandings**

Staff performance is rated in the following percentile bandings:

|                       |       |
|-----------------------|-------|
| 0-80% of performance  | Red   |
| 81-99% of performance | Amber |
| 100% plus             | Green |

The aim of functional areas of the business is to support the smooth running of the business and to ensure that the customer experience is maintained to at least a grade 2 observation of customer intervention or good customer satisfaction. This is observed during the self-assessment process and Output Review of Quality Management Systems by functional areas of the business.

All staff will be rated on the Staff Traffic light system along with fee earning staff and appropriate key performance indicators will be agreed with staff members and their line managers.

### **13. Performance Management of Staff**

Any member of staff consistently performing as a Red or Amber member of staff for two consecutive months will be required to agree a performance plan to support with addressing any barriers to achieving performance. This will be monitored on a weekly basis. The performance plan will take place in the form of additional one to ones for support and will be recorded on the One to One Notes Form.

If a member of staff does not achieve and sustain the required levels of performance, the disciplinary process will then be followed.

### **14. Training Pathway – Competence, Training and Awareness**

Acorn Training has in place identified roles within our staffing structure with identified competences and responsibilities. These are outlined in our job descriptions and job families – Information Advice and Guidance, Teaching and Learning, Business Support and Leadership and Management. Each role has an identified range of competencies that are outlined on our competency framework, which we call our “Training Pathway.” The Training Pathway identifies skills gaps required by individuals for us to achieve our business objectives. In addition, The Training Pathway serves as a tool to track continuous professional development (CPD): the experience, education, training and skills development of our staff.

Training is evaluated to identify effectiveness and opportunities to share and transfer good practice is also evaluated. Key documents, such as Job Descriptions, The Training Pathway, Training Request and Training Evaluation Forms are contained within the Acorn Way and kept as a record.

### **15. Observation of Teaching, Learning and Customer Intervention**

The observation of teaching and learning and customer intervention processes is a supportive process designed to provide staff with the opportunity to feel included in their own personal development and the quality of the provision that we deliver as an organisation.

Acorn Training will observe all new staff at least twice during their probationary period, up to 5 months from their start date. It will be expected that staff achieve the ‘Expected Standard’ or above in their observations, for their probationary period to be completed.

When a member of staff has achieved an observation graded at the 'Expected Standard' or above, they will continue to be reviewed at least every six months to help them maintain this standard. If a member of staff receives an observation below the 'Expected Standard' and is no longer within their probationary period, they will receive graded, supportive monthly observations focused on helping them improve as part of a supportive development action plan. These observations will offer tailored guidance, opportunities for coaching, and practical actions to support sustained progress.

Staff are expected to consistently meet the 'Expected Standard' or above. Where this is not yet achieved, and after meaningful, tailored support has been provided through an agreed development action plan, further steps may be considered in line with the company Disciplinary Process as outlined in the Contract of Employment. The focus will always be on supporting staff to improve, providing guidance, coaching, and opportunities to develop their practice before any formal action is taken.

Managers may undertake a graded observation at any time to monitor the quality of provision and may do so without prior notice; however, our normal policy is to provide staff with 1 weeks' notice. Managers may also undertake supportive, non-graded observations at any time if they feel it may improve the quality of provision and support a member of staff in their continued development.

Where members of staff are undertaking a formal course of study in teaching, learning or information, advice and guidance, observations will, where possible, be undertaken at the same time.

If a member of staff receives an 'Urgent Improvement' or 'Needs Attention' grading, they will be supported through an agreed development action plan designed to help them strengthen their practice. The development action plan will be created and overseen by the Head of Quality, with clear, achievable actions and opportunities for targeted support.

Staff receiving these gradings will be expected to demonstrate meaningful progress, which will be monitored and recorded within the development action plan. In some cases, it may be necessary for a staff member to be temporarily taken off role to focus on improvement in a supportive environment. Where this is required, the Head of Quality will confirm who needs to be involved in providing appropriate development support. The line manager will ensure suitable cover is arranged while the staff member is off role.

All observers will undergo formal training on the conduct of internal observation of teaching, learning and customer intervention. Observers will undertake refresher training every two years to maintain standards in observation.

Observers will attend observation moderation at least every 12 months to verify grading consistency. All observations will be verified by a member of the observation team before feedback is provided to the member of staff to ensure consistency in grading.

This process is supported by a detailed observation policy and processes and procedures owned by the Curriculum and Quality Team.

## **16. Business Continuity and Infrastructure**

Acorn Training determines the infrastructure requirements needed to achieve conformity to service requirements at the planning stage of all contract activity, before agreeing to work as a provider of Welfare to Work Services and Training (See Risk Management and Business Continuity Plan).

Acorn Training will ensure that adequate resources and planned contingencies are in place to meet the following infrastructure needs:

- Buildings, workspace, and associated utilities
- Process equipment both hardware and software are available in line with our Information Systems Usage Policy
- Support services such as transport, communication, finance, marketing, estates, and information systems support is available

This is supported by a Business Continuity Plan and processes and procedures.

## **17. Work Environment and Sustainability**

The mission of Acorn Training is to

***“Ensure a Safe and Secure Future for Everyone to Succeed in Life and Work”***

Acorn Training will do this by supporting our operation with appropriate Quality Management System that includes guidance on Health and Safety, Lone Working, Standards and Sustainability.

## **18. Product (Service) Realisation**

Acorn Training will work with prime providers of Welfare to Work, Justice and Training Service Funding bodies to develop the processes needed for service delivery. This will be in line with our Quality Management System, which provides a framework for all service delivery. Acorn Training will also aim to inform policy and practice by providing feedback and actively participating in programme evaluation at a local and national level.

## **19. Customer-related Processes**

In fulfilling the requirements of service delivery, Acorn Training will determine the following:

- Quality objectives, Key Performance Indicators and programme aims and objectives. These will be agreed with Prime providers and funders in the form of a contract or service level agreement.
- Processes, documents and resources required to deliver the service/contract in the form of a budgeted profit and loss for each specific service/contract and formation of a Quality Plan evidenced by a Quality File
- Verification of service compliance, monitoring, measurement and inspection of the service; undertaken in the form of intensive support for all new contracts:
  - 100% audit of customer documentation undertaken in partnership with the prime provider or funder to ensure all issues are identified and remedied at the beginning of the contract and ratified by the prime provider to minimise claw back potential and risk,

- regular observations of service delivery,
- quality circles held by staff to identify areas that could improve the customer experience and inform the outputs of our Quality Management System
- Feedback from customers, employers, stakeholders
- Verification of service compliance will also be undertaken in the form of continuous monitoring and review in line with the company Quality Cycle as outlined above and any bespoke quality requirements as requested by the Prime Provider or Funding Body
- All contract monitoring meetings will be documented using either the prime providers' template, the Acorn Training Minutes of Meeting Template or where Acorn Training is monitoring the service of one of our own suppliers, the Subcontractor Partnership Meeting Notes.
- Acorn Training will comply with all statutory and regulatory requirements applicable to the product

## **20. Review of Requirements Related to the Product (Service)**

Acorn Training will fully review the requirements related to a product before committing to supply a product to the customer. This will be undertaken in the form of a board meeting, documented by minutes, to understand the full scope of service delivery, payments, performance measures, budgeted profit and loss, capacity and capability to provide the service.

Where the customer provides no documented statement of requirement in the form of a contract or service level agreement, the customer requirements shall be confirmed by the organisation before service delivery commences. A purchase order number must also support these requirements before any work is undertaken.

Where product requirements are changed, the organisation shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements. This would normally be undertaken during a Contract Operations Meeting, or an ad hoc Contract Operations Meeting would take place.

## **21. Customer Communication**

Acorn Training will communicate effectively with its customer groups and will aim to promote equality and diversity in all printed and on-screen documentation.

- Marketing and Communications materials will clearly provide information about the service
- All enquiries will be documented using the Enquiries Form or Customer Application Form
- Acorn Training will proactively gain customer feedback on all areas of service delivery and will openly promote the Compliments and Complaints Process with customers. The compliments and complaints process can be found within 71: Compliments and Complaints Policy

## **22. Purchasing**

Acorn Training, as a Welfare to Work provider will conform to the Department for Work and Pensions Merlin Standards for the purchase of Welfare to Work Services and Training from other providers

within the supply chain <http://www.dwp.gov.uk/docs/merlin-standard.pdf>. Information from prospective suppliers will be collected using the Expression of Interest Document

Acorn Training will evaluate and select suppliers based on their ability to supply the service in accordance with our requirements. Criteria for selection is based on our Quality Objectives and scored accordingly. Where products and services are purchased that do not have a direct impact on our delivery, purchasing will be conducted in line with the Company Financial Regulations. All suppliers will be scored using the Supplier Appraisal Questionnaire.

Purchasing processes are supported by the Finance Administration policies.

### **23. Verification of Purchased Product**

Acorn Training will inspect all products before receiving delivery.

Where Acorn Training is purchasing Welfare to Work services or training from a supplier, regular monitoring visits will take place with the supplier depending upon the identified risk rating of the supplier identified at Contract Review.

### **24. Service Provision**

Where service delivery cannot be measured through key performance indicators or by continuous monitoring and observation of the service delivery, Acorn Training will ensure that the following validation processes are in place:

- Checking of personnel qualifications
- Quality assuring all teaching and learning resources and materials before use
- Providing training on how to use teaching and learning resources to ensure consistency in delivery

### **25. Customer Property**

Acorn Training will exercise care of customer property while it is under the organisations' control or being used by the organisation. Acorn Training will identify, verify, protect and safeguard customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, Acorn Training will report this to the customer and maintain records. Customer property includes intellectual property and personal data.

Acorn Training will maintain registration with the Information Commissioner's Office for the processing of educational records and will maintain the ISO Information Security Standard ISO27001.

Acorn Training will ensure that all mobile Information Systems equipment is encrypted, and data sticks are not used. For further guidance see Information Security Policy.

### **26. Preservation of the Product (including data and claims documentation)**

Acorn Training will preserve the product during the internal processing and delivery to the intended destination to maintain conformity to requirements. In the main this is associated with the transportation and processing of customer records between sites and from organisation to organisation. Acorn Training will:

- Produce Batch Headers for all documentation that are posted from Acorn Training to a prime provider or funder to ascertain the content of an envelope containing customer records.
- Post all customer records by recorded delivery. A post log will be maintained and kept alongside the Batch Header to ensure that customer records are tracked appropriately.
- For all other post, a post log will be maintained to identify when post has been received or sent from an Acorn Training site.

## **27. Measurement, Analysis and Improvement**

Acorn Training will plan and implement monitoring, measurement, analysis and improvement processes needed for the business to operate efficiently and effectively. Key tools utilised by Acorn Training include:

- Observation of Teaching Learning and Customer Intervention
- Customer Feedback
- Employer Feedback
- Stakeholder Feedback
- Analysis and evaluation of performance against contract key performance indicators, such as referrals, starts, jobs, sustained outcomes, achievement of qualifications, attendance, timely achievement and retention
- Financial performance
- Audit Findings

Acorn Training will perform these tasks to:

- Demonstrate conformity to product requirements (contract compliance)
- Ensure conformity of the quality management system,
- Continually improve the effectiveness of the quality management system

## **28. Customer Satisfaction**

Acorn Training will measure its customer perception in the form of quarterly focus groups with customers accessing our service, employers, and stakeholders. Acorn Training will also conduct quarterly questionnaires to collect customer feedback and suggestions.

Acorn Training will provide the facility to generate feedback through our Internet site, providing customers with an “Improve Us” function.

Acorn Training centres will display customer feedback and what actions we have undertaken to address the issues identified by our customers and stakeholders. Our aim is to demonstrate our commitment to quality and to confirm the importance of the feedback that we receive from our customers and the actions we undertake. This will also confirm our commitment to the Plan- Do – Check principals of our quality management system.

## **29. Internal Audit**

Acorn Training will conduct a cycle of internal audits on all contracts on a quarterly basis to confirm whether the quality management system conforms to the required internal and external standards and is effectively implemented and maintained.

Senior Management at Acorn Training will conduct a quarterly audit plan based on risk and taking into consideration the status and importance of the processes and areas to be audited, as well as previous audit results. The quarterly audit plan will incorporate any requirements of prime providers and funders and will define the scope and methods of the audits to be undertaken during that quarter.

The selection of auditors and conduct of auditors shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work. Auditors will be qualified and experienced within the scope of the audit and should hold at least a level 3 qualification.

Audit will be maintained as a standing agenda item on all Executive Management Meeting Agendas and reports will be reviewed highlighting all non-conformities. External audits conducted by prime providers and funders will also be discussed at these meetings. Senior managers, as part of this review process will highlight key risks to inform future audits and will appropriately plan resources to ensure that any corrective actions are undertaken, appropriately and without undue delay to eliminate detected nonconformities and their causes.

Follow-up activities shall include the verification of the actions taken and the reporting of verification results.

### **30. Monitoring and Measurement of Processes**

Senior managers will meet on a quarterly basis to review the Quality Management System and its ability to support the continuous improvement of the business and to achieve our business plan.

This will focus on the key agenda headings:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of product related to customer requirements
- Resources Needed

### **31. Monitoring and measurement of Product (Service Delivery)**

Acorn Training will monitor and measure the characteristics of its service delivery to verify contract compliance. This will be carried out during contract implementation and through the “Go Live” process. Intensive support will be provided by the Executive Management Team to all new contracts for a period of six months and all new contracts will be rated as high risk, as conformity checks take place to ensure that the service meets the customer’s requirements.

Prime providers and funders will be required to work alongside Acorn Training to identify the contract risk rating to support conformity decision making in line with any provider guidance or requirements of funders and stakeholders.

Service delivery will not proceed until the service has been satisfactorily implemented, unless otherwise approved by a relevant authority, and where applicable, the customer.

### **32. Control of nonconforming product (Service Delivery)**

Acorn Training will ensure that whenever the service delivery does not conform to the required standard, that it is identified and controlled to prevent damage to company, prime provider or funding body reputation. A Quality Improvement Plan will be created to address any non-conformity issues, which will be agreed by the Prime Provider or Funder as appropriate. Realistic timescales to address the non-conformity will be agreed, including accountabilities. Senior Management will ensure that appropriate resource is allocated to support any nonconformity resolution.

Where nonconformity has been identified and corrected, it will be subject to re-verification to demonstrate conformity to the requirements.

Records of the nature of the nonconformity and subsequent actions taken will be kept in Quality File in the form of the Quality Improvement Plan.

### **33. Analysis of Data**

Acorn Training will analyse data as part of the Quality Review Process as outlined in our Quality Cycle. Data will be collected and analysed as part of all Contract and Course Reviews by completing the appropriate Data Table for either Welfare to Work Services or Training. The aim of data analysis is to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made.

The analysis of data shall provide information relating to:

- Customer satisfaction
- Conformity to produce requirements
- Characteristics and trends of processes and products, including opportunities for preventive action
- Suppliers

### **34. Improvement**

Acorn Training will continually improve the effectiveness of the quality management system through the use of the Quality Policy, Contract Quality Files, Quality Objectives, Audit Results, Analysis of Data, Corrective and Preventive Actions and Management Review.

### **35. Corrective Action**

Acorn Training will take action to eliminate the causes of nonconformities to prevent occurrence and will ensure that corrective actions are appropriate to the effects of the nonconformities encountered through the Quality Review Process and Quality Cycle.

The Quality Review Process intends to:

- Review nonconformities and customer complaints
- Determine the root causes of non-conformity

- Evaluate the need for action to ensure that nonconformities do not recur
- Determine and implement actions needed
- Record the results of actions undertaken
- Review the effectiveness of the corrective action taken

### **36. Preventive Action**

Acorn Training will determine action to eliminate the causes of potential nonconformities to prevent their occurrence in the form of a Risk Management and Business Continuity Plan. The Risk Management and Business Continuity Plan will:

- Determine potential nonconformities and their causes
- Evaluate the need for action to prevent occurrence of nonconformities
- Determine and implement action needed
- Record results of action taken
- Review the effectiveness of the preventive action taken

## **Annexe A**

### **Quality File Content for Operational Contracts**

1. Contract with Funding Body or Prime Provider
2. Contract Organisation Chart
3. Staff CV's
4. Contract Performance and Profiles
5. Course/Contract Review (March, June, September, December)
6. Quality Improvement Plans
7. Review of Quality Management Systems
8. Business Plan
9. Contract Reporting
10. Sustainability Development Plan
11. Contract Implementation Plans
12. Training Pathway
13. Contract Delivery Plans
14. Contract Documentation
15. Risk Assessments
16. Health and Safety Assessments
17. Marketing Materials
18. Customer Feedback
19. Employer and Stakeholder Feedback
20. Learner Intervention Observation
21. Examples of Learner Work
22. Risk Plan
23. External Verifier and External Inspection Reports

## **Annexe B**

### **Quality File Content for Corporate Services**

1. ISO27001 Operational Section
2. ISO9001 Operational Section
  - The Acorn Way
  - List of Quality Files
  - Review of Quality Management System Meeting
  - Self-Assessment Report
  - Business Plan – Company
  - Non-Conformity Log
  - Risk Register
3. IIP Operation Section
  - Appraisals
  - Global Training Pathway
  - Evaluations of Training