



CAST Angling Project – Quality Assurance Policy

Reviewed on 21st August 2025
To be reviewed on 20th August 2026

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Introduction

CAST aims to deliver and develop the highest quality services in an environment that puts the care and personal development it's young people at the forefront of our provision.

To ensure on-going high standards for the CAST project staff will:

- Train employees and associates in the quality standards required of them.
- Collect, collate and respond to young people's feedback.
- Determine a range of specific criteria for measuring the quality and work of the project within the CAST guidelines and those laid out in ISO9001 and the ACRE level 3 quality standards.
- Establish clear procedures for when quality falls below agreed standards.
- Provide assessable procedures for dealing with complaints and feeding these into the wider organisation.
- Work closely with BTEC Pearson's Quality Assurance team and work under their policies and procedures to ensure the quality of work submitted is of the standard expected for Level 1 and 2 Qualifications. Staff in place to oversee this.
- CAST now employ an external QA Teacher who works with the centre intermittently throughout the year, to improve and provide support with documentation updates and inspections and lesson observations, general Quality and Assurance.

CAST believes that the most effective care and development services will:

- Offer the client value for money.
- Evaluate and develop in accordance to clients need and learner feedback within an educational setting.
- Recognise and cater for each individual's unique needs.



- Provide an environment which is safe and caters for emotional and physical well-being.

Criteria

CAST regularly assesses its provision against the following criteria:

- Effectiveness – how well the service meets the purpose.
- Efficiency – how well resources and procedures are managed.
- Standards – how we adhere to specific quality standards.
- Client Satisfaction – how highly we are rated by our clients and learners.

All staff associated with CAST are expected to behave within a set of key personal behaviours which underpin our values and beliefs. All staff are assessed against these project specific personal behaviours through both regular observation and learner feedback.

- Understanding – to show understanding of each individuals personal needs.
- Professionalism – to act at all times professionally including attitude, language and courtesy.
- Enthusiasm – To be energetic, committed and eager to fulfil their role.
- Flexibility - To respond to the changing needs of the learners and/or clients.
- Confidentiality – To ensure security of learner information.

Where Quality Standards are Not Met

Where a client's and/or internal standards are not met, the Project Manager will inform Senior Director who will then identify the cause and work on putting right the situation with the client where possible. When a non-conformance has been raised, internal procedures will be reviewed and altered accordingly if necessary.

This may be in line with the BTEC requirements to which students will be supported and follow the guidelines set by the body.

QA inspections are completed by LEA (Derby City/Derbyshire/Nottingham City and Nottingham County Council; where CAST will undertake a series of visits and observations.

Keyworkers from schools or other agencies to individual students will want know why standards are not met if students do not meet their targets. Evidenced information to support progress of their student.

Employed CAST QA will complete a series of checks and focus on specific areas; targets for staff will be implemented for the next visit to ensure that the



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Quality Standards are being met and current and updated to recent legislation and guide lines, especially under the Covid-19 in last 18months.

Complaints

All complaints are dealt with by the wider CAST complaints procedure. Where a complaint has been dealt with and where possible a resolution found, organisation procedures will be reviewed and altered accordingly if necessary.

Policy Review

This policy will be formally reviewed every year to take in to account feedback from clients, external agencies and changes in quality standards and in line with the wider CAST policy reviews.