

Definition of Quality Assurance (QA):

The maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production (Oxford Dictionaries).

Why is QA important to CST?

Quality Assurance is vital to the success and prosperity of CST as we pride ourselves on providing the highest standard of services to our clients, all the time. We value the satisfaction of our clients and endeavour to do everything we can to ensure that our services remain at the high level on which our reputation is built. We strive to constantly review and adjust our operations as necessary in maintaining quality assurance within the company.

Examples of QA at CST:

We have implemented procedures and policies to ensure our high standard of quality is consistently maintained across the entire company, in all aspects of what we do. Examples of these include (but are not limited to):

Observations

Our head tutor provides regular formal and informal observations in class to ensure the quality of our service is maintained.

- **Informal observations** occur when the head tutor observes a behaviour or action from another staff member that compromises our QA. The head tutor then provides adjustments in real time to ensure immediate correction. For example, if a tutor assistant has given a student instructions or advice that differentiate from our standardised model the head tutor will immediately demonstrate how it should be explained to ensure the behaviour is not repeated.
- **Formal observations** occur in a more structured setting and utilise the "*Staff Observation Template*" to assess staff. Any incorrect behaviours or actions detected by the Head Tutor or Manager will then be demonstrated and explained to the staff member at the conclusion of the observation and an expectation for their improvement will be advised. Formal observation should occur at a minimum of once a term for all staff members. The "*Staff Observation Template*" is located at G:\My Drive\Admin\4.0 Templates.

Team Meetings

We facilitate regular staff meetings where any issues that have arisen are addressed to ensure that our services are never compromised. Any behaviours or actions recognised during informal observations may be discussed again to ensure that the staff member has clarity on how these should be corrected.

Feedback

We encourage communication between management and staff as a part of our proactive management style. This assists in ensuring that all staff are upholding our standards consistently

and are implementing any training they are given and can provide feedback to the company about anything that is not working effectively. Staff can provide feedback informally via email or face-to-face, or formally using the Feedback template, using the Grievance template, during a staff meeting or during a one-on-one performance review. We also provide staff the opportunity to provide feedback upon resignation with our Exit Interview document.

Version Control

All documents, including policies and procedures, have a version control to ensure that regular review and amendment occurs which ensures our operations remain relevant and current.

Proof-reading Process

All formal documents are proof-read by the Head Tutor or Manager before publication or distribution to ensure that our standard of professionalism and authority as reliable service providers is upheld.

Reflect

Our staff are encouraged to reflect on their performance and identify, or ask their head tutor for support for, ways they can improve in future performance.

Ongoing Training

Core Skills Tutoring is committed to providing ongoing training as required. This can be developed by access evidence-based research and strategies and delivered in-house, or when appropriate, sought from external training providers.

Version Control:

Version	Change description	Date	Author
1.0	Document created	27/4/2021	Margot Gleeson
1.1	Document edited	05/07/2021	Phillippa Riggs
1.2	Document edited	14/07/2021	Brittany Campagnolo
1.3	Document edited	01/02/2026	Brittany Campagnolo