



Quality Policy

CEAL is committed to the provision of excellent quality standards and strives to excel in all areas, from horse management, environmental awareness, learner achievement and staff development. Quality begins with the training of facilitators who are able to understand the responsibilities and requirements of their role and their on-going development.

Quality of Facilitators

CEAL Certified Facilitator status is awarded to those who have achieved the required standard of training, hold a First Aid Certificate and have successfully completed the CEAL Safer Recruitment process including a DBS check. CFs must work within the CEAL Code of Conduct which sets out standards of behaviour.

There is a requirement for CEAL CFs to complete at least 50 hours of continuing professional development each year. CFs are observed on a regular basis and keep an up to date personal development plan.

Quality of Approved Centres

CEAL has to meet certain quality standards before it can be approved. This covers six areas including: horse welfare and handling, personnel, policies and procedures, approach to learning and health and safety. Centres are visited at least annually.

Quality of Assessment

Qualifications are standardised and learner achievements recorded.

Every facilitator has an induction before being allowed to offer training courses or qualifications. There are written, standardised resources and specifications including schemes of work and guidelines.

Monitoring of quality is by internal and external verifiers.

Internal standardisation meetings are held regularly (at least termly) and those involved in assessment are invited to attend. Minutes of these meetings are circulated to relevant facilitators, assessors and verifiers.

We provide samples of work to the awarding organisations for external standardisation and share information provided to facilitators, assessors and verifiers following these meetings.

Gathering Feedback

Feedback is sought from learners, their families, funding providers and awarding organisations to ensure that quality remains high and that we exceed expectations. This feedback can be in the form of a formal, written questionnaire at different points within a course, reflections from learners, unsolicited emails received from parents or formal standardisation meetings or reports from awarding organisations.

CEAL welcomes this feedback and will share relevant information to improve the quality of sessions and assessments for the future.

Environment

Our Environmental policy is a way of encouraging everyone to consider the environment and put this at the centre of decision-making (e.g. when thinking about new buildings). These decisions form part of the quality provision available from CEAL. At CEAL we are continuously looking at ways to improve what we do, saving money and improving the quality of service to customers and the quality of life for the horses who take part in our sessions.

Proprietor's Signature:	Sophie Keene
Adopted on:	17th April 2023
Last reviewed on:	
Next Review date:	16th April 2024