



Sports Coaching- Sports Nutrition- Sports Kits & Equipment- Sports Trophies
www.academy1sports.com

Quality Assurance Policy

Academy 1 are committed to the following

Customer focus viz., on analysing and meeting customer needs; constant monitoring of progress towards planned customer outcomes; and engagement of customers in quality improvement

- **Raising the expectations of our customers** by the setting of aspirational service standards
- **Flexibility as a principle of service design** in terms of meeting customer needs
- **Self critical review** and quality improvement planning (annual cycle)
- **Staff performance review, training and development**, so that we have the skills to achieve our standards
- **Continuous monitoring utilising comprehensive, reliable and timely information**, so that we can accurately analyse service delivery outcomes and take appropriate actions
- **Target setting and service level agreements**, so that the achievement of improvements and standards is clearly understood
- **Positive utilisation of both external inspection and benchmarking** with similar organisations of the quality of provision and services
- **Investment in modernisation and innovation**
- **Effective leadership and intervention** at all levels that is focused on these core principles
- **Learner involvement** in the design and continuous improvement of the College's curriculum and its activities
- **Employer engagement**
- **Personalisation of learning** so that learning meets the needs of individuals

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