**Appendix 6 **

**Quality Assurance Policy and Process**

**Statement**

Cotswold First Aid is committed to ensuring all training delivered meets and exceeds the highest standards expected by our clients and the requirements of the Regulatory Bodies.

Our aims are: -

* To meet and exceed the requirements of our Regulatory Bodies including but not limited to First Aid Awards Ltd
* To ensure that all Trainers/Assessors deliver up-to-date, effective and enjoyable courses that meet and exceed the delegates expectations and the requirements of the Regulatory Bodies
* To ensure all Trainers/Assessors provide fair, accurate and consistent assessment decisions
* Collate course evaluation feedback sheets for all Learners. This will be used to monitor and improve the courses we deliver
* Collate feedback from those arranging the courses to ensure we provide an easy, efficient booking service
* To ensure all required documentation is completed and stored correctly and securely
* To ensure all Trainers/Assessors hold the appropriate qualifications and possess the relevant experience
* To participate in all Internal Quality Assurance activities

**Roles and Responsibilities.**

* Cotswold First Aid will provide a fair and rigorous quality assurance procedure for all aspects of the delivery of their courses
* Cotswold First Aid will provide the appropriate assistance and access to people, records and premises when requested by the Regulatory Bodies
* Cotswold First Aid will review all policies regularly (min. annually) to ensure they work in the best interests of the Learners, Trainers/assessors and the Regulatory Bodies
* Cotswold First Aid will appoint suitable qualified personnel to conduct internal quality assurance checks. These will be conducted in a fair and consistent manner and will provide accurate and constructive feedback to the Trainer/Assessor
* All Trainers/Assessors will adhere to all Cotswold First Aid policies and procedures at all times. They exist to provide the highest level of service to our clients and to ensure all our Learners are treated respectfully, fairly and consistently. They also ensure our courses meet the requirements of the Regulatory Bodies
* Cotswold First Aid will maintain accurate records of all courses delivered. The will be stored for a minimum of three years or longer if requested by the client

**Complaints**

Whilst we strive to give our customers the service they expect, we recognise sometimes things can go wrong. Any complaints we receive will be dealt with efficiently and effectively with the aim of resolving any issues as quickly as possible to the satisfaction of the customer.

* All complaints will be dealt with in a fair and timely manner
* In the first instance, a Learner should raise their concern with the Trainer/Assessor. Generally a resolution will be found at this point
* Should the complainant not be satisfied with the outcome, they should raise the matter in writing to Cotswold First Aid (see contact details below)
* If the complaint relates to a booking/accounts/administration issue, it should be made directly to Cotswold First Aid as a Trainer/Assessor may not be in a position to resolve it
* Cotswold First Aid will acknowledge receipt of the complaint and undertake to review it within 3 working days. We will respond in writing within a further 5 days. However this timeframe may be extended if further investigation is required
* Should the complainant not be satisfied with the outcome of Cotswold First Aid’s investigation and subsequent decision, the may raise it with Nuco Training Ltd (see contact details below) and if still not satisfied, with the Awarding Body, First Aid Awards Ltd (see contact details below)
* Complaints will be analysis by Cotswold First Aid to prevent re-occurance and so improve the overall level of service provided

Contact Details

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