

QUALITY ASSURANCE POLICY

This quality assurance policy outlines our belief and commitment to ensure that on-going quality improvement is an integral part of our organisation.

247 ALLIANCE LTD will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards.

- **247 ALLIANCE LTD** aim to be the first choice for high quality manned guarding security solutions.
- The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self- evaluation and action planning.
- The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure. Managers will initiate procedures within their teams and collate and agree self-assessment reports and action plans.
- The quality assurance procedures will be founded in a process of regular self-evaluation by teams in different departments, internal & external audits and observations, in addition to employer and client feedback.
- The quality procedures will seek the views and perceptions of employees and other stake holders for whom the services of **247 ALLIANCE LTD** exist.
- Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated, and improved.

RESPONSIBILITY FOR IMPLEMENTATION

- **All staff** (managers, support staff) are responsible for the implementation of the Quality Assurance Policy.
- It is the **Centre Administrator's** responsibility to ensure there is an annual review of the policy.
- It is the responsibility of all to engage positively in that review and ensure implementation.

FOCUS OF QUALITY ASSURANCE

- To encourage continuous improvement in the quality of all practices and learning programs, thereby giving staff the ability to progress, increasing staff retention and the achievement of individual learning aims.
- To develop and sustain a diverse range of programs across Centres which provide opportunities for progression, and which provide staff with experiences and wherever appropriate, qualifications suited to their job activity.
- To ensure rigorous, standardised, and consistent assessment procedures, which meet the standards of external validating agencies such as Security Industry Association.

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- To provide information which supports strategic planning for **247 ALLIANCE LTD** business development.
- To monitor and evaluate the procedure for advising, interviewing, and counselling employees at entry and throughout their time at **247 ALLIANCE LTD**.
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all staff and employees.

STAFF

- To regularly review the performance, training and developmental needs of all employees through the operation of **247 ALLIANCE LTD** annual review and appraisal scheme.
- Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment.
- To monitor and evaluate performance and developmental needs through three internal observations a year and one external observation.
- To monitor and evaluate the effectiveness of the training and development against **247 ALLIANCE LTD** strategic goals.

LEARNERS

- All employees at Induction will be made aware of the quality standards at **247 ALLIANCE LTD**
- All employee feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon
- All employee's performance in the workplace will be monitored and evaluated.

EMPLOYERS

- All employers will be made aware of the quality standards of **247 ALLIANCE LTD**
- All employers will be assessed for safeguarding procedures.
- All employers will be monitored and evaluated on the quality of placement offered.

PROCEDURE

The process of quality control requires **all staff** to meet on a regular basis to review their work, set standards.

- Quality control will be carried out against agreed criteria which will incorporate performance indicators.
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators.
- Review will be supported by analysis of, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings.

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THE OUTCOME OF THESE PROCESSES WILL PROVIDE INFORMATION:

- To inform the process of **247 ALLIANCE LTD** self-assessment and development planning
- To action plan for improvement at **247 ALLIANCE LTD** team level
- To highlight issues that need consideration by **247 ALLIANCE LTD**
- That supports **247 ALLIANCE LTD** business and strategic planning cycle.

That supports **247 ALLIANCE LTD** contract compliance to an exemplary

Malik Mustafa
Director
05/01/2026

Signed



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