

Red Snapper Group

Quality Assurance Policy

Title	Quality Assurance Policy
Department	Business
Sector	RSG
Document Owner	Lauren Moore – Internal Audit and Accreditations Senior
Data Classification	Public
Type	Controlled
Date Adopted:	April 2016
Date of Next Review:	November 2022

Version Control – Controlled Document

Owner	Version No.	Saved As	Date	Changes Made
Martin Jerrold	v1.	Quality Assurance Policy v1.	Apr-16	Draft created
Lauren Moore	v2.	Quality Assurance Policy v2.	Aug-17	Version Control box and front cover sheet created, minor amendments to information
Lauren Moore	v2.1	Quality Assurance Policy v2.1	Aug-18	Updated ISO logo from 9001:2008 to 9001:2015
Lauren Moore	v2.1	Quality Assurance Policy v2.1	Sep-19	Revision of document, no changes made
Lauren Moore	v2.2	Quality Assurance Policy v2.2	Apr-20	Updated Head Office Address
Lauren Moore	v3.	Quality Assurance Policy v3.	Apr-21	Changed policy layout
Lauren Moore	v3.1	Quality Assurance Policy v3.1	Sep-21	Added in continual improvement paragraph and change meet client requirements objective to "to develop and expand our services"
Lauren Moore	v3.2	Quality Assurance Policy v3.2	Nov-21	Updated format

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1. Our Quality Objectives

Red Snapper Group remain committed in providing a professional and ethical service to our customers and clients by ensuring our staff uphold our high standards throughout our staffing, media, educational, and managed services.

We understand customer needs and expectations continually change and therefore we must work closely with current and potential customers and clients to meet these changes with the aim of offering suitable products/services ahead of our competition.

Our quality objectives are:

- To identify, recruit and deploy staff with the appropriate attributes and experience to meet or exceed the operational requirements and expectations of our customers and clients.
- To continue to develop and expand our services to achieve continual improvement as a business.
- To constantly review the performance of our staff and act promptly to address any issues that might be identified.
- To regularly monitor client and customer feedback, including any complaints via the complaints procedure.
- To provide in-depth training to our staff through our extensive in-house training programme.

1. Authority and Responsibility

The Managing Director is ultimately responsible for quality across the business but all employees are expected to be responsible for the quality of the service within their direct responsibility.

The senior management team is responsible for maintaining quality standards by conducting regular performance reviews and appraisals, and providing training in line with staff needs. The management team will support processes that make it as easy as possible for all clients to make complaints, provide feedback, make constructive suggestions and recognise good service.

All team leaders have the responsibility for monitoring and auditing the quality of services for their areas of the business.

The QMS Representative has the responsibility for maintaining, updating, and evaluating the management system with the support of the Board of Directors and Senior Management.

Approachable Certification is a UKAS accredited certification body and has the responsibility for carrying out an independent audit of the Red Snapper Groups ISO 9001:2015 system on an annual basis.

2. Relevant Company Policies

- Disciplinary Policy
- Data Protection Policy
- Equal Opportunities Policy
- Complaints Policy

- Acceptable Email Use Policy
- Supplier and Purchasing Policy
- Social Media Policy
- Health and Safety Policy
- Vetting Policy
- Candidate Compliance Policy
- Business Continuity and Disaster Recovery Plan
- Confidentiality Policy

3. Red Snapper Recruitment Quality Assurance

Our methodology for the maintenance of operational quality assurance is built into every aspect of the service we deliver; from the selection of our nominated team through to the day to day welfare, training and performance management of all our contract staff.

It is company policy to pre-screen all prospective candidates prior to them starting a placement. In accordance with our company-wide Candidate Compliance Policy we obtain the following:

- Right to Work documents, to be obtained prior to placement commencement.
- Two satisfactory employment references covering the last 5 years of employment history, as well as personal references, to be obtained prior to placement commencement.
- Any necessary qualifications relevant to carry out the role.
- Vetting and/or DBS checks on request of the Client. All candidates are asked to disclose of any criminal convictions they may hold.

Prospect candidates are provided with full job descriptions to ensure they understand the role and its requirements before being submitted. All candidates are sent a Right to represent to confirm consent for their CVs to be submitted to clients.

Unsuccessful interview candidates are dealt with courteously and sensitively and will, as a minimum, receive telephone or written notification of the outcome of the selection process, as well as receiving feedback on the interview process.

4. Red Snapper Learning Quality Assurance

Red Snapper Learning has a mission “To deliver training that touches, moves and inspires students to be the best in their chosen profession and ultimately make a difference to society.” We feel that this is particularly appropriate for the aspirations of any client training programme.

All contracts delivered by RSL are subject to our Quality Assurance Policy which incorporates a methodology of standard setting, student feedback, peer assessment and monitoring outcomes to inform a continuous improvement process. Our approach is specifically designed to identify and embed best practice, implement course improvements, maintain high standards and when requested, monitor the impact that our courses are having on students once they have been redeployed into the workplace environment.

To ensure that RSL consistently deliver these outcomes the team have the following responsibilities:

- Liaising with Clients on all aspects of the training courses.
- Prompting implementation of any necessary changes relating to the delivery of the course or the tutors tasked with content delivery.
- Overseeing the review process that is adequate to measure the effectiveness of the training being delivered.
- Reviewing the student feedback and conduct peer assessments on the trainers delivering the course.
- Providing Quality Assurance Update Reports to the client.

It is through this quality assurance process that RSL has been able to maintain the high standards of training that we deliver, highlight and implement improvements to the content and delivery of our courses but also make suggestions with regard to future training policy and practice that has proved beneficial for many clients.

5. Red Snapper Managed Services Quality Assurance

Ongoing project reviews occur to assess efficacy, performance and quality of the project outputs achieved. Quality assessments are performed by impartial RSMS Consultants to review the quality of work produced to ensure it meets the required standard either in the RSG office or on-site with the client. Any work carried out that does not meet the required quality standards is referred back to the deployed Consultant for remedial action. Assessments are captured and provided in a written report which is saved in a project folder for review by the Project Manager and the Board of Directors.

Reports are produced which captures the project success to date, risks identified (if any), project cost updates etc.

Continuous Professional Development (CPD) is reviewed on deployed Consultants on a monthly basis to ensure they are aware of the latest training and legislation within the sector.

At the end of the project, an end of project report is raised to the Board of Directors and the client for sign off prior to the project close.

6. Management Reviews and Internal Audits

Management Reviews are held on a quarterly basis with the Board of Directors and the QMS Representative. An agenda is followed to review the company scope, quality policy, resources, audit outcomes and training requirements. The management review meeting notes are recorded and stored electronically.

An internal audit timetable has been created for internal audits across the business covering recruitment, media, educational and managed services. These audits will be performance by our in-house auditor on a monthly basis. Spot check audits will also be carried out as and when required throughout the year. The audit timetable is followed to support continual improvement of the QMS and compliance with statutory and regulatory legislation.

Internal audit reports are issued to senior management complete with any corrective actions if required, following the discovery of any non-conformances. Non-conformances are logged and any corrective actions required will be completed within an agreed timescale with senior management. All internal audit reports are stored electronically and are available for external inspection.

The quality management system is independently audited once a year by a UKAS auditor. The audit will assess the system against the internal ISO standards ensuring compliance.

7. Monitoring

Monitoring of the QMS will be held through regular audit reports from the Compliance Team and quarterly Management Review meetings with the Board of Directors. The senior management team will review written feedback from staff, customers and clients; evaluations of team performance; and audit reports on all aspects of the business.

All Red Snapper work flow processes and operational practices are subject to an audit regime conducted by each operational team leader and internal auditor.

8. Feedback and Complaints

Levels of client satisfaction will be monitored and reviewed on a six month basis in order to identify trends and opportunities for continuous improvement. Records will be kept of any adverse feedback or criticisms to ensure trends do not form. Feedback might include the identification of additional training needs, and the need for a policy or procedure review. Candidate feedback is provided by auto mailers sent out during the candidate's placement in which candidates can provide feedback on how their placement is going, if they have any issues, or if their personal details have changed.

Any service issues will be raised and dealt with operationally on a day-to-day basis, however there may be occasions when a particular issue needs to be raised and handled formally.

Red Snapper Group operates in accordance with and in adherence to the Recruitment & Employment Confederations code of good recruitment practice. The REC code of good recruitment practice ensures that all members of the REC conduct their businesses ethically and to the highest standards.

A candidate's or client's complaint will not be investigated solely by the Complaints Contact Person, if the Complaints Contact Person is involved in the subject matter of the complaint. If this is the case the complaint will be investigated by all nominated Complaints Contact Persons.

All formal complaints will be logged on the internal system and resolved using the formal complaints procedure. The outcome of all formal complaints will be reviewed within the Management Review Meetings with the Board of Directors on a quarterly basis to ensure continuous improvement within the company processes.

9. Training and Development

Training is an integral part of the strategy to achieve our quality assurance objectives. Red Snapper Group is dedicated to providing relevant training to all staff in order to carry out their role responsibilities.

New employees undertake a full induction course taking them through the company policies and processes, and any role specific training. Training is organised by the Group HR Manager and is offered in-house. All new staff are briefed on the Quality Policy and its objectives at induction.

Through the 6 monthly self-appraisal and review process, training needs are identified by Line Managers and HR. All internal and external staff training is recorded on the Training Matrix, in line with the company's training policy. Staff also receive continuous professional development through a combination of face to face seminars and e-learning courses on any identified training needs, new legislation or policy changes.

10. Continual Improvement

Red Snapper continually improves the suitability, adequacy and effectiveness of the Quality Management System. We recognise the results of analysis and evaluation, outputs from Management Review meetings, and if there are needs or opportunities to be addressed as part of the continual improvement process. All processes defined through the controlled documented procedures are aimed at enhancing quality of service. Any analysis of non-conformance enables us to implement new measures and define and implement objectives.

11. Review

This policy will be reviewed on an annual basis by the Policy owner. Revisions, however, may take place throughout the year due to a change in policy or a reported supplier incident that requires an update in policy requirements.

The policy will be re-issued to all employees and suppliers if changes have taken place.

12. Formal Sign Off

This Policy has been formally reviewed and signed off by top management:



Martin Jerrold
Managing Director
Red Snapper Group

End.