

# Quality Assurance Framework

Last review: January 2017 | Next review: January 2019



**The Democracy School** is committed to the highest quality in the delivery of its services. These five areas of quality assurance outlined below are the basis upon which we deliver and evaluate our work.

1. We are focused on our vision, mission and goals as an independent organisation
  - a. We ensure our work delivers our vision and mission.
  - b. We have a clear framework for governance and management which ensures that our work is appropriately reviewed.
  - c. We are independent
  - d. We avoid relationships and practice which would provoke questions about our integrity
  
2. We maximise the effectiveness of our services
  - a. We are user-focused.
  - b. We engage people with the appropriate skills in supporting delivery.
  - c. We make sure that we understand the context properly before beginning a new strand of work.
  - d. We operate with a flexible, but structured, project management framework (briefing, planning, set-up, delivery, evaluation).
  - e. We are a learning organisation with evaluation at the heart of our practice.
  
3. We demonstrate integrity and professionalism
  - a. Our policies are up to date.
  - b. We are rigorous about accuracy.
  - c. We are responsive to change.
  - d. We strive to ensure that all programme activity is properly resourced.
  - e. We abide by appropriate confidentiality rules and Data Protection

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4. We maintain excellence and a high level of credibility in our practice
  - a. We work to a clear brief to set up a project.
  - b. We seek feedback from our peers about practice.
  - c. We deliver through partnerships for mutual benefit and impact.
  - d. Self-reflection on quality is embedded in our ways of working.
  
5. We aim to have impact, we measure it and communicate it
  - a. We review our resource, activity, output, outcomes and impact through project delivery.
  - b. We measure qualitatively and quantitatively.
  - c. We articulate our impact publicly.
  - d. We use the results of our evaluation to learn and develop.
  
6. We aim for quality of experience for all who engage with us
  - a. We aim to provide the highest quality of customer relationships
  - b. Our communications aim to be of the clearest and most appropriate nature for different audiences
  - c. We have an active diversity action plan and are committed to accessibility