

Svítání, z.s.

Address: Klášterní 870/3,
460 01 Liberec, Czech Republic
E-mail: svitani@hipoterapie-kurzy.com

Web: hipoterapie-kurzy.com/svitani/
IBAN: CZ512010000002502325728



Quality Improvement and Quality System Policy

Policy Statement Svítání, z.s. - Academy of Equine Assisted Services is committed to continuous quality improvement in all aspects of its operations. This policy outlines the guiding principles and processes used to achieve and maintain high standards in course delivery, organisational effectiveness, and student satisfaction.

Guiding Principles

1. **Student-Centred Approach:** Prioritising the needs and experiences of students to ensure their learning outcomes are met.
 2. **Continuous Improvement:** Actively seeking opportunities to enhance the quality of our courses and services.
 3. **Evidence-Based Decisions:** Using data, feedback, and best practices to inform decision-making.
 4. **Transparency and Accountability:** Clearly communicating our quality goals and progress to stakeholders.
 5. **Collaboration:** Encouraging input from staff, lecturers, and students in shaping improvements.
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Quality Goals

- Deliver exceptional and consistent educational experiences.
 - Maintain high levels of student satisfaction.
 - Ensure compliance with accreditation and regulatory standards.
 - Promote a culture of innovation and excellence within the organisation.
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Processes for Quality Improvement

1. Response to Feedback

- **Student Feedback:**
 - Regularly collect feedback through surveys, evaluations, and informal discussions.
 - Analyse feedback to identify trends and areas for improvement.
- **Lecturer Feedback:**
 - Encourage lecturers to provide insights on course delivery and student engagement.
 - Use feedback to refine teaching methods and resources.
- **Stakeholder Feedback:**
 - Consult external stakeholders and industry experts to ensure courses remain relevant and effective.

2. Review and Monitoring

- **Course Reviews:**
 - Conduct annual reviews of all courses to assess content relevance, teaching quality, and assessment methods.
- **Performance Monitoring:**
 - Evaluate student outcomes, retention rates, and overall satisfaction.
 - Review lecturer performance through observations and evaluations.
- **Organisational Monitoring:**
 - Assess operational processes to ensure efficiency and compliance with standards.

3. Action Planning

- Develop action plans based on identified areas for improvement.
- Assign responsibilities and set clear deadlines for implementing changes.
- Monitor the progress of action plans to ensure timely completion.

4. Training and Development

- Provide regular professional development opportunities for staff and lecturers to enhance their skills.
- Ensure staff are trained in quality improvement processes and tools.

5. Documentation and Reporting

- Maintain accurate records of feedback, reviews, and improvement actions.
 - Share quality improvement outcomes with stakeholders to demonstrate accountability and transparency.
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Roles and Responsibilities

1. Svítání, z.s. Leadership:

- Lead and oversee quality improvement initiatives.
- Approve action plans and ensure accountability.

2. Staff and Lecturers:

- Actively participate in feedback and review processes.
- Implement quality improvement actions as required.

3. Students:

- Provide constructive feedback to support continuous improvement efforts.
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Monitoring and Review This policy will be reviewed annually to ensure its effectiveness and alignment with the Svítání, z.s. quality goals. Updates will be made based on feedback and changes in organisational needs or regulatory requirements.

Approval and Implementation This policy has been approved by the leadership of Svítání, z.s. and applies to all staff, lecturers, and students engaged with the organisation.

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Created by Věra Lantelme-Faisan and Audrey Darby

Date Reviewed	Reviewed by	Due for review