



Quality Assurance Policy

This Quality Assurance Policy outlines the commitment of The Dream Centre to ensure that ongoing quality improvement is an integral part of what we do. The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning.

For the purposes of this document, our '*stakeholders*' include but are not limited to:

- Our students
- Parents and guardians of our students
- Our teachers

The school principal has overall accountability for The Dream Centre quality assurance processes.

The Dream Centre aims to:

- Understand, meet and exceed customer requirements and expectations
- Consistently deliver professional and high-quality dance tuition, in a safe environment
- Provide high quality customer service and maintain excellent customer relationships

We will do this by:

1. Maintaining open and honest communication with our stakeholders and keep them informed of relevant changes via newsletters, direct email, our website and Facebook page.
2. Having a reliable, fair and inclusive admissions system.
3. Making sure our, policies and practices meet current regulatory and relevant professional standards; and are followed by all relevant persons - including teachers and volunteers.
4. Making our terms and conditions transparent and easily available via our website.
5. Responding to any complaints.
6. Planning effective programs of learning to support individual students needs in partnership with teachers.
7. Providing appropriate facilities and resources to deliver quality tuition.
8. Ensuring teachers have the appropriate qualifications, knowledge, skills and experience for the classes they teach; are PVG checked and employ current safe dance practices

9. Supporting teacher development, continuous professional improvement and reflective practice
10. Providing a safe learning environment by risk assessing our classes, facilities and programmes of learning
11. Identifying and managing the risks that may prevent us undertaking our 'business as usual' activities, including but not limited to.: studio unavailability or inadequacy; teacher absence; failure of our electronic administration or invoicing / payment system or late payment of fees; expired licenses for chaperones, performances, or playing music; expired public liability insurances.
12. Following our continuous improvement process (below)

Our annual continuous improvement process will:

13. • Evaluate the effectiveness of our activities by assessing results from external assessments, stakeholder feedback; the effectiveness of and our conformance to – The Dream Centre's Policies.
14. • Research current external sources of expertise and best practice for enhancements; changes in legislation or relevant professional standards
15. • Identify opportunities for improvement from the evaluation and research process
16. • Put an action plan in place to make improvements and monitor its completion.
17. • Update our Policies and Procedures to incorporate any improvements
18. • Engage our teachers with our continuous improvement process
19. • Communicate details of any changes and actions that apply to teacher's students or others.