

## ICI Quality Assurance Policy & Procedure

ICI\_POL008

### 1.0 PURPOSE

This policy and procedure document sets out an effective approach to quality assurance at ICI and commits to building a culture and practice of the highest standard of ongoing continuous improvement to its management, services and systems.

### 2.0 SCOPE

This Policy applies to all ICI staff, contracted presenters and third-party system providers and impacts ICI Members, presenters and supporters.

### 3.0 APPROACH TO QUALITY ASSURANCE

ICI is committed to targeting nothing short of the highest standards of quality/performance in our provision of our services to our Members and engagement with presenters, learning partners and supporters.

The quality of our service is regarded as an absolutely critical factor in the ongoing success of the Institute.

#### 3.1 ICI will achieve its targets through the following key objectives:

- 1) The retention of the highest calibre of personnel and the provision of the necessary resources and training to maintain their effectiveness and efficiency.
- 2) Organisational policies that reflect the Values, Mission and Vision of the ICI.
- 3) The implementation and application of a robust set of Policies and procedures that ensure a high quality continuing professional development program and related initiatives and services to support a quality learning experience and excellence in industry management standards for its Members and Learning Program participants.
- 4) The implementation and application of a performance measurement system that monitors and evaluates our application of our Policies and procedures.

#### 3.2 Mechanisms for continuous improvement

- 1) Any complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.
- 2) Regular feedback on service and experience is collected from Learning Program participants, Members, staff, industry and employers on a regular basis and data gathered is collated and analysed.
- 3) CIM Members and Learning Program participants are provided feedback opportunities to improve the ICI services and experience for them.
- 4) Internal system and policy audits are part of a planned cycle of improvement.
- 5) ICI will record feedback for improvements in a Continuous Improvement Register and act upon them on a continual basis to ensure that ICI is responsive and authentic in its quality assurance efforts.
- 6) ICI management and staff meetings encourage and allow such staff to identify areas that require improvement from their day-to-day experience.
- 7) ICI Staff have authentic performance review and development support and plans.



### 3.3 ICI quality assurance compliance and review

- 1) ICI aims to comply with industry standards, and all relevant laws and regulations.
- 2) This policy should be directly aligned to the ICI Risk Management Policy.
- 3) This policy should be reviewed regularly.
- 4) The CEO is responsible for ensuring policy, systems, process and procedures are suitable for a robust and responsive quality assurance framework.
- 5) The CEO will commission internal or external audits as required.

### Associated Policy Documents

All ICI Policy and Procedure documents

### Policy Record Management

Policy Number	Policy Name	Drafted/Reviewed by	Date	Approved by	Date
ICI-POL-008	ICI Quality Assurance Policy & Procedure	As released	31.10.18	The ICI Board	31.10.18

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