

Commitment to Quality Policy

Person responsible for this Policy:	Head of Student Advice and Wellbeing
Who the Policy applies to:	Student Advice Employees
Date issued	June 2021
Date to be reviewed:	June 2022

Unless expressly stated otherwise, this policy does not form part of an employee's contract of employment and the contents are not contractually binding on the Students' Union or its employees. However, failure by any employee to comply with this policy may result in disciplinary action being taken and, in the most serious cases, may result in dismissal. The Union reserves the right to amend the policy from time to time.

For the purposes of this policy the terms 'Union' and 'Students' Union' includes Cardiff University Students' Union, Cardiff Union Services Limited and any subsidiary of the Company or of its holding company. These terms shall have the meaning given them by the Companies Act 2006.

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Commitment

1. Student Advice strive to provide the highest quality information, advice and representation for our clients, within the limits of the resources we have to provide that service. We are dedicated to establishing an environment where our service continually meets, if not exceeds, client expectations and needs. It is our aim to operate and maintain a quality management system which improves client service excellence.
2. This quality policy should act as a driver for continual improvement. Student Advice staff and volunteers are required to ensure that they continually improve the degree to which the department's services meet client/service user requirements, and to measure effectiveness of the processes responsible.



Quality Management Systems

3. Student Advice's quality management procedures and policies undergo rigorous annual review, through the Student Advice Quality Review. They are also reviewed when appropriate outside of the annual review period, e.g. should regulations change and require procedures to be updated in line with such changes.
4. A record of the annual Student Advice Quality Review is kept as evidence and any amendments to the procedures are noted, with the date of amendment, in the amendments log at the front of the Student Advice Quality Manual.
5. Client records are subject to regular file audits, in line with the Student Advice Case File Review Procedure. Any corrective action required is implemented swiftly and preventative measures applied, where appropriate. Data and trends from file audits are reviewed regularly and included in our annual review of risk, informing training and development activity and improvements in practice where possible.

Student Advice Annual Quality Review

6. The Student Advice Annual Quality Review is a summary of all quality checks completed and feedback received throughout the year.
7. The results of the quality review are included in the Student Advice Annual Quality Review Report and presented to the Director of Participation and Engagement and the Satisfaction, Engagement and Participation Committee.

Responsibility

8. The person with overall responsibility for quality within Student Advice is the Head of Student Advice and Wellbeing.
9. Each member of the Student Advice department is responsible for complying with requirements and meeting Student Advice's quality standards and is accountable for their individual performance and the performance of those working under their supervision.
10. The Head of Student Advice and Wellbeing shall provide adequate resources and training to ensure work is carried out safely and professionally.
11. The Head of Student Advice and Wellbeing shall ensure that all quality incidents are fully notified, investigated and that corrective action is carried out and communicated across the business for example client complaints and negative client feedback.
12. All members of the Student Advice department shall comply with relevant laws and regulations as well as internal requirements.
13. All members of the Student Advice department shall continuously challenge themselves to improve the quality of delivery the Student Advice service.



14. The Head of Student Advice and Wellbeing shall encourage participation and promotion of quality responsibilities amongst all All members of the Student Advice department, in standards, education, training, coaching, and supervision.

Organisational Culture

15. Cardiff University Students' Union aim to develop and maintain an organisational culture that encourages continuous improvement, where all levels of staff are supported and empowered. Student Advice exercise this responsibility through continuing development of staff competency. We recognise that our employees are our greatest asset, and we invest in our staff by providing regular and relevant training.

16. All Student Advice staff and volunteers understand the value of their input into maintaining our quality standards for example the Advice Quality Standard.



Student Advice Annual Quality Review Report [Template]

For the attention of the Director of Participation and Engagement and the Satisfaction, Engagement and Participation Committee.

Introduction

Student Advice strive to provide the highest quality information, advice and representation for our clients, within the limits of the resources we have to provide that service. We are dedicated to establishing an environment where our service continually meets, if not exceeds, client expectations and needs. It is our aim to operate and maintain a quality management system which improves client service excellence.

Our Commitment to Quality Policy acts as a driver for continual improvement and requires that our quality management procedures and policies undergo rigorous annual review. The results of the quality review are included in this report.

Complaints

Student Advice welcome complaints and view them as an opportunity to learn, adapt, and improve our service delivery.

Our [Complaint Policy and Procedure](#) is available on our website and is intended to ensure that complaints are investigated in full, in a timely manner and that all comments are taken seriously. It comprises three stages:

1. Initial complaint
2. Escalation where client is unhappy with stage 1 outcome
3. Review of the stage 2 complaint outcome, where client is unhappy with the decision

Each stage requires a new decision maker, who has not been involved in any previous considerations of the case.

Complaint Numbers		
Stage 1	Stage 2	Stage 3

Summary of Issue Raised	Complaint Outcome



Feedback

As part of our commitment to quality, and with a view to continually improving our service, advice staff and volunteers actively encourage and value feedback from our clients.

To do this, we send each client a personalised email two weeks after their first contact with the service, inviting them to complete a Google Form questionnaire and give feedback on their experience.

The responses from the questionnaire are reviewed each week by a dedicated member of staff and fed back to the wider staff team during a weekly team meeting. Feedback that is particularly good is also passed to the team member in writing.

If the feedback suggests that the client's experience was poor, the dedicated member of staff instigates a case file review, under the [Case File Review Procedure](#). A client's experience is deemed as poor if they give scores of 5 or lower in two or more of the rating scale questions and/or if the free text comment describes it as being poor.

The case file review checks if anything could have been done to improve the client experience. The outcome is fed back to the adviser, the member of staff responsible for advice supervision and the Head of Department.

The member of staff responsible for supervision of advice, or the Head of Department, also provide a written response to the client. This response includes a summary of the file review outcome. It also refers to the [Complaint Policy and Procedure](#), should the client not be satisfied with any explanation provided.

Full details of the feedback responses are included in Appendix 1.

Case File Reviews

The purpose of the Student Advice case file review is to check the quality of advice given to Student Advice's clients/service users and to provide feedback to case handlers that promotes learning and continuous improvement in the provision of advice and guidance.

The Student Advice case file review system ensures:

- a. That clients have received the highest quality advice and guidance;
- b. That advice and guidance has been tailored to the individual needs of the client;
- c. Members of staff are compliant with CUSU's policies and procedures;
- d. That appropriate case management practices have been observed;
- e. That the client has received access to high quality resources and further support if needed, and;
- f. That the appropriate risk assessments have been conducted for 'at risk' clients.

File Review outcomes are collated with a view to identifying any quality issues, training needs or trends.



A summary of this year's case file reviews is included in Appendix 2.

Administration Checks

Administration checks are carried out to ensure that all staff are following the Student Advice procedures for information and case management. The checks are conducted weekly and include a review of the case management spreadsheet and all client case files created that week.

A summary of the administration checks for this year is included in Appendix 3.

