

Title	QUALITY ASSURANCE and MANAGEMENT POLICY
Cross References	Internal: <ul style="list-style-type: none"> 🍑 Corporate Social Responsibility Policy 🍑 Safer Employment Policy 🍑 All other Apricot policies
Date	September 2025

Apricot Online Ltd is a leading provider of live, online education. We teach children aged 8 to 18 who require teaching outside of mainstream schools for short or long periods of time. Students may be unable to attend school due to illness, refusal, behavior or exclusion. We work with mainstream schools, Hospital Schools, PRUs and LAs, often as part of a blended learning programme. We reintegrate students into mainstream, enhance existing school provision; and, when needed, replace school altogether by preparing students for their exams.

Our aim is to provide the very best teaching service in an innovative and engaging way, to ensure the safeguarding of our students and to maintain close and supportive bonds with our commissioning bodies.

Our aim is to ensure every aspect of our services meet our clients' needs and we strive continuously to improve our services. We do this by ensuring that all our teachers and staff participate in this process and seek to act on client feedback.

Our Quality Management System contains the following elements:

- 🍑 We map all key processes
- 🍑 We produce project plans, report half-termly to our clients and produce end-of-course reports
- 🍑 We measure our performance against Service Level Agreements agreed with our clients
- 🍑 We seek customer feedback, including any customer complaints, and act upon all feedback
- 🍑 We complete annual Self-Assessment Frameworks for all aspects of Apricot service and personnel
- 🍑 We plan our resources to ensure we can meet customer requirements
- 🍑 We induct our staff and provide them with appropriate training & continuous development
- 🍑 We carefully select and monitor our teachers and staff
- 🍑 We communicate and share best practice with our staff and our clients
- 🍑 We hold monthly subject-specific staff meetings with department heads to encourage best practice sharing and issue resolution
- 🍑 We hold weekly management meetings to plan and improve our service
- 🍑 We hold termly management reviews with our clients
- 🍑 We conduct risk management reviews on an annual basis & audit key processes
- 🍑 We ensure tight financial control
- 🍑 We are committed to equality of opportunity in all areas of its work. All individuals will be treated in a fair and equal manner and in accordance with the law, regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation.
- 🍑 We are committed to minimising the impact of our activities on the environment

Responsibility & Review:

The Managing Director is ultimately responsible for quality but all employees are encouraged to take responsibility for the quality of the service that is within their direct control.

Authorised by: Jodie Phillips, Operations Director

Date: October 2025

Review Date: October 2026