



QUALITY POLICY

At The Awareness Centre we are committed to putting quality at the heart of our clinical and training services. We define quality as the provision of services which meet and/or exceed the expectations of stakeholders by clearly and correctly identifying their requirements and providing appropriate timely solutions.

TAC has more than 300 therapeutic practitioners meeting the diverse mental health and wellbeing needs of our clients in central and greater London, through face-to-face and online talking therapies within our low cost, NHS and private therapy services. TAC is also a registered healthcare provider.

The TAC Training School was launched in 2020 and aims to provide high-quality counselling courses from beginner through to qualified therapist. TAC is a limited company and a member of the British Association of Counselling and Psychotherapy (BACP).

TAC is committed to providing excellent customer service for our clients and therapists and a supportive learning environment for placement therapists and Training School students.

Our Mission:

Our mission is to promote the importance of mental health and wellbeing for everyone.

We do this by:

- Making therapy more **accessible**.
- Providing **affordable therapeutic services** to promote mental and emotional well-being.
- Providing high-quality **training and placement opportunities** for therapists of all levels to ensure a skilled workforce is available to deliver effective treatments.
- **Raising awareness** of mental health issues and treatments.
- Continually **evaluating** our success and being creative in our approach to do better.
- **Educating** ourselves, each other, our clients, students, and stakeholders.
- The **inclusion** of everyone, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.
- Treating our stakeholders in accordance with **our values**.

Our Values:

- Respect.
- Community.
- Self-awareness.
- Expertise.

- Professionalism.
- Compassion.
- Empowerment.
- Inclusion.

Our Commitment to Quality

TAC:

1. Recognises the need to define and maintain a set of quality standards in all aspects of performance to be successful, to meet the needs of all stakeholders, and to achieve the highest levels of client satisfaction.

TAC sends out Service Evaluation Questionnaires to all clients and users of our services (including contractors, clients, and students). Reviewed quarterly, the aim is to maintain a 4-star level of feedback across the organisation.

2. Is committed to compliance with all relevant legislation and to maximise the effectiveness of the business through conformance with policies designed to drive the organisation to achieve excellence.

TAC conducts quarterly audits of its policies and procedures, to ensure that our objectives meet the needs of the ever-changing arena of mental health.

3. Designs all policies and procedures to ensure stakeholder requirements are fully understood and deliverable.

This is reviewed in our monthly Policies and Procedures meeting. All members of the Senior Team are involved in this monthly process to ensure that different service users are considered and included.

4. Provides counselling services with maximum positive impact and treatment success rate.

This is measured through our monthly audits and recovery rates reports. In the NHS we have key performance indicators (KPIs) for minimum recovery rate targets, which are reviewed in every contract meeting. In LCCS we have 6-monthly progress reviews.

5. Delivers high-quality counselling courses to support all levels of training from beginner through to qualified practitioner and clinical supervisor. We also offer CPD workshops to support psychotherapists, counsellors, clinical psychologists and psychologists with their development training needs at all stages of their professional journey.

Service Evaluations are sent to all students at the end of each course module. Qualitative and quantitative feedback is collated and reviewed quarterly, with the objective of maintaining a 4-star service across the Training School.

6. Conducts regular assessment of its training courses, tutors and management, to ensure an optimal experience for students in line with BACP course guidelines.

New and existing faculty members (including permanent staff and contractors) are assessed at recruitment stage to ensure they meet both TAC and BACP requirements. Quarterly audits of profiles and documentation are conducted to ensure that their status has not changed.

Where relevant, the courses are designed and produced in accordance with the BACP course guidelines, which is measured through the ongoing BACP course accreditation process.

Students are offered multiple opportunities to provide feedback on their experience studying at TAC, including:

- a. Meetings with key Training Team staff at the end of each module*
- b. Evaluation forms provided at the end of each module*
- c. 1-2-1 tutorials for each student*

7. Ensures all quality management activities are planned to minimise and eliminate, where possible, errors and risk.

This is reviewed in our monthly Policies and Procedures meeting.

In addition there is a monthly Risk Assessment meeting, where the target is to ensure that all highlighted risk issues are categorised as 'monitor and control'.

8. Is committed to regularly reviewing the service provision to ensure excellence across all services. TAC encourages stakeholders to provide objective and constructive feedback on the services provided.

This is measured through feedback collected in our Service Evaluation Questionnaires, which are reviewed monthly in our Managers Meeting, Clinical Meeting and Training School Meeting.

Clients are given the option to provide a testimonial on the quality of the services provided. The growing list of testimonials received is another measure of our success.

Training School courses have 'end-of-module' meetings where student feedback is collated and discussed with senior members of the Training School team.

Reviewed quarterly, the aim is to maintain a 4-star level of feedback across the Training School and across the organisation.

9. Sets meaningful quality objectives and performance targets (KPIs) to drive continual improvement, constantly monitoring and reviewing performance and implementing lessons learned and best practice.

These KPIs are reviewed in monthly line management meetings and annual reviews on an individual and team basis.

There is an appraisal system in place for all employed staff with clear, measurable individual and business objectives. These are reviewed quarterly in one-to-one staff meetings to ensure they are being met.

TAC conducts all business in compliance with this Quality Policy, which is regularly reviewed to ensure quality remains key to all of the services we provide to our stakeholders.