



Quality Improvement Plan

PCTS is committed to providing a quality service and we will therefore constantly review our practices to ensure we are providing an excellent service. This document sets out our plan for improvement after being accepted as a Centre and we have started to deliver C&G accredited courses.

- All policies will be reviewed at least annually.
- We will continuously monitor and review procedures and practices.
- We will use all quality assurance practices set out by the Internal Quality Assurer to inform us and ensure our staff team are effective and have regular opportunities for CPD.

By the end of our first year of operating all assessors will be qualified and any new members who have joined will share our values.