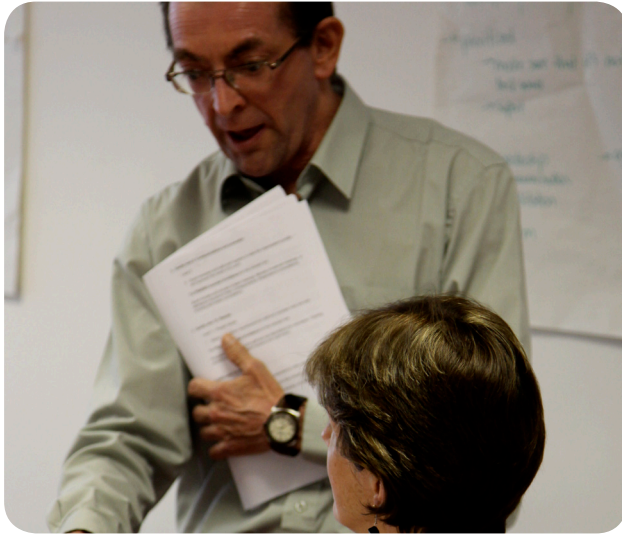


Pathways to quality

Duration:
One day



In the current environment the pressure on organisations to show that they provide quality services and manage their organisations effectively is increasing. The choice of approach can be a critical organisational decision. What does quality involve? What approaches are there to quality? Which type of organisation or situation are they best suited? How do the different approaches compare?

What you will learn

You will:

- understand the principles that underpin quality
- consider the advantages and disadvantages of the different options being used in the sector
- learn about the implementation process, including benefits and costs of the major quality approaches used
- gain practical hints and tips to help you make implementation a success, no matter which approach you choose.

'Very informative and well structured.'

Feedback from course participant

'The trainer was of a very high standard'

Feedback from course participant

Who for

This course is suitable for **anyone**:

- interested in quality
- not sure which approach to quality is right for their organisation
- wishes to learn more about the different approaches and principles that underpin quality
- with some knowledge of quality that would like to know more about how the many quality standards compare.

Benefits

By attending this course you will:

- learn more about quality in the voluntary sector with a group of your peers
- improve your understanding of the factors that predict the successful implementation of a quality system
- understand what is involved in preparing for external accreditation
- consider which approach to quality will best meet your requirements.

'Trainer very knowledgeable and approachable.'

Feedback from course participant

For a full list of course dates, please visit the training calendar on our training pages at www.ces-vol.org.uk

To find out more about how CES training can help you, or to download a booking form from our website visit www.ces-vol.org.uk

If you have a question or are not sure which course is right for you, please get in touch. To speak to the training team directly, email training@ces-vol.org.uk or call 020 7713 5722.

TIP

CES delivers a range of courses on quality. The two-day **Implementing PQASSO** course is suggested if you are wishing to implement PQASSO.