

Quality Monitoring and Standardisation Schedule

Control & Move Fitness CIC

Introduction

This Quality Monitoring and Standardisation Schedule outlines the systematic approach Control & Move Fitness CIC will take to ensure that all programmes and services adhere to established quality standards. Regular monitoring and evaluation will facilitate continuous improvement and enhance the overall participant experience.

Schedule Overview

The schedule includes various monitoring activities, their frequency, responsible parties, and specific objectives. It aims to create a structured process for evaluating quality across all aspects of our operations.

1. ****Programme Audits****

- **Frequency:** Bi-annually (every six months)
- **Responsible Party:** Quality Assurance Coordinator
- **Objectives:**
 - Evaluate compliance with quality standards and policies.
 - Assess the effectiveness of lesson plans and instructional methods.
 - Identify areas for improvement in programme delivery.

Activities:

- Review lesson plans and class objectives.
- Observe classes and gather feedback from participants and instructors.
- Document findings and create action plans for any identified issues.

2. Participant Feedback Surveys

- **Frequency:** Termly
- **Responsible Party:** Quality Assurance Coordinator
- **Objectives:**
 - Gather insights on participant satisfaction and experiences.
 - Identify strengths and areas for improvement in programmes and services.

Activities:

- Distribute surveys at the end of each term or quarter.
- Analyse feedback for trends and patterns.
- Share results with instructors and management to inform changes.

3. Instructor Performance Evaluations

- **Frequency:** Annually
- **Responsible Party:** Management Team
- **Objectives:**
 - Assess instructor competencies and adherence to quality standards.
 - Identify professional development needs.

Activities:

- Conduct classroom observations and provide constructive feedback.
- Review qualifications and ongoing professional development records.
- Set individual performance goals for the following year.

4. Safety and Equipment Checks

- **Frequency:** Termly
- **Responsible Party:** Teaching Staff/ Facilities Manager / Equipment inspector / LOLER certified person
- **Objectives:**
 - Ensure all equipment is safe, well-maintained, and suitable for use.
 - Confirm that facilities are accessible and compliant with health and safety regulations.

Activities:

- Conduct inspections of all fitness and dance equipment.
- Document any maintenance or safety concerns and arrange for repairs.
- Review safety protocols and emergency procedures with staff.

5. Community Engagement and Outreach Feedback

- **Frequency:** Bi-annually
- **Responsible Party:** Community Engagement Officer
- **Objectives:**
 - Gather insights from the community about programme relevance and accessibility.
 - Foster relationships with local organisations and stakeholders.

Activities:

- Conduct community forums or focus groups to discuss services.
- Analyse community feedback to inform programme development.
- Collaborate with local organisations to promote inclusivity.

6. Annual Quality Assurance Review

- **Frequency:** Annually
- **Responsible Party:** Management Team and Quality Assurance Coordinator
- **Objectives:**
 - Review the overall effectiveness of the Quality Assurance Policy.
 - Assess progress on action plans from previous audits and evaluations.

Activities:

- Compile findings from programme audits, feedback surveys, and performance evaluations.
- Prepare an annual quality assurance report summarising key insights and recommendations.
- Share the report with all staff and stakeholders and discuss strategies for improvement.

Conclusion

This Quality Monitoring and Standardisation Schedule is designed to ensure that Control & Move Fitness CIC maintains high standards of quality across all programmes and services. By following this structured approach, we aim to enhance participant satisfaction, improve service delivery, and foster a culture of continuous improvement.

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