UG School Quality Assurance Document

Introduction (Document Structure)

Chapter I — General Part

1. **Document Purpose And Field**
2. **School Mission , vision And Values (in the document) Integrated)**
3. **Quality Provision Principles And Approaches (PDCA cycle)**
4. **Purpose of the quality assurance system**

Article 1. Document Purpose And Use Field

1. The above Document Defines " UG" School " quality" Provision The system, its Structure, processes, responsibilities And As determined rules, which Also on the basis It happens School Educational, administrative And Helper Processes Systematic, continuous And On the evidence Based Evaluation And Improvement.
2. Document Used School On a scale, All Structural Unit by And Represents :
    - School Internal Quality Provision Politics Determinant Act ;
    - Procedures Standardization: The basis
    - Administrative And Educational Processes Evaluation Criteria and Mechanisms;
    - National and International With standards Compliance Provision The instrument.
3. Document Required: School Director, Education Quality Management Service, Departments, Administrative and Pedagogical for staff.

Article 2. School Mission, Vision, and Values

1. " UG" school's " mission " is to educate students to offer a modern, innovative, inclusive, safe And Academically High standard An environment where Each Student's Progress, development And Personal Growth School Home It is a priority.
2. The school’s vision is to form one of the Anchor Private schools in the country that has High Quality Educational Standards, International Recognition, and a development-directed system.
3. School Values Includes :
    - **Transparency** — decisions And Processes Justice ;
    - **Responsibility** — each Employee Involvement Quality in preservation ;
    - **Innovation** — modern Teaching Methods Implementation ;
    - **Equality** — on education Equal Accessibility ;
    - **Collaboration** — between school , parents , students And Society Partnership
    - **Safety** — student Physical And Emotional Prosperity .

Article 3. Quality Provision Principles

School Quality Provision System Based on Then Principles :

1. **PDCA continuous Cycle (Plan – Do – Check – Act):**
    - Planning — goals , risks And Resources Definition ;
    - Implementation — processes Performance established By standards ;
    - Checking — audit , monitoring , analysis ;
    - Development — Recommendations Performance And Practice Improvement .
2. **On the evidence Based Management :**
    - Solutions Accepted Data , research , observations And Evaluations Based on .
3. **Transparency And Accountability :**
    - All Structural Unit Accountable In his head On processes .
4. **Creative And Innovative Approach :**
    - School Teaching uses On active , interactive , technologies Established Methods .
5. **Inclusive Approach :**
    - Educational And Administrative Processes Adapted Students Different Needs According to .
6. **International With standards Compliance :**
    - School Quality Provision Based on Georgia With legislation Together International The best practices (COBIS, Cambridge,).

Article 4. Quality Provision System Purpose

System The goal is :

1. At school Current Processes Stable , systematic And Permanent Improvement .
2. Teaching , assessment And Management Processes Compliance National Standards .
3. School Internal Processes Efficiency Increase .
4. Risks Reduction And Timely Identify .
5. Students Academic , social And Emotional Prosperity Provision .
6. School Strategic For development Necessary Information Delivery .

Chapter II — Quality Provision Politics

1. ***Quality Provision Goals***
2. ***Added Regulations And Normative Frame***
3. ***Responsible Persons And Structure***
   - *Quality Job*
   - *Chairs*
   - *QA team*
   - *Verifiers*

Article 5. Quality Provision Politics Goals

1. School Quality Provision Politics The aim is to ensure At school Current All Process - governance , educational And Auxiliary — systematic , evidence-based Based , transparent And Continuous Improvement .
2. Politics Defines :
   - Processes Standardized Management Rules ;
   - Processes Periodic Evaluation And Monitoring ;
   - Risks Identification , analysis And Prioritization mechanisms ;
   - Recommendations Performance Monitoring Rules ;
   - At school Quality On provision Responsible Persons And Structures Role .
3. Politics Provides School by Implemented Educational Activities Compliance :

- Georgia National with standards ;
- International with standards ;
- UG School Strategic with the plan ;
- UG School Annually Action With the plan .

Article 6. Quality On provision Responsible Person / Job

1. Quality On provision Responsible for :
   Learning Quality In the direction of the Director's Deputy - as Quality Management Service Head .
2. Quality Management Job Collaborates with :
   - Chair With the chairmen ;
   - Subjectively With the leaders ;
   - Administrative At work ;
   - With a psychologist / special education teacher ;
   - Human Resources With the manager ;
   - Financial At work ;
   - Technical / Infrastructure At work .
3. Quality On provision Responsible Person The functions are :
   - Processes Evaluation And Monitoring ;
   - To be checked Processes / curriculums Identification ;
   - Annual Action Plan Preparation ;
   - Internal Audits Conduct ;
   - Recommendations Preparation ;
   - Monitoring Accounts Compose ;
   - Risks Systemic Evaluation ;
   - Feedback Systems Management (surveys , interviews , observation).
4. Interests Conflict Excluded — QA service Members No Participate That Processes Planning And in the performance of which Checking too They They are responsible for . They On Are Only Two By stage :
   - Evaluation
   - Development

Article 7. School Processes Categories

School Processes Divided Three Big In blocks :

I. Governance Processes

1. Strategic Planning
2. Annual Action Planning
3. Quality Provision Planning
4. Accountability And Monitoring System
5. Human Resources Management
6. Financial Plan Management
7. School - Parent - Society Relationship

II. Basic Core Processes

These are He/She Processes that directly Determines Education Quality :

1. **Curriculum Development And Review**
2. **Teaching And Teaching Process Organization**
3. **Classroom And School Level Evaluation System**
4. **Teachers Professional Development**
5. **Evaluation Criteria , QA mechanisms**
6. **Students Progress Monitoring**
7. **Inclusive Education And Support**
8. **School Lifestyle / Informal Education Programs**

III. Auxiliary Processes

1. EMIS/ Electronic Magazine Management
2. Infrastructure And Inventory Management
3. Security And Order
4. Library Management
5. Technological Support
6. With the public Public Relations (PR)
7. Administrative Document circulation

8. Career Education
9. Psychological Support
10. Financial And Legal Service

Article 8. Processes Census Format And Use

1. School All Process Described Unified In the standard operating procedure (SOP) format , which Includes :
   - Process To name
   - The goal
   - Expected Result
   - Subprocesses
   - Responsible Persons
   - Engaged The parties
   - Implementation Periodicity
   - Evaluation Tools
   - Necessary Documentation
   - Process Flowchart
2. Process It is being prepared :
   - On trial Responsible Service by
   - QA service With consultation
   - Director's By order With approval
3. On processes Responsible Persons Obliged Are In activity to rely on Approved Process Document .
4. QA Service Carries out Process Compliance Evaluation :
   - Regulatory With acts
   - Process With the document
   - Practice In real life With the situation

Article 9. Quality Provision Process Structure

Quality Provision Process Includes Then Subprocesses :

1. **Risks Identification And Evaluation**
2. **Inspection Annual Action Plan Compilation**
3. **Conducting an audit**
4. **Conclusion Preparation And Feedback**
5. **Recommendations Performance Monitoring**

Article 10. Unplanned Check

1. QA service Right Has , with the director By agreement , to carry out Unplanned Check That In case :
   - There is Serious Risk Finding
   - Revealed Violation
   - There is Indoor / Outdoor Persons by Delivered Information
   - Research Or Interviews As a result Revealed Defects
2. Unplanned Inspection External Structure It is the same as The planner .

Article 11. External In the assessment Participation

1. School Actively Cooperates External With assessors (QA National Center).
2. School Provides All Necessary Document And Process Transparency .
3. External Evaluation Report Integrates Internal Quality Long-term In the plan .

Article 12. Quality Continuous Improvement

1. Recommendations Monitoring It happens Systematically , established In the form of .
2. Accepted Findings Integrates :

    - Strategic In the plan
    - Annually In the plan
    - Chairs In the plans
    - Professional Development In the plan
3. Results Considered :
    - With the director
    - QA service
    - Chairs Level
    - Pedagogical On the council
4. Continuous Improvement represents School Culture Part of it .

Chapter III — School Processes

Governing Process N1 — Strategic Planning

Goal

Strategic Directions Definition , school Perennial On development Focus And Basic Priorities Formation .

Expected Result

- Approved Strategic Plan (3– 6) year).
- Clear Goals , indicators And Evaluation Mechanisms .
- Resources And Directions Strategic Distribution .

Subprocesses

1. Environment Analysis (SWOT, risks , data , feedback).
2. Strategic Goals Formation .
3. Strategy Submission / Discussion In the Teachers' Council And Ruler In the ring .
4. Director's by Plan Approval .
5. Implementation Annual Monitoring .

Responsible

- Director
- Director's Deputy Quality In the direction
- Administration
- Chairs Chairmen (participant)

Performance Periodicity

- Once 3– 6 per year (at least).
- Annual Review And Correction .

Governing Process N2 — Annual Action Planning

Goal

Strategic Plan Based on Specific , annual Tasks Definition .

Subprocesses

1. Previous Year Evaluation .
2. Priority Directions Definition .
3. School – Departments Annual Plans Agreement .
4. Resources Redistribution .
5. Monitoring Dates Definition .

Responsible

- Director
- Quality Job
- Administrative Units
- Chairs Chairmen

Governing Process N3 — Quality Provision Planning (QA Planning)

Goal

LLC " Yuji" At school " quality" Continuous And Systemic Improvement .

Subprocesses

1. Risks Rating (high / medium / low).
2. To be checked Processes Selection .
3. QA Annual Plan Compose .
4. Plan Approval Director's By order .

Responsible

- Quality Job
- Director

Governing Process N4 — Human Resources Management (HR)

Goal

Qualified Employees Attraction , development And Maintenance .

Subprocesses

1. Vacancy Revelation .
2. Selection Procedures (interview , demo - lesson).
3. Orientation (Onboarding).
4. Evaluation And Professional Development .

5. Work Environment Monitoring .
6. Safe Recruitment Procedures .

Responsible

- HR Manager
- Director
- Quality Service (on) Only Monitoring stage !)

Governing Process N5 — School Financial Management

Goal

Financial Resources Transparently Distribution , educational Process With resources Provision .

Subprocesses

1. Budget Compose .
2. Budget Monitoring .
3. Purchases .
4. Financial Reporting .

Responsible

- Financial Job
- Director

Governing Process N6 — Communication With parents And With the public

Goal

School and parents Society Correct And Transparent Cooperation .

Subprocesses

1. Information Delivery (e - newsletter , messages , meetings).
2. Feedback Acceptance .
3. Events Planning .
4. Crisis Communication .

II. Basic Core Processes

These are is Processes that directly Determines Teaching Quality .

Basic Process N1 — Curriculum Development

Goal

Students Needs And On standards Based Teaching Content Provision .

Subprocesses

1. Subjective Standards Analysis .
2. Annual Curriculum Compose .
3. Thematic Planning .
4. Inclusive and EAL/ESL adaptations .
5. Regular Review (1–2 times a year).

Responsible

- Chair Chairmen

- Subjective Teachers

Evaluation

- QA Service
- Internal And External Assessments

Basic Process N2 — Learning Process Organizing

Goal

Teaching Process Quality , structured , active By methods Leadership .

Subprocesses

1. Hourly Net According to Lessons Schedule .
2. Teaching Active Methods (5E, inquiry-based, project-based).
3. Chairs Cooperation .
4. In lessons Observation (QA + Chair).
5. Students Progress Monitoring .

Basic Process N3 — Evaluation System

Goal

Students Results Objective , fair , transparent Evaluation .

Subprocesses

1. Current And Summary Assessments .
2. Rubrics And Criteria .
3. Control , final And Diagnostic Tests .
4. dual marking (A/B)
5. Calibration
6. Results Analysis (school-wide data)

Basic Process N4 — Teachers Professional Development

Goal

Teachers Permanent Professional Growth .

Subprocesses

1. Professional Needs Reveal .
2. Trainings , seminars , conferences .
3. Internal Trainings (" Learning - Teaching") Society ").
4. In lessons Observation And Feedback .
5. Supervision / mentoring .

Basic Process N5 — Students Support

Goal

Students Social , emotional , academic Prosperity Provision .

Subprocesses

1. Psychological Support .
2. Special - teacher / inclusive Team Turn on .
3. With a parent Work .
4. Individual Plans (IEP/ILP).
5. Disciplinary Politics Management .

Basic Process N6 — Informal Education / School Life

Goal

Students Skills , interests And Personal Development Encouragement .

Subprocesses

1. Clubs .
2. Projects .
3. Excursions .
4. Sports Events .
5. Charity And Public Initiatives

III. Auxiliary Processes

Helper Process N1 — Informational Systems management (EMIS, electronic Magazine)

Goal

School Data Safe , reliable Management .

Subprocesses

1. Data Login .
2. Hosting / Security .
3. Analytical Reports .
4. Technical Support .

Helper Process N2 — Library

Goal

Educational On resources Accessibility .

Subprocesses

1. Books Cataloging .
2. Resources Update .
3. Research Support .

Helper Process N3 — Infrastructure And Security Provision

Goal

Safe Environment Creation .

Subprocesses

1. Technical Service .
2. Resources Accounting .
3. Security Politics .
4. Emergency About situations Response .

Helper Process N4 — With the public Public Relations (PR)

Goal

School Sympathy , partnership And Image Strengthening .

Subprocesses

1. Social Media .
2. Events .
3. Partners .
4. Foreign Communication .

Chapter IV — Processes Standard Census Format (SOP)

This Part There will be *The template* , which According to All The chair will be formed On your own Procedures :

- Process Name
- Goal
- Result
- Subprocesses
- Responsible Persons
- On Persons
- Performance Periodicity
- Evaluation Mechanisms
- Documentation List

At school Active All Process (governance , basic) And auxiliary) is formed **Unified Standard** Accordingly .

Down Given The official SOP structure , which Required All Structural For the unit

SOP – Procedure Standard Format

1. Process Name

(For example : " Curriculum Preview Process " , " In the lesson Observation Process ", "HR Selection process ")

2. Process Goal

The drawing gives To the question :

Why do we need this Process And What Results could be reached?" Examples :

- Provides Curriculum Compliance with standards ;
- Provides Teachers Objective Selection ;
- Provides Safe Educational Environment .

3. Process Output

What Specific Document / Action / Status is expected by the end?

For example :

- Approved Curriculum
- Selected Employee
- Security Audit Report
- Observation Form

4. Process Scope

- Which one? Department ?
- Which one? Teachers / staff ?
- Which one? Educational Step ?
- Which one? Structural Units ?

5. Terms And Definitions (optional)

If In process is Specific Terms (e.g. , formative assessment, dual marking, risk factor), here It is determined .

6. Process Sub-processes / steps (Step-by-step)

This is The " heart " of the process .

Subprocesses. It is written Logical In order :

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________

Process From type Based on the steps Quantity Maybe Be from 3 to 10+ .

7. On trial Responsible Person (Process Owner)

Only One Basic Person :

- HR Manager
- Director's Deputy
- Chair Chairman
- Librarian
- Security Service Representative

8. In process On Stakeholders

These are Are Participants who In full No They lead process , but Participating :

- Teachers
- QA Service
- Fathers / Parents
- Administration
- Technical Staff
- Students
- External Partners (if necessary) in case)

9. Performance Frequency

Writes how many times is being held Process :

- Daily
- Weekly
- Monthly
- 1 time per semester
- 1-2 times a year
- Of necessity In case

- Emergency In situations

10. Process Evaluation Mechanisms (Quality Indicators)

How Do you know that Process Done. Quality ?

From them :

- Observation Forms
- Feedback Surveys
- Results Analysis
- Achieved Indicators
- Documentation Perfection
- Time Protection

11. Required Documents & Evidence

All Document A list that Process During execution is being created Or Used for :

- Creation Form
- Checklist
- Reports
- Commands
- Magazines
- Electronic Notes

12. Process Flowchart

The scheme , which Shows Process The procession .
(This Specific Scheme Then in the Word file Will be done , visual (in format .)

Phases :
Start → Step 1 → Step 2 → Step 3 → Decision Point → Step 4 → End

13. Risks And Preventive Dimensions

Quality Center by Requested New Point !

Process Possible Problems :

- Late Message
- Data Wrong Input
- Employee Error
- Material Absence
- Feedback Non-observance

And Relevant Prevention :

- Unified Templates
- Mandatory Deadlines
- Documentation Check
- QA Monitoring

14. Observation , audit And Monitoring Arrangement

Process I must Note :

- Who Carries out Monitoring (QA service)
- What Periodically
- What In the form

15. Process Update Rules

Process I must To review :

- per year Once
- Internal Audit Then
- External Evaluation Recommendations Then
- Of necessity According to

Update It is carried out :

1. On trial Responsible Person On the initiative

2. QA service By agreement
3. Director's By order

Chapter V — Quality Provision Process

1. Risks Identification And Evaluation
2. Annual Action Plan Compilation
3. Processes Check
4. Conclusion + Feedback
5. Recommendations And Improvement Monitoring

Article 15. Sub-process 1 — Risks Evaluation

Risks Evaluation It happens per year Once - in **August** - **September** .

1. Risks Identification Goal

- Priority To be verified Processes Reveal
- Problematic And Critical Seats Timely Fix
- Resources Rational Distribution
- Processes Improvement Plans Formation

2. Risks Identification Sources

- School Annual Self-esteem
- Students , parents And Teachers Surveys
- Interviews
- Observations (on lessons , processes)
- Administration Reports
- Data Analysis (e - journal , exams , tests)
- External Appraiser Recommendations

3. Risks Categories

Every Process It is valued. Wednesday Category :

Risk Level	Score	Definition
Low	1	Process Stable , small With flaws
Medium	2	In process is Improvement Need
High	3	In process Serious The indicators are
Critical	4	Process Violation influence Does At school completely

4. Risk factors Examples

- In law Or In standards Change
- Process Influence On authorization
- By process Beneficiary People Quantity
- New Employees High Share
- Curriculum Change
- Resources Deficit
- School On the image Influence

5. Risks Prioritization

QA Service Determines Processes List Priorities According to :

1. High / Critical
2. Medium
3. Low

First In line Checking **High And Critical** Categories .

Article 16. Sub-process 2 — Verification Annual Action Plan Compilation

QA Annual Plan It is formed by :

From September – next Year Until September .

1. Plan Content

Plan Includes :

- To be checked Processes / Curricula
- Inspection Goal
- Inspection Scope
- Inspection Estimated Dates
- Responsible Persons
- Used Methods (observation , interview , documentation , survey)

2. Plan Approval

- Prepared by : QA Service
- Checks : Director Deputy
- Approves : Director

3. Plan Update

- Of necessity In case Maybe To change Interannual
- Changes Approves Director

Article 17. Sub-process 3 — Verification Conduct

This is The " heart " of the process — Internal Audit .

1. Inspection About Informing

QA Service Officially Notifies :

- On trial Responsible Persons
- Departments (curriculum) in case)

Subjective Content When checking Persons They take :

- Questionnaire
- Documents List

- Forms

2. Inspection Methods

QA uses Many Source Combination :

Method	Description
Documentation Analysis	Plans , standards , journals , reports
Observation	In class , meetings , processes
Interviews	Administration , teacher , student , parent
Surveys	Online / Paper
Data Analysis	Marks , attendance , tests Results

3. Inspection Period

- I must To end **90 calendar days per day**
- Of necessity In case Possible **For 30 days Extension**

4. Cooperation Commitment

All Internal Structure It is obliged to :

- To provide Access On documents
- To answer Questions
- To attend Meetings

Article 18. Sub-process 4 — Conclusion Preparation And Feedback

1. Conclusion Content

Conclusion Includes :

1. Inspection Subject And Goal
2. Inspection Period
3. Used Methods
4. Actual Findings
5. Discovered Inconsistencies
6. Recommendations
7. Deadlines
8. Of necessity In the case — evidence

2. Conclusion Project Introduction

QA Service Sends :

" Conclusion" The project " To be read "

On trial, the person responsible has Right :

- to present Notes
- to offer Alternative Solutions
- To explain Discovered Factors

3. General Assurance Meeting

QA service Can to invite Work Meeting for " summarization ".

Meeting Taking shape **With Oki** .

4. Final Conclusion

- Prepares QA
- Presents to the director
- Director takes Decision

Conclusion Acceptance Then It begins Next Stage — Monitoring.

Article 19. Sub-process 5 — Recommendations Performance Monitoring

This stage is often the most difficult. For schools. Here It is written :

" How much Improved The school " Problem ?"

1. Obligations

On trial Responsible Person It is obliged to :

- By recommendation determined Within the deadlines To lead Improvement Actions
- to present Evidence (documents , photos , records , reports)

2. QA Service Authority

QA is authorized to :

- to request Evidence
- To carry out Repeated Observation
- to evaluate Achieved Progress
- to send To the director Final Evaluation

3. Recommendation Postponement

Director, Justification In this case , it is authorized to :

- To extend Deadline
- to change Action Road

4. Summary Monitoring Report

Includes :

- What was Recommendation

- What Done
- What is left To do
- Result
- Status :
    - Done
    - Intestinal Done
    - No Done.

Article 20. Permanent Continuous Improvement

Quality Provision Process Results Used for :

1. Strategic Plan In the update
2. Annual Plan In correction
3. Chairs Work In planning
4. PD programs In planning
5. Process SOPs In the update

School creates A culture where :

- On the data Based There are solutions.
- Feedback It is worth it.
- Cooperation is strength.
- Assessment — Development Tool

Chapter VI — Unplanned Check

Unplanned Check represents Quality Provision Process Additionally The mechanism that Used That In cases where At school It intersects Immediate Response Need , risk High Level Or Emergency Circumstances .

Unplanned Check No Shift Annually plan , but **Adds him** , his The goal is Problem Prevention And Timely Eliminate .

Article 21. Unplanned Inspection Goal

Unplanned Check is being held When Required :

1. High Risk Or Critical Factor Operational Study ;
2. In process Revealed Violations Immediate Analysis ;
3. Emergency About the situation Fast Response ;
4. Students Security , well-being Or Educational Process Continuity Protection ;
5. External / Internal Signals , written Applications Or Evidence Check ;
6. Disciplinary , administrative Or Educational Problems Immediate Correction .

Article 22. Unplanned Inspection Start Basics

QA Service Authorized To begin Unplanned Check Then In case :

1. Accepted Information

- Parent's Statement
- Teacher / employee Statement
- Administration by Delivered Information
- Student's Towards Help Request

2. Research Results

- Survey Intriguing Results
- Interview Findings
- Data By analysis Revealed Risks

3. Process Violation

- Time Aracerp
- Standards Inconsistency
- Documentation Absence
- Discipline Violation
- Security Risk

4. Emergency Situation

- Incident
- School Order Violation
- Educational Process Delay

5. Director Assignment

To the director has Right to QA service to assign Specific Process Immediate Study .

Article 23. Unplanned Inspection Procedure

Unplanned Check is being carried out Next In order :

1. Decision Inspection Start About

QA Service :

- Fixes Inspection Start The basis
- Informs To the director
- takes In writing Consent

Note : Written Consent Maybe to be By email too .

2. On trial, Responsible Person Informing

QA Service Informs On trial Responsible To the person :

- Inspection Start Date
- The goal
- The basis
- Requested Documents

3. Inspection Conduct (methods) It is the same as Planned (in check)

- Documentation Analysis
- Observation
- Interviews
- Data Analysis
- Of necessity In case , in case On the spot Exit

4. Inspection Deadlines

Unplanned Check I must To be completed :

30 calendar days per day
(planned) From inspection Unlike , which is 90 days (considers)

Special In cases :

Possible Extension **10–15 days** , director With consent .

Article 24. Unplanned Inspection Conclusion

Conclusion Includes :

1. Inspection Foundation
2. Short Description
3. Revealed Facts And Findings
4. Violations , inconsistencies Or Risks
5. Recommendations
6. Action Deadlines
7. Implementation Necessity

Conclusion :

- Sending On trial Responsible With a person
- Needed Their Position Reception
- Final Version will be transferred To the director

Article 25. Recommendations Implementation And Monitoring

1. On trial Responsible Person obliged Recommendation Performance relevant In the deadlines .
2. QA Service Carries out Monitoring And Requests Documentation .
3. If Recommendation Not fulfilled , QA is authorized to :
   - To appoint Repeated Check
   - to present Conclusion With the director
   - to offer Procedure Change Or Tightening

Article 26. Unplanned Inspection Results Integration

Unplanned Inspection Results Maybe Include :

- Procedural Changes
- SOPs Update
- Retraining Appointment
- Disciplinary Actions
- Structural Changes
- Security Policies Tightening

Results It fits :

- QA Annual In the plan
- Strategic Plan In the update
- PD plan
- At school Existing Procedures In correction

Chapter VIII — Attachments (Templates)

Here We will prepare you :

1) Process /SOP – Template

A4 format , table

2) Risks Evaluation Table (score : 1–4)

3) Quality Provision Annual Action Plan (technical) Template)

4) Inspection Account Template (Final Report Template)

5) Recommendations Monitoring Form

6) Improvement needed Actions Action Plan

7) QA Calendar – All For the year (September – September)