

MyBnk Quality Assurance Policy

MyBnk is an education charity established in 2007. Our mission is to build young people's knowledge, skills and confidence to manage their money effectively and make enterprising choices throughout their lives. This is achieved through the medium of:

1. A series of education programmes:
 - MyBnk-in-a-Box (first ever FSA approved banking scheme run by young people for young people)
 - Ideas Generator Workshop
 - Money Twist Workshop
 - Savvy Savers Assembly
 - Uni Dosh
 - Money Works
 - Business Battle
2. Social Enterprise Toolkits
 - Enterprise-in-a-Box

As a charity we are continuously pushing ourselves to meet and excel the expectations of our customers and beneficiaries. Continuous improvement goes hand in hand with the work that we do, therefore we have implemented a Quality Management System. This provides a framework for measuring and improving our performance in regards to the services we provide.

We have implemented the following systems and procedures in place to enable this continual evaluation:

1. Continual training and development of our employees and volunteers through internal and external trainers and consultants
2. Continual teacher (trainer) evaluation and critical reflection
3. Tailoring each workshop and programme to our customers needs by in depth research and consultation with individual customers
4. Continuous observation, support and monitoring of long term programmes, as well as qualitative data collection through baseline and end line questionnaires
5. Mapping of our programmes to different curricula. We liaise with the respective professional governing bodies to be up to date with ongoing developments
6. Through our Advisory Panels. Our Youth Advisory Panel meets every two months. We are setting up Teacher and Parent Advisory Panels to further this method of feedback
7. Implementing the use of the CRM programme *SalesForce* to effectively manage our customer base and evaluation data
8. Regular review of our best practice guides
9. Working towards PQASSO certificate
10. Charity Evaluation Service models used to monitor & evaluate the impact of our work
11. Annual monitoring & evaluation reports for all programmes at the end of each year
12. Reports for each customer at the end of every programme delivered
13. Regular review of materials used in programmes and workshops delivered
14. An AQA approved centre

Achieving of these policy aims involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

Our quality policy is available on our website and is made readily available to all parties concerned. We require all associates to read our quality policy and to implement this into their practices.

The CEO is responsible for quality and all our employees are encouraged to be responsible for the quality of the service or product that they are in charge of. We review our Quality Assurance Policy annually.



Signed by Elisabetta Lapenna, CEO on 17 February 2010