



**SPPA**  
Social Pedagogy  
Professional Association

## **Quality Management Policy 2017**

## A. The scope of this policy

The aim of the SPPA Quality Management (QM) Policy is to demonstrate our commitment to uphold high standards in the way SPPA works and the way it communicates with members, stakeholders, staff and the wider public.

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### 1. What is quality management?

'Quality Management' is what SPPA and its members and wider stakeholders enjoy if quality control has been effectively applied in the work of the organisation.

'Quality control' is the knowledge that SPPA activities have been through a process of scrutiny which demonstrates that they consistently uphold the relevant standards ([SPPA Charter](#), [SOPs](#), [SETs](#)). These are the operational techniques, procedures and objectives that are used to fulfil the requirements of quality. The overall aim is to deliver the best service possible and to ensure continuous improvement.

### 2. Policy

SPPA members join a unique community that is committed to continuous learning and improvement about and through social pedagogy and the individuals, groups and communities they work with.

The [SPPA Charter of values and principles](#) informs all the work and ways of working. The Charter and this policy form a Code of Ethics for SPPA Trustees, employees and members.

There are three elements of Quality Management for SPPA. These concern : i) upholding distinctive and high standards of social pedagogy especially through endorsed qualifications; ii) the ethical conduct of SPPA officers, Trustees and members; iii) accountability of SPPA member activity.

#### i) High standards through social pedagogy qualifications

We are committed to working with relevant sector bodies (e.g., Crossfields Institute, universities, training providers) to continuously improve and update our systems for evaluating the specification for social pedagogy qualifications. SPPA will endorse social pedagogy qualifications where education providers meet the standards (SETs and SOPs) set through consultation with sector bodies. SPPA reserves the right to periodically review these standards against developments in the field of social pedagogy in the UK.

#### ii) Conduct of SPPA employees, Trustees and members

SPPA is committed to the highest standards of ethical practice in relation to SPPA employees, Trustees and members. This includes timely and accurate information, and respect for privacy and diversity. The SPPA team will endeavour to use open and

transparent consultative processes. The SPPA Charter sets out the values and principles by which SPPA Trustees, employees and members will abide.

iii) Accountability of SPPA member activity

SPPA is above all a membership organisation. It is expected that all membership applications are submitted to SPPA in good faith. SPPA encourages members to contribute to SPPA activities and to help nurture its growth and realise its potential. It is expected that members will avoid acting in any way that risks SPPA's reputation as a UK lead social pedagogy professional association. SPPA reserves the right to suspend or eject members who fail to adhere to the policy.

### **3. Responsibilities**

The Trustees are responsible for the reputation and conduct of SPPA. The CEO is responsible for the day to day operation of SPPA.

i) Social pedagogy qualifications

SPPA Members are those holding a social pedagogy qualification (e.g., Crossfields Diploma in Social Pedagogy, BA Social Pedagogy or close equivalent (e.g., BA Residential Child Care at Robert Gordon University).

Applicants for SPPA membership with a 'close equivalent' qualification are required to complete a self-evaluation form to identify how their qualification is equivalent to a social pedagogy qualification.

Holders of a SPPA endorsed qualification will have demonstrated that their practice meets SPPA Social Pedagogy Standards of Occupational Proficiency.

Education providers who wish their learning programmes to be endorsed by SPPA must complete a self-evaluation form to show how the programmes meet the SETs.

SPPA officers are responsible for checking that applicants meet the criteria for membership.

ii) Conduct of SPPA employees, Trustees and members

SPPA Trustees are responsible to the Charities Commission and to the membership for their conduct.

SPPA employees are responsible to the CEO and the Trustees and the membership for their conduct.

Members are responsible for their own professional conduct in line with the SPPA Charter.

All those connected with SPPA, whether employee, Trustee or member, are expected to uphold the values of respecting privacy and diversity of colleagues and those they work with. Confidentiality may have to be broken in exceptional circumstances (e.g., a child or vulnerable adult is in immediate danger).

Concerns about practice that clearly contravene the SPPA Charter should be reported to the SPPA CEO and/or the Chair of Trustees via email or telephone (if urgent). The Trustees have the right to ask for more information and, if necessary ultimately expel a SPPA member if they are found to be bringing SPPA into disrepute.

Once SPPA is a charity, it will seek cover for professional indemnity, management and trustee liability and public liability.

iii) Accountability of SPPA member activity

All SPPA members are encouraged to contribute to the effectiveness of SPPA through their participation in sub-committees and SIGs, by standing as Trustees, and by contributing ideas and material to the SPPA website, and by supporting members' events.

SPPA has a number of subcommittees and Special Interest Groups. Joining a subcommittee or SIG bestows a responsibility to uphold high ethical standards of communication and consideration for the group, and to progress business in a timely way. Annual plans for each subcommittee and interest group are scrutinised by SPPA Trustees to ensure they are compatible with SPPA objectives. Concerns about subcommittee or SIG activity may be reported at any time to SPPA CEO, officers or Trustees. The Trustees have the right to investigate any concerns and if necessary to discipline or expel a SPPA member if they are found to be bringing SPPA into disrepute.

#### **4. Location of QM tools**

This Policy is to be lodged on the [SPPA website](#) and copies can be requested from the SPPA Project Officer.

[Standards of Occupational Proficiency](#)

[Standards of Education and Training](#) (SETs)

[Self-evaluation forms for learning programmes](#)

[Membership forms](#)

[Complaints policy](#)

[Disclosures policy](#)

#### **5. Review**

This policy will be reviewed at intervals of 2 years to ensure it remains up to date and compliant with the law. The first review date will be September 2018.

#### **6. Declaration**

I confirm I have read and understood SPPA's Data Protection Policy and will act in accordance with it.

I am connected with this organisation in my capacity as a

- Member of staff
- Volunteer
- Trustee/ management committee member

Signature:

Print name:

Date:

Please return this form to the Secretary.