



Quality Policy

Policy Number	48
Organisation	Ygam
Policy owner	Director of Digital & QA
Date agreed by SLT	15.02.2022
Review Date	March 2024

1. Statement

The Young Gamers and Gamblers Education Trust (Ygam) is a national charity. Ygam Innovation Limited is a wholly owned trading subsidiary of Ygam

Our Mission and social purpose is "to raise awareness and understanding of gambling and gaming related harms by providing education and training, enabling knowledge dissemination, and engaging in evaluation and research to maximise the reach to young and vulnerable people"

Our Strategic Objectives are set out in our 1 year Business Plan. All project, team and individual objectives are set to ensure that we strive to achieve what is set out in this plan. Development of a 3 year strategy beginning 2023 is underway.

We will strive to provide quality training to Educators and Practitioners in the following way:

- understanding what support our service users require – through research and delivery evaluations, alongside user involvement and experts by experience
- employing staff who match skills identified as essential in our job descriptions
- continual learning and development through our Skills gap analysis and performance management
- ensuring we seek funding to allow our services to develop using feedback from delegates to ensure continual improvement as necessary
- efficient use of resources – human and physical

Some training programmes are assured through City and Guilds who have assessed them to ensure that delegates can achieve the outcomes through informative and engaging delivery – both face to face and online.

Quality assurance and continual improvement has the full commitment of the Board and resources will be made available to ensure that YGAM works efficiently and effectively to meet our service users' requirements. We will strive to achieve other relevant quality standards that reflect our commitment to quality management (eg ISO9001/NCVO Trusted Charity).

We will communicate our Quality Policy to all staff and will ensure they follow the processes documented in our QMS in their daily tasks to provide a standard approach to our project delivery. Quality assurance and our QMS is embedded in our

induction process for new staff and is continued through regular training, review and performance management.