

Policy title	Kids/Youth Expectations for Service, Review and Improvement Policy
Policy area	Kids/Youth Programmes / Operational Management
Policy available for Students – yes/no	YES
	Expectations for Service • Parents/caregivers and children using TLC services are treated with respect and any concerns or complaints raised are taken seriously • Booking systems and communications are up-to-date and quick and easy to use • Delivery of the programme is age appropriate and inclusive to different cultural and social groups, including people with disabilities • The studio space is clean and tidy and safe for children to use • Staff take health and safety and emergency procedures seriously • The Kids Art Programme will continue to adapt to the needs of its community and improve its services where possible. Review and Improvement The Kids Art Programme will be reviewed on a term-by-term basis by the Tutor/Kids Art Programme Coordinator to see where improvements to the programme delivery and service can be made. The Tutor/Programme Coordinator will run a review and planning session once a term with delivery staff to review the current programme to see where improvements can be made. Improvements could include reviewing policy, health and safety, material storage and sourcing, delivery of new courses and improvements to the physical space the classes are delivered in. The Tutor/Kids Art Programme Coordinator will also use this time to restock materials and organise and refresh the space for the following term. This could include cleaning surfaces like windows and floors, as well as identifying and removing hazards. The Tutor/Kids Art Programme Coordinator will be responsible for proposing any major changes and improvements to the programme to the Management team.
Related Procedures	
Date Created	August 2021
Review Dates	Jan 2023, Jan 2024, Sept 2025
Next review date	Sept 2026
Links	