

# Quality Policy

Last Reviewed September 2024.

Zen Educate aims to transform the recruitment process for education professionals - supply staff and tutors across both long and short-term assignments. Zen Educate aims to provide a service which consistently meets and exceeds the expectations of schools (schools and any other educational establishments) and education professionals. We aim to continually improve the service we provide, whilst meeting the requirements of schools, education professionals and any regulatory requirements.

Zen Educate measures the quality of service it provides in the following ways:

- Maintaining a NPS score of at least 30 on feedback from schools.
- Maintaining a score of above 4 out of 5 on Trustpilot, where most of the reviews are provided by candidates registered with Zen Educate.
- Internally, Zen Educate measures its effectiveness across four key indicators - reliability, professional competency, qualitative feedback and impact.

Zen Educate aims to achieve these through:

- Using a systematic approach to improving the customer experience across the business.
- Investing in training and developing employees.
- Keeping up to date with regulatory and market developments through our membership and accreditations including the Standards in Recruitment accreditation and premium membership in Andrew Hall's Safeguarding for Schools website.
- Providing flexible staffing solutions in line with the needs of different types of schools.

- Establishing long-term working partnerships with our customers.
- Ensuring that education professionals understand their responsibilities for quality and are competent on the basis of education, training, skills, experience and feedback.
- Ensuring that the Quality Policy is appropriate for the purposes of the organisation, is communicated and understood within the organisation and is regularly reviewed for continuing suitability.

This policy has been and will be communicated to all employees.

This policy will be reviewed on a regular basis and revised as appropriate.

Signed:

A handwritten signature in black ink, appearing to be 'Oren Cohen', written in a cursive style.

Oren Cohen, Director

Date: 23/07/2021