



# QUALITY ASSURANCE POLICY

**2025 – 2026**

POLICY STATUS: Operational

POLICY CYCLE: Annually

OWNER: Urban Judge

PERSON RESPONSIBLE: CEO

APPROVED BY: Advisory Board

## VERSION CONTROL

Adoption: **August 2025**

Latest Review: **August 2025**

Next Review: **September 2026**

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**youth**<sup>TV</sup>

YouthTV is a youth-led organisation • Youth Television CIC - Company No. 16231382

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**Note – Youth Television CIC is known as 'YouthTV'**

# **1. Purpose**

The purpose of this policy is to set out YouthTV's structured approach to quality assurance, defining how we plan, deliver, and evaluate our work to ensure that our standards remain consistently high. This policy provides clarity for all staff, contractors, volunteers, and partners on what is expected of them and how quality will be monitored and maintained.

By formally outlining our approach, this policy aims to:

- Provide a framework for ensuring consistent excellence in production, operations, and services.
- Ensure compliance with statutory and regulatory requirements.
- Protect the organisation's reputation and maintain the trust of our audiences and stakeholders.
- Encourage a culture of accountability and continuous improvement.

# **2. Scope**

This policy applies to every individual and group connected with YouthTV's work. This includes all full-time and part-time employees, members of the Senior Leadership Team, Heads of Department, freelance contractors, production crews, volunteers, trainees, and interns. It also applies to any third-party organisations providing goods or services under the YouthTV brand.

The scope covers all areas of YouthTV's operations, including but not limited to:

- Creative content production for broadcast, online, and social media.
- Live events and public engagements.
- Administrative and operational functions.
- Partnerships and collaborative projects.

# **3. Responsibilities for Quality Assurance**

Ultimate responsibility for quality assurance rests with the Senior Leadership Team, who set the organisation's quality objectives and allocate the necessary resources for meeting them. The Heads of Department are responsible for ensuring that quality standards and procedures are implemented effectively within their respective teams, monitoring progress, and addressing any shortfalls.

The Chief Executive Officer, acting as the Quality Lead, ensures that this policy remains up to date, coordinates internal reviews, and provides training to staff and volunteers to maintain awareness of best practice. All staff, contractors, and volunteers share the responsibility of upholding quality by following procedures, reporting any risks or issues promptly, and participating in reviews and training as required.

The Board of Advisors plays a key oversight role, reviewing QA performance and advising on strategic improvements to ensure that the organisation remains aligned with its mission and audience expectations.

## 4. Quality Standards at YouthTV

Our quality standards are guided by principles that reflect both industry best practice and YouthTV's organisational values. All content must be accurate, fact-checked, and compliant with editorial and legal requirements. Productions should meet professional technical standards and be produced in a way that is engaging, inclusive, and representative of diverse voices.

We ensure compliance with all relevant laws, regulations, and contractual obligations. Our work must be consistent in style and delivery, maintaining the YouthTV brand identity across all platforms. We also place a strong emphasis on creativity, ensuring that our productions not only meet but exceed audience expectations.

Inclusivity is a central element of our quality standards. All productions must be free from discrimination and must reflect the diversity of the communities we serve. This commitment links directly to our Equal Opportunities Policy and our Diversity, Equity, and Inclusion Statement.

## 5. Processes and Procedures for Maintaining Quality

Our QA process begins at the **planning stage**, where every project is given a written brief that clearly defines objectives, target audiences, and specific quality measures. Risk assessments are conducted to identify potential issues before production begins.

During the **production stage**, Heads of Department and team leads monitor compliance with production guidelines, including editorial integrity, technical standards, equipment safety, and health and safety procedures.

At the **review stage**, all content is subject to internal quality checks before public release. This may involve technical evaluations, editorial reviews, and audience testing. Any deficiencies identified at this stage must be corrected before the content can be distributed.

After delivery, a **post-production evaluation** is carried out to gather feedback from audiences, partners, and stakeholders. Lessons learned are documented and used to inform future projects.

## 6. Monitoring and Continuous Improvement

YouthTV operates a culture of ongoing evaluation and improvement. Internal audits are conducted regularly to ensure that our processes are efficient, effective, and up to date with industry standards. Quarterly quality review meetings are held to assess progress against objectives, and staff are encouraged to propose innovations that could improve quality outcomes.

We collect both qualitative and quantitative feedback, reviewing audience engagement metrics, client satisfaction surveys, and partner feedback. Training needs are assessed on an ongoing basis, and specialist training is provided where required.

## 7. Non-Compliance and Consequences

Non-compliance with this policy, whether through neglect or intentional disregard, will be addressed promptly. Depending on the nature of the breach, corrective measures may include retraining,

reassignment, or formal disciplinary action. In serious cases, such as where poor quality results in reputational damage or contractual breaches, further investigation may be carried out by the Board of Advisors, which may result in termination of contracts or removal from post.

## **8. Related Policies and Supporting Documents**

This policy should be read alongside the following YouthTV policies:

- ICT Acceptable Use Policy
- Data Protection and GDPR Policy
- Equal Opportunities Policy
- Diversity, Equity and Inclusion Statement
- Health and Safety Policy

## **YouthTV's Quality Commitment Statement**

At YouthTV, quality is at the heart of everything we do. Whether we are producing broadcast programmes, creating social media content, delivering live events, or working behind the scenes, we are committed to meeting the highest standards of creativity, accuracy, and professionalism.

We believe that quality is more than just getting things right – it's about earning and keeping the trust of our audience, partners, and communities. This means:

- **Creative Excellence** – Every production is engaging, innovative, and designed to connect with our audience.
- **Accuracy and Integrity** – We check our facts, respect our sources, and comply with all editorial, legal, and ethical standards.
- **Technical Standards** – All our content meets or exceeds professional industry benchmarks for sound, picture, and presentation.
- **Inclusivity** – Our work reflects the diversity of the communities we serve, promoting fairness and equal opportunity both on and off screen.
- **Continuous Improvement** – We regularly review, evaluate, and improve our work based on audience feedback, partner input, and industry best practice.

Every member of the YouthTV team – from our Senior Leadership Team and Heads of Department to our production crews, volunteers, and partners – shares the responsibility for maintaining these standards.

By embedding quality into every stage of our work, we aim to inspire trust, deliver exceptional content, and make a lasting positive impact on our audiences.