

# Quality Assurance Definitions

During a Quality Assurance visit, there may be aspects of regulatory requirements, administration, delivery etc. that are identified for corrective action or improvement during the visit.

The findings are defined as:

- **Continuous Improvement**  
An area identified for improvement to enhance existing working practices.
- **Action Point**  
An area where there is risk of non-compliance. Control measures are required, and the centre should provide evidence/information of what these are and how they will mitigate the risk.
- **Requirement Notice**  
An area where the observed practices fell short of the minimum statutory requirements. Control measures must be implemented to ensure compliance with legal requirements, and the centre must provide evidence/information of how these will address the issue. Failure to do this may lead to suspension or withdrawal of centre approval.