



Włączamy w kulturę filmową
Step into film culture

ANNEX NO. 1
to Resolution of the Board of the FILMFORUM Association
No. 01/04/2026 dated 21 April 2026

QUALITY POLICY **of Educational Programmes** **of the FILMFORUM Association**

§1

1. An Educational Programme is an organised and substantively coherent set of activities, content and teaching methods, designed to educate or develop skills within a specified timeframe.
2. In pursuit of the objectives set out in its Statutes, the FILMFORUM Association conducts educational activities in accordance with the international standard ISO 21001, which specifies requirements for Educational Organisation Management Systems (EOMS).
3. Within the scope of its statutory objectives and the methods of their implementation, including educational goals (PKD - Section 85), the FILMFORUM Association may conduct both free-of-charge and paid public benefit activities in the form of Educational Programmes.
4. The FILMFORUM Association implements Educational Programmes by leveraging years of practical experience, an extensive base of qualified experts and mentors, and proprietary learning-by-doing methods, ensuring high substantive quality and the practical nature of the training.
5. By operating within a project-based system, the FILMFORUM Association flexibly adapts its Educational Programmes to the current needs of its audience, giving Participants a genuine influence on their shape or form.
6. The formula of the educational activities allows for the precise adjustment of the level of classes to the expectations of Participants and guarantees efficient substantive and organisational support, essential particularly in the context of practical and workshop-based sessions.
7. A strong network of partnerships within the audiovisual industry provides participants with access to modern equipment, technology, and the professional infrastructure of partners in Poland across Europe.
8. The FILMFORUM Association creates a safe space and inspiring ecosystem in which creative work, networking, and integration become and integral part of the competence-building process.

§2

The Mission of the FILMFORUM Association in the field of educational activities:

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The mission of FILMFORUM is to create an inclusive educational and artistic space where audiovisual culture becomes a tool for artistic and personal development, social integration and the professionalisation of the creative sector workforce. We believe that learning through practice and the exchange of experiences holds the highest value; therefore, in all our activities, we are guided by the motto: "explore – develop – experience".

§3

The Board, members, staff and volunteers of the FILMFORUM Association, in implementing the Educational Organisation Management System in accordance with the ISO 21001 standard, commit to:

1. the continual improvement of the Educational Process Management System;
2. guaranteeing access to qualified expert staff, modern infrastructure, and the tools and technologies necessary to achieve quality objectives;
3. placing the needs of participants at the heart of educational processes, ensuring inclusivity and the high utility of the knowledge provided;
4. fostering an organisational culture based on learning from experience, the continuous development of staff, and the constant monitoring of participant satisfaction;



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5. ensuring full compliance of all activities with legal requirements in Poland and Europe;
6. meeting requirements in the field of corporate social responsibility;
7. maintaining high standards in the area of intellectual property management.

§4

Every member, staff member, and volunteer of the FILMFORUM Association is obliged to implement this Quality Policy within the scope of educational activities and, through their conduct, to ensure the positive image of the organisation.

§5

Quality objective:

To ensure a high level of participant satisfaction within the Educational Programmes and the effective transfer of knowledge in the field of audiovisual culture and the creative sectors.

Measures (KPIs):

1. Substantive Content and Programme:
Average rating of the programme and working methods: min. 4,0/5,0.
2. Infrastructure and Equipment:
Average rating of hardware and technological infrastructure, as well as technical and premises conditions: min. 4,0/5,0.
3. Expert Competences:
Average rating of the Staff's substantive knowledge and communication skills: min. 4,0/5,0.
4. Support and Atmosphere:
Average rating of the sense of safety, inclusivity and organisational support: min. 4,0/5,0.

Monitoring of the objective:

Tools:

1. Appendix A:
Evaluation Questionnaire, available online or in hard copy (Educational Programme Participant satisfaction survey).
2. Appendix B:
Consolidated Project Evaluation Report (analysis of results from the Educational Programme Participant satisfaction surveys).

Method of achieving the objective:

1. Task:
 - a) Conducting a satisfaction survey upon completion of each Educational Programme (Appendix A),
 - b) Analysing the results in the context of the established educational objectives (Appendix B).
2. Resources:
Working hours of the Educational Programme Administrator, access to an online survey platform.
Responsible Person: Educational Programme Administrator.
3. Deadline for implementation:
 - a) Collection of surveys – on the final day of the Educational Programme;
 - b) Analysis and report – within 7 working days following the completion of the Educational Programme.
4. Evaluation of the results and corrective actions:
 - a) If the average in all categories is equal to or above the 4,0 threshold:
 - no additional actions are required;



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- presentation of the results in the annual report on educational activities – during the General Assembly of the FILMFORUM Association Leaders,
 - archiving of documentation.
- b) If any rating falls below the threshold (e.g. 3,99):
- The Educational Programme Administrator prepares an analysis of the causes and a proposal implementing changes in future editions of the Educational Programme, and promptly informs the Association's Boards.

Signatures of the Management Board