



Quality Assurance and Enhancement Policy

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This document is issued and controlled by the Director of performance and Development and can only be modified after proposed modifications have been accepted by the Company Directors.
The latest version will be maintained on the company S:Drive under Policies and Procedures

Quality Assurance and Enhancement Policy

Purpose

The key element of the Learning Curve Group Policy is designed to fit together as a set of arrangements which support compliance, consistency and continuous improvement within the business.

Scope of Policy

The quality policy and supporting framework refer to:

- Analysis of data of all groups of learners and targeting underperformance
- Self-assessment reporting
- Quality improvement planning
- Consistent guidance through handbooks, policies, procedures and documentation
- Sampling of the customer experience
- Internal audit and quality health checks
- Quality monitoring of subcontractors
- Internal Verification and moderation of assessment
- Observation of the learners' journey
- Observation of teaching, learning and assessment
- Coaching and Mentoring
- External quality reports and assessments
- Exchanging good practice internally and externally
- Feedback from learners, employers, sub-contractors and staff
- Internal and external comparisons of performance data
- Curriculum reviews and inspections
- Thematic reviews

Policy Statements Enhancement

Learning Curve Group are committed to assuring the quality of our provision, the drive always is to enhance our services to our customers, to set high expectations and do all we can to reach them. Our philosophy also translates to the expectations we have for our learners where we support their learning and facilitate them in reaching their potential. The Learning Curve Group vision statement is 'transforming lives through learning' and one of our values is **Learners are at the centre of everything we do....** we are driven by the desire to provide life-changing opportunities for our learners.

Compliance

Learning Curve Group quality improvement arrangements are continually reviewed to ensure that they meet the required compliance of a range of organisations that impact on our provision.

These requirements include those that are laid down by Government, by funding bodies (ESFA), by sector skills councils (framework specifications) and by awarding organisations and qualifications authorities (assessment and verification).

Carrying out self-assessment and quality improvement planning is a formal, annual requirement of the Learning and Skills Act April 2000. Learning Curve Group has formal arrangements in place to conduct internal self-assessment and quality improvement planning.

Consistency

To maintain consistency and the quality of training, Learning Curve Group use a number of quality audit tools, which culminate in the annual self-assessment. These are internal audit, verification of assessment, observation of activities and feedback channels. Trends are used to make improvements, including additional training and improved processes. Trends are collated on a regular basis and reported to the senior management team.

Learning Curve Group also uses external tools to report consistency. This includes external quality reports from organisations such as awarding organisations and provider performance reviews from funding bodies.

Continuous Improvement

Learning Curve Group uses all of the quality tools outlined above to identify areas for improvements and takes appropriate action using consultation and collaboration with others.

Curriculum reviews, mini inspections and themed review all focus on identifying good practice and hot spot areas that require improvement to ensure our learners receive the very best experience.

Learning Curve Group also exchanges good practice to proactively develop the best possible learning experience and achievements for each learner. Feedback from learners, employers, subcontractors and staff is systematically gathered to ensure that Learning Curve Group is meeting the needs of its primary stakeholders in the business and to make improvements ongoing.

Internal and external comparisons of performance data including EDIMS are carried out and challenging targets set to strive for continuous improvements.

Destinations of learners are systematically monitored through the use of an early leaver questionnaire to evaluate reasons why learners leave and to attempt to address any shortfalls or weaknesses.

Review and Evaluation of Quality Improvement Arrangements

Self-assessment

Learning Curve Group quality improvement arrangements culminate in an annual self-assessment process, accurately evaluating all programmes and identifying strengths and weaknesses. The input of a range of staff is included, as well as using quality improvements arrangements to include input from learners, employers and subcontractors. Each area of learning and leadership and management is graded. All staff will be asked to validate the final draft.

Thematic Reviews

The Learning Curve Group conducts thematic reviews on a variety of topics depending on business needs, which could include but is not limited to:

- Information, advice and guidance sampling
- Induction documentation
- Tutor feedback relating to teaching and learning
- Tutor feedback relating to assessment practice (in addition to moderation)
- Individual learning planning and review
- Additional learning support
- Progress tracking and target setting
- Exit advice and guidance
- Internal verification and moderation
- Course management
- Apprenticeship Learner Journey
- Enrichment and non-qualification activity
- Embedding of Equality and Diversity and Functional Skills
- Safeguarding
- Health and Safety

Audit

The Quality team will work alongside the Audit team on thematic reviews that involve Quality and Compliance matters.

Quality Improvement planning

A quality improvement plan is prepared as a result of the findings of the self-assessment report or after the receipt of a formal inspection report. The quality improvement plan will act as a long-term improvement tool and will be managed, regularly reviewed and updated to record progress and impact. Additional items will be added as improvement actions are identified and triggered.

Internal

Learning Curve Group has a systematic internal audit to ensure its compliance with funding requirements and documentation control. A summary report is provided after each audit which identifies the percentage errors and the subsequent implications for extrapolation. The outcome of all audits will be reported at the Management Team Meetings.

Verification of assessment

The Quality Manager oversees the company's verification activities in line with the qualification authorities, awarding organisations and Codes of Practice. Learning Curve Group's practices are outlined in the Quality Assurance Strategy and the Sampling Strategy and Rationale.

Quality Assurance is a key activity for ensuring learners' achievements are valid. Internal Quality Assurers undertake observation, learner interviews and sampling assessment against a planned schedule. The Quality Managers coordinate all schedules and standardisation activities.

Supporting documentation:

- Internal Quality Assurance handbook and procedures
- Observation procedure
- Feedback and consultation procedure
- Quality monitoring of subcontractors procedure
- Internal quality assurance policy