

## Quality & Performance Policy

## Contents

1. Scope and Purpose .....	2
2. Strategy Aims .....	2
3. Equality Impact Assessment.....	4
4. Data Retention Statement .....	4
5. Policy Review and Ownership .....	4
6. Amendments Log.....	4

# 1. Scope and Purpose

## 1.1 Introduction, Purpose and Vision

- The fundamental purpose of Wiltshire College is captured in the College Strategic Plan. This is supported by the College's mission: *To be recognised as an outstanding College, loved by our students, employees and communities.*
- This strategy aims to outline the overall Quality and Performance framework to assist the College in achieving its strategic aim.

# 2. Strategy Aims

## 2.1 Provide and deliver a Quality Strategy which will:

- Support all academic staff in their professional development aims through a system of monitoring, guidance and training
- Provide and adhere to a Quality Assurance Framework which will ensure outstanding provision across the curriculum and relevant business support areas of the college.
- Ensure timely intervention and support for areas of underperformance utilising the College's Underperformance and Review Cycle.
- Promote the sharing of identified good practice and continuous improvement strategies across the provision.
- Ensure effective response to external quality monitoring agencies and external awarding body verification activities
- Allow the College to measure its student value-added and provide senior management with timely reports on in year performance related to learner progress.
- Provide the College with a platform where students, employers and apprentices opinions are sought and acted upon to further improve the College provision.

## 2.2 Provide a Quality Assurance Framework which will ensure outstanding provision across all areas of the College by:

- Ensuring a timely and robust annual self-assessment across the College provision, leading to the development and implementation of clear, focused and timely improvement plans.
- Termly review of all College and Directorate Key Performance Indicators and progress against improvement planning activities as documented on the relevant Quality Improvement Plan (QIP).
- Maintaining up to date policies and procedures in order to deliver the commitments of the Quality Strategy.
- Formulating an Annual Quality Calendar which sets out key dates for monitoring and measuring progress against quality improvement plans.
- Regular and effective training and skills updating for all staff regarding quality processes and standards.
- Providing timely and accurate management reports on all aspects of the Quality Assurance framework to the College Senior Leadership Group, Governors and Staff.

- Maintaining rigorous quality assurance arrangements which provide objective assessments of the quality of provision and which facilitate an open and transparent accounting for performance.
- Ensure there are no discernible achievement gaps in relation to equality, ensuring the best opportunity for all individuals.
- Ensure timely intervention and support for areas of underperformance through regular monitoring, review and intervention as required.

### **2.3 Maintain and promote consistently high standards in Teaching, Learning and Assessment by:**

- Ensuring support, training and coaching is visible and accessible at all times to all curriculum and relevant business support staff.
- Aligning training and support to College KPIs and evidence gathered through other review processes, as well as regulatory frameworks and policy.
- Maintaining an annual process of high quality regular and timely intervention and support training programmes, informed by the latest evidence and practice.
- Jointly setting and monitoring the developmental aims of curriculum and relevant business support staff through a robust Personal Development Review process.
- Setting and communicating clear policy and process for the assessing and recording of assessment processes which ensure timeliness and accuracy
- Promote and share good practice and examples of excellence
- Responding to student feedback trends and concerns in matters of TLA.

### **2.4 Set and monitor aspirational and challenging targets for agreed Key Performance Indicators (KPIs) by:**

- Setting targets for College and Curriculum for success, retention, achievement, value added, teaching progression and learning progression, attendance, and student satisfaction, based on national benchmarks and previous performance.
- Agreeing and regularly reviewing KPIs for relevant Professional Service Areas.
- Providing timely and comprehensive management reports on progress and outcomes against targets to the College Senior Leadership Team and Governors.
- Ensuring valid and accurate data to support the above.

### **2.5 Adhere to a planned programme of audits and quality health checks designed to assure quality compliance by:**

- Agreeing an annual audit cycle, as documented on the College's Quality Calendar, to ensure adherence to Quality Assurance Policies and Procedures, covering teaching and learning, quality of student target setting and review, progress against KPIs, course review, action planning, and student and employer feedback.
- Engage with external agencies to provide external validation and audit if required.

### **2.6 Ensure effective response to external quality monitoring agencies by:**

- Organising and supporting cross college responses to external agencies, including Ofsted, IQER, Awarding Bodies ensuring positive outcomes.

### 3. Equality Impact Assessment

Wiltshire College & University Centre strives to ensure equality of opportunity for all students, local people and the workforce. As an employer and a provider of education, the College aims to ensure that none are placed at a disadvantage as a result of its policies and procedures. It is intended that this policy and procedure is fair to all. Where any part could potentially lead to unequal outcomes, the policy then justifies why this is a proportionate means of achieving a legitimate aim.

### 4. Data Retention Statement

Wiltshire College & University Centre is committed to ensure the data it collects, and holds is in line with the ICO's guidance and meets data protection law. Where appropriate a Data Protection Impact Assessment will be undertaken as and when policies are updated to ensure risks to the individual and college are considered and managed.

For further information please refer to Wiltshire College & University Centre's Data Protection Policy.

### 5. Policy Review and Ownership

This policy and procedure are owned by Director of Teaching, Learning and Assessment. It will be reviewed periodically in light of developments in employment legislation, good employment practice or audit; and to ensure it continues to be relevant and supports operational effectiveness. The document is managed by the Campus and Curriculum Admin Team Leader.

### 6. Amendments Log

Version	Date of Issue	Amendment summary	Author(s)
V0.1	08/2022	New Policy	Kirk Purnell
V1.0	01/09/2022	Approved	SLT