



# Quality Assurance Review Policy

DETAILS OF POLICY	
Original policy created by:	Andy Coates
Date of most recent review:	November 2020
Reason for review:	Update
Adopted by:	SLT
Parties communicated to:	All stakeholders
Methods of Communication:	School intranet, website
Next planned review date:	November 2022
Persons responsible for audit review of policy:	Whole staff group

## **Quality Assurance Review Policy**

### **Policy Statement:**

It is the Policy of SwitchED2 to continuously review, evaluate and improve what we do; ensure that stakeholders' reasonable expectations are met and where possible, exceeded; meet and where possible, exceed the expectations of Awarding, Funding, Inspecting and Employer bodies;

### **Purposes:**

To ensure that all students have an excellent education and training experience; to involve all staff teams in critically evaluating performance against criteria laid down by Awarding Organisations, and/or other appropriate bodies and to use the information gained to inform strategic and operational planning; to review services systematically in order to ensure the responsiveness of our services to changing circumstances; to safeguard public funds (where appropriate) by ensuring value for money and rigorous quality control; to have robust co-ordinated procedures across the centre that ensure standards are met;

### **Principles:**

All staff will contribute to quality standards and the quality of services provided; they will all participate in review, evaluation and action planning for improvement.

Where appropriate, stakeholders will be invited to contribute to quality improvement processes.

Procedures will be comprehensive, robust, rigorous and consistent across the centre.

However, they shall be flexible enough to meet the needs of differing circumstances.

Internal and external benchmarking will be used to make judgements.

The Quality Policy and its procedures will be monitored and reviewed annually.

### **Responsibility and Process for Internal Quality Assurance:**

The Head of the Centre / Centre Contact will have overall responsibility for Quality within the named centre.

Responsibilities include – but not limited to:

- To oversee the implementation, monitoring and review of quality assurance policies and procedures within the organisation.
- To review and evaluate programmes annually
- To make recommendations and disseminate to all staff
- The planning and delivery of staff inductions
- The planning of Continuing Professional Development (CPD)
- Informing Open Awards of any Quality Issues.

## **Transparency**

**SwitchED2** will ensure that information provided to all stakeholders is relevant, accurate and clear to understand. Implementation of **SwitchED2** processes will ensure a culture of openness and allow ease of access for all key stakeholders to monitor and review internal policies and procedures.

## **Monitoring Student Progress**

All “Internal Quality Assurance” (IQA) must be planned in advance. Work should be planned and prioritised and deadlines managed and met. IQA must include observations of all components of the learner journey.

IQA is based on the identification of risk; an effective sampling plan that takes into account all the variables, and covers every learner, assessment method, assessor, assessment location records

It is important that IQA takes a holistic view of the whole assessment process. The sampling plan should take into account experience or otherwise of the assessor team, new and innovative ways of assessment, difficulties with particular evidence, introduction of new standards, the cohort of learners and the uniqueness of the assessment location.

Planning should be about being proactive and spending time in the assessment environment with the assessor, learner and employer. Generally the focus should be on observation of assessment practice rather than portfolio evidence. This provides opportunity for sampling and identifying future development and support required by the assessor.

## **Examination / Administration Office**

- Meet the deadlines for registering learners with the awarding body.
- Ensure that awarding body data is kept up to date with timely withdrawal or transfer of learners.
- Claim students' certificates as soon as appropriate.
- Claim unit certification when a learner has not been able to complete the full programme

## **Quality Review**

A review is a course of action that examines a particular activity or process, which may not have set criteria and is undertaken for continuous improvement opportunities. It is not a quality control activity and is not measured against specific criteria, but can provide recommendations that may lead to improvement of an activity and / or process.

