

Quality Assurance Policy and Development Framework

2022-2024



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1 INTRODUCTION

- 1.1 Green Labyrinth is committed to delivering a high-quality education and training provision for the community in which it serves. A robust process of self-evaluation and action planning ensures continuous improvement across all programmes.

2 CONTEXT

Aim

- 2.1 To implement a comprehensive quality assurance and control system for every aspect of Green Labyrinth's provision.

Definition

- 2.2 The broad definition of quality control is:

- The monitoring and review mechanisms that ensure the quality of delivery provided by Green Labyrinth's provision.

- 2.3 The broad definition of quality assurance is:

- The management systems that review and regulate quality systems to maintain fitness for purpose.

3 STATUS

- 3.1 The policy was last approved by Green Labyrinth's Senior Leadership Team on 21st October 2021.

4 POLICY

- 4.1 Green Labyrinth is committed to excellence and the principle of continuous improvement and quality assurance.
- 4.2 A commitment to quality in all aspects is necessary and required by all those involved in providing and supporting the learning process.
- 4.3 Green Labyrinth considers that the management and assessment of the quality of provision should be identified at all levels and that it is an ongoing process. In turn the quality systems facilitate quality control and quality assurance throughout the organisation. Qualitative and quantitative measures generated by the system enable the production of reports and culminate in the production of an annual Self Assessment Report (SAR).
- 4.4 In principle, Green Labyrinth's Quality System is designed to meet the quality assurance requirements of Green Labyrinth, awarding bodies and all other stakeholders. The self-



assessment process is based on the current Ofsted's Education Inspection Framework (EIF).

- 4.5 Every aspect of Green Labyrinth's provision is subject to quality control and quality assurance.
- 4.6 Green Labyrinth is committed to:
- Maintaining a staffing and management structure that clearly identifies accountability for quality control and quality assurance;
 - Implementing a quality system and quality cycle which is user friendly and places an emphasis on a robust process to support high quality delivery;
 - Providing a Management Information System which is robust and correctly informs the quality system;
 - Including all staff involved in the delivery of the provision in the self-assessment process;
 - Developing a Green Labyrinth Quality Improvement Plan (QIP);
 - Developing and monitoring the Quality Improvement Plan which sets challenging targets for quality improvement; and
 - Supporting quality improvement through structured and formal staff training.
 - Reporting on quality issues and resolution of issues to Green Labyrinth Senior Leadership Team and to the Board;

5 PROCEDURE

- 5.1 The Quality Cycle, shown in Appendix 1, encompasses both quality control and quality assurance functions. Outputs from the cycle inform the completion of Green Labyrinth's Self-Assessment Report and overall planning process.
- 5.2 The responsibility for quality control rests with the Quality Manager.
- 5.3 Process and procedures for Quality Control:
- Delivery Partners to comply with the requirements of the Service Level Agreement.
 - To undertake annual Management Observations, including learning walks, of teaching, learning and assessment delivered by all Tutors by **December**.
 - To undertake a review of learners' work during the Management Observations by **December**.
 - To scrutinise information/data **monthly**, including, IQA and EQA reports, outcomes from stakeholder surveys, performance outcomes and other information arising from formal complaints procedure, health and safety, Safeguarding/Prevent issues, GDPR reports and CPD records and learner progress and performance outcomes.



- Within the annual staff performance appraisal process; all staff need to identify current and future staff development needs.
- To canvas learner feedback throughout their programme through surveys, focus groups and during progress reviews. Use surveys to secure feedback from other stakeholders. Collate and evaluate feedback by **April** each academic year.
- To undertake regular monthly review and monitoring of performance data and outcomes.
- Review monthly Logs for Safeguarding and Prevent, Complaints, EQA, Health and Safety Accidents/Incident, DBS registrations at Green Labyrinth SLT. Annual report to Green Labyrinth Board.
- Senior Leadership Team to lead on the continuous development of the annual Self-Evaluation Report and Quality Improvement Plan.
- Quality Manager to monitor activities identified within the Staff Development Plan and produce annual report at the Senior Leadership Team meeting at the end of the academic year.
- Submit a copy of the annual SAR and QIP to Ofsted by the end of the **December** each academic year.
- The Senior Leadership Team will monitor the Quality Improvement Plan and progress made against targets on a **monthly basis**.

5.4 The responsibility for quality assurance rests with:

- Senior Leadership Team;
- Green Labyrinth's Board;
- NPTC Group of Colleges' Standard and Performance Committee of the Corporation;
- NPTC's Corporation Board.

5.5 Reporting processes for Quality Assurance:

- The Quality Manager presents a standards and performance report at the monthly Green Labyrinth's SLT meetings.
- The Managing Director of Green Labyrinth presents a quarterly report to the GL Board.
- The Managing Director of Green Labyrinth presents an annual report to the Corporation Board on the standards and performance of the provision.



6 MONITORING

- 6.1 The policy and procedure is to be adopted by all management and training staff delivering under the ESFA Contract. The monitoring of the policy and procedures will be undertaken by the Senior Leadership Team.

7 REVIEW

- 7.1 The policy and procedure will be subject to an annual review and will be undertaken by the Quality Manager. The next review will be undertaken in October 2023.

APPENDIX 1

ANNUAL QUALITY CYCLE

Activity	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul
Observations of teaching, learning and assessment.												
Undertake an inspection of learners' work/records.												
Canvas Learner and Employer feedback												
Evaluate stakeholder feedback and make recommendations at OMG meetings												
Report findings of IQA and EQA Reports/Complaints/H&S Accidents/ DBS Registration and Reporting to NPTC												
Review and monitor performance data and outcomes at monthly meetings												
SLT to lead on the development of an Annual Self-Evaluation Report												
Produce Quality Improvement Plan (QIP)												
SLT to review progress against targets within the QIP												
CPD and Staff Development Plan				1&2	3	4	5&6					

1. Stretch and Challenge
2. Feedback
3. Sequencing
4. Questioning
5. Setting smart targets
6. Behaviour Management