

Quality Assurance Policy

Document Title:	Quality Assurance Policy
Originator:	Director
Approved	
Date of Approval:	February 2022
Last updated	September 2021
Responsible Person:	Centre Manager
Policy due for renewal:	August 2022
Version	10.2.0

Introduction

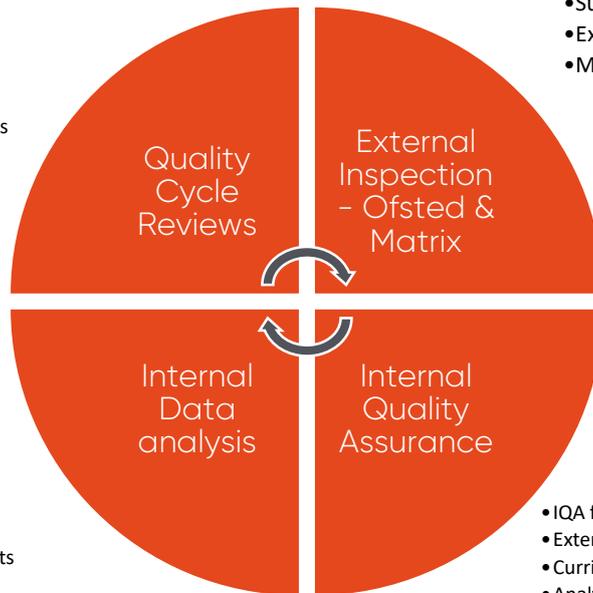
Ginger Nut Training has embedded quality throughout its delivery and ensures that each job role has a part to play, thereby encouraging a culture of quality. Our aim is to meet and/or exceed requirements set by various bodies such as awarding bodies, partners, and funders.

Quality assurance doesn't just apply to qualifications and at Ginger Nut Training. We apply an annual Quality Assurance Cycle that embraces a whole organisation approach. (See Appendix 1)

This annual cycle takes into account Self-Assessment; Data & Audits; Learner and Employer Review and internal reviews of quality processes such as internal quality assurance.

- Observation of teaching & learning
- Supervisions
- Standardisation
- CPD
- Employer feedback
- Learner feedback
- Complaints and compliments
- Learner milestones
- Initial assessment
- OneFile compliance

- External assessment
- Success rates
- External inspection
- Matrix reviews



- PDSAT reports
- Initial Assessment Audits
- Contract compliance
- External Audits

- IQA feedback
- External curriculum consultants
- Curriculum planning
- Analysis of OTLA's
- Analysis of Teaching and Learning
- Learner interviews
- Invigilation
- EPAO requirements



The following issues are seen as critical to the delivery of effective training and development, and are the key areas that the company's quality assurance process will monitor and maintain:

- The effective achievement of the outcomes specified for learners through their training programme
- Quality of Initial Assessment
- Learner milestones and on programme outcomes, distance travelled etc.
- The contribution to effective learning made by teaching and training
- The procedures for effective assessment and monitoring of learning
- The specific needs and interests of the individual learner met by programmes
- The guidance and support given to learners throughout their programmes
- The contribution to effective achievement and support by management.
- Effective monitoring of achievement
- Staff CPD, OTLAs, 1-1 meetings etc.
-

The Quality System requires the Centre Manager to measure and evaluate the performance of individual learning programmes and ensuring staff meet the expectations of the client, requirements of the company, the Centre and satisfy the standards of the Centre Manager.

At all times the Centre's focus for quality will put candidates and the client at the Centre of our activities, and to this end the Centre will collect evidence to support the quality system through observations, customer feedback, customer surveys and regular audit of portfolios.

Having agreed our Key Performance Indicators (KPIs) with the client we will monitor this information and conduct monthly analysis of the KPIs to ensure we continually improve on our performance. One of the key drivers for us is to improve learner retention and achievements and to ensure we exceed our client's expectations. To this end we have improved our selection process to ensure learners are on the correct course and both learners and managers are committed to the apprenticeship

Our Quality System also focuses on learner attainment, engagement, assessment of work and support of learners to ensure that they achieve (through learner support systems, internal quality assurance and moderation, etc.).

GNT's quality system is also designed to develop our own staff, who will receive induction training in respect of the programme and our client's requirements.

This document is to provide an overview of GNT's approach to quality assurance and as such we have separate quality policies and procedures that show our procedures in detail.

How do we process our quality? Ginger Nut Training have several internal working parties that include all staff roles, that look at a given area to audit, review and feedback into our quality cycle calendar (Appendix 1).

Roles and Responsibilities

Ginger Nut Training ensure that quality is embedded across all our staff functions – below is an example of how each job role contributes to quality assurance. This list is by no means exhaustive.

	Centre Manager	Centre Quality Assurer	Curriculum Quality Lead	Internal Quality Lead	Framework & Standards IQA	Curriculum Coordinator	Tutor	MIS lead	Directors
OTLAs	•	•		•	•				
Staff monitoring	•			•	•				•
Self-Assessment Report	•	•	•	•	•	•	•	•	•
Matrix	•	•	•	•	•	•	•	•	•
End Point	•	•	•	•	•	•	•		•
Strategy	•	•	•	•	•	•	•	•	•
Review resources	•	•	•	•	•	•	•		•
Industry changes	•	•	•	•	•	•	•	•	•
Awarding Body	•	•	•	•	•	•	•		•
Audits	•	•	•	•	•	•	•	•	•

Centre Manager

In order to meet quality requirements to be an effective Centre providing quality training and development, the Centre Manager is responsible for the overall strategic direction as well as ensuring operational implementation, monitoring and evaluation.

- Review and evaluate compliance arrangements for quality assurance
- Review and evaluate the focus for quality assurance processes
- Establish priorities for staff development
- Complete the annual Performance Development Plan for all staff
- Establish GNT's priorities for learning outcomes
- Review the effectiveness of all GNT's policies
- Set strategic objectives and develop and update our strategic plan
- Set performance indicators against which the achievement of strategic objectives can be measured.
- Meet regularly with External Quality, Quality Assurance Manager & Tutors to progress and review training provision and obtain one-to-one feedback, to continually improve performance.
- Provide and identify opportunities for staff development through staff training, development projects and standardisation to improve overall staff performance.
- Be aware and contribute to business needs of Industry requirements and strategic direction.

Centre Quality Assurer

- Analyse End Point Assessment feedback to identify areas to improve
- Observe invigilators to ensure processes and requirements being met
- Alongside the Area Specific IQAs, review and evaluate arrangements for quality assurance
- Review and evaluate the focus for quality assurance processes
- Implement and monitor priorities for staff development
- Support the review the effectiveness of all GNT's policies
- Support the implementation of strategic objectives
- Regular observation of both live and recorded teaching and learning
- Using OTLA, RAG ratings etc. to identify areas of under-performance and report to Centre Manager



- Meet regularly with External Quality, Quality Assurance Manager & Tutors to progress and review training provision and obtain one-to-one feedback, to continually improve performance.
- Produce regular quality reports to ensure best practice and lessons learnt are communicated to all staff so they can take immediate action to help improve overall performance.
- Support staff development through staff training, development projects and standardisation to improve overall staff performance.
- Attend/participate in external networks/webinars to identify good practice for GNT to improve
- Work with external curriculum consultants to improve delivery

Curriculum Quality Lead

- Conduct programme and teaching reviews on a regular basis and produce a plan for improvement, identifying and taking actions to continually improve the programme.
- Produce regular updates to ensure best practice and lessons learnt are communicated to all staff so they can take immediate action to help improve overall performance.
- Co-ordinate the supply of appropriate information to the Centre Manager, Centre Quality Assurer, Quality Leads and Individual tutor to support quality assurance processes (programme feedback, feedback from clients, programme reviews).
- Provide information and paperwork as required to the Quality Assurance Manager.

Internal Quality Leads

- In all areas of our training provision we use highly qualified Quality Leads to monitor the quality of our delivery and processes and ensure that we are working to current best practice and delivering the best possible results.

Curriculum Quality Co-Ordinator

- Coordinate the main quality assurance processes; review and evaluation of programmes, development planning and Internal Quality Assurance.
- Meet regularly with the Internal Quality Leads, External Quality, Apprenticeship Support Tutors, Centre Quality Assurer and the Quality Assurance Manager to



progress the review of monitoring targets and the action agreed in the agreed development plans.

- Support Curriculum Lead with regular standardisation meetings with all appropriate tutors to share best practice and update materials
- Meet and work with clients, External Quality, Internal Quality Leads, apprenticeship support tutors and other parties to ensure Quality Assurance Processes are reviewed by the review date and remain relevant and fit for purpose.

Framework IQA

Delivery of framework only qualifications for learners who remain on programme.

- Contribute to the marking of work
- Contribute to the setting of targets for learners' retention and achievement together with the tutors and the Programme Coordinator.
- Plan the programme provision through the completion of schemes of work, lesson plans and appropriate resources.
- Meet regularly with the Centre Manager, apprenticeship support tutor to discuss progress, regular standardisation meetings.
- Share 'best practice' and 'lessons learnt' with External Quality Assurers (EQA) and Tutors to continually improve the programme.
- Inform the Centre Manager of concerns regarding the progress or attendance of learners.
- Attend programme team meetings to review and evaluate the programme.
- Maintain a programme file and all essential documentation; learner attendance, records of assessments, feedback etc. to report to the Programme Coordinator.
- Prepare a programme induction plan and co-ordinate its delivery.
- Obtain regular feedback from programme participants, and formally, (prior to each programme), review and evaluate.
- Liaise with the Centre Quality Assurer and Centre Manager to plan assessments and internal quality assurance and monitoring implementation.

Standard Quality Lead (End Point Readiness)

- Ensure employer references are done and advise
- Perform mock interviews
- Support mock synoptic projects

- Plan the support of employers and learners approaching gateway
- Ensure that learners are given opportunities to complete assessment in line with the requirements of the End Point Programme Awarding Organisation
- Ensure that employers are engaged with the end point assessment process and agree with the learner when ready to enter gateway
- Ensure that all meetings with Learners, Awarding Bodies, Internal Quality Leads, Curriculum Quality Lead and Apprentice Support Tutors are carried out in a professional manner.
- Ensure that all programme / end point assessment documentation is completed.
- Ensure that all results are forwarded to the appropriate Quality Assurer.
- Ensure that all assessed work is forwarded to the appropriate Quality Assurer.
- Ensure that all results are forwarded to the validating body as soon as possible.
- Ensure that feedback is obtained from learners and that this is summarised and forwarded to the Apprenticeship Support Tutors, Internal Quality Leads, Programme Coordinator and The Centre Manager as soon as possible.
- Ensure that any issues raised from the end of programme feedback is dealt with in a professional manner.

Management Information Lead

- Ensure funding being drawn is done in an auditable and compliant manner
- Review admin and data processes
- Ensure employer incentive payments and contribution payments are highlighted to be processed
- Review recording of learner evidence for funding
- Perform sample reviews and audits of data
- Data analysis through PDSAT reports, QAR data from ESF Hub, ILR etc.

Tutor

- See their learners every 4-6 weeks
- Undertake a review every 8-12 weeks with the learner and their line-manager
- Deliver frameworks and/or standards in line with current EFSA requirements and embedding Functional Skills, Safeguarding, Prevent and British Values
- Keep GNT informed of issues so there are 'no surprises' and recording any issues/incidents on the learner's journal on one file
- Keep their Continuous Personal Development up to date and relevant
- Keep learners informed of their progress

- Keep diaries up to date
- Keep internal monitoring and reporting reports up to date and shared with the appropriate personnel.
- Produce regular updates to ensure best practice and lessons learnt are communicated to all staff so they can take immediate action to help improve overall performance.
- Carry out peer-observations and share best practice
- Ensure compliance is implemented
- Updating systems in a timely manner, such as OneFile, Cognassist etc.

Administrators

- Monthly audits of OneFile
- Advise delivery team of gaps on OneFile
- Support for business audits

Directors

- Review Quality Assurance Cycle
- Strategic direction reflecting industry requirements
- Review of core contract performance
- Provide resources to meet requirements

Governors

- Ensure high standards of achievement
- Oversee the financial performance
- Challenge direction and decisions of the leadership and management
- Governance and oversight that Safeguarding, Compliance, Quality and Financial Health of the Training Provision is above and beyond a satisfactory level"
- Support and Advise on all areas of the business

