

Quality Assurance Strategy

As part of our commitment to delivering excellent provision, we operate a quality assurance cycle which allows for continued review of performance and success measures at individual, cohort and apprenticeship level. Our quality assurance processes aim to achieve the following:

- Ensure that all learners are achieving exceptional outcomes on the programme their apprenticeship standard
- Ensure delivery is compliant with the rules, regulations and statutory duties as defined by the ESFA, awarding bodies and Ofsted
- Identify best practice and areas of development for teaching and staff. Internal processes
- Ensure learners are treated fairly and not disadvantaged
- Ensure portfolios are standardised to meet internal and awarding body requirements
- Ensure evidence requirements of apprenticeship standards are met
- Standardising assessment practice and judgments across Trainers and different learners
- Supporting and developing new/experienced Trainers

In conducting quality assurance the following outcomes should be achieved:

- Learners progress in a qualification should not be impeded
- Learner progress should be monitored and any difficulties identified and actions agreed
- The development needs of individual Trainer are identified and planned Trainers receive constructive feedback on assessment practice.
- Sampling meets requirements taking account of different points in process, learners, Trainers, methods of assessment, elements/units/levels, records of assessment/evidence, assessment sites.
- Centre processes, resources and documentation are quality assured and feedback enables review by Quality Assurance Leads for each sector.

The Quality Assurance Lead is the Curriculum Lead for the qualifications offered by the Centre in the sector subject area and will have relevant occupational competence and qualifications. This role is central to ensuring the quality of all qualifications offered by DHAAssessment centre.

The Lead will be responsible for planning quality assurance and standardisation meetings. They will co-ordinate and prepare for external quality assurance (EQA) visits.

Occupational & Qualification Lead

Care Adults & Health Child Care - Jackie Allen

Child Care - Kirstie Battams

Professional Services - Vicky Powis

Functional Skills - Vicky Powis

Quality Assurance Process:

There are 3 aspects to the Quality Assurance Process

- Quality Assurance of Assessment
- Developing and Supporting Trainer
- Managing quality of programme delivery

Quality Assurance of Assessment

Quality assurance is carried out across qualifications, learners, trainers, assessment methods.

The quality assurer will identify dates for learner portfolios to be verified and sample against this plan. Learners will be informed at induction of the requirement for internal and external quality assurance of qualifications and standards.

Quality Assurance Sampling: This involves

- Checking all documentation and evidence is authentic
- Checking evidence requirements are met for a unit/s- observation if required, all outcomes covered
- Providing written feedback to Trainers to improve/ develop their practice

Sampling Baseline

- Checking the accuracy of claims on evidence against unit requirements. Baseline for sampling is 4 assessment criteria or 4 outcomes/ behaviours. If there are gaps or an over claim is made the IQA can check for that claim elsewhere or refer to the trainer for action.
- Checking the assessment process to ensure delivery of learning, appropriate planning for evidence and learners have constructive feedback. Also that evidence has been judged accurately by the Trainer.

Policy – Quality assurance Nov 23

Reviewed by Kate Day

Reviewed on December 25

Next review date December 26

The Internal Quality Assurer will complete a written report giving detailed feedback to the trainer. If actions are identified this must be recorded and it is the trainers responsibility to ensure all actions are met and to resubmit.

If the Quality Assurer has any concerns about assessment practice a Quality Assurance Concerns form must be complete and passed to Quality Assurance Lead and Team Manager

On completion of a qualification the Quality Assurer will inform the MI team. The MI Administrator will check the IQA record to enable certificates to be claimed.

The Quality Assurer will complete the Sampling Plan for the Trainer to demonstrate the sampling strategy and plan has been met.

Monitoring Assessment Practice

The Internal Quality Assurer will observe Trainers working with learners to ensure performance to national assessment standards in assessment, identify and development needs and to check the learner is aware and satisfied with assessment process.

Trainers may be observed inducting new learners individually or in groups, assessment planning, judging and giving feedback. Trainers delivering one to one and classroom learning both funded and commercial must be observed in both.

Trainer must be observed at least monthly.

OTLAS will be stored electronically and outcomes entered in the planning spreadsheet.

The Quality Assurer will interview learners as part of sampling strategy. If a Trainer has been observed working with a learner the learners must be interviewed separate to the Trainer. The learner interview record must be completed.

During feedback to a Trainer the Quality Assurer will discuss any development needs.

All Internal Quality Assurers must attend the Centres Quality Assurance and Standardisation meeting to report activity to the Quality Assurance Leads.

Standardisation of assessment judgements ensures consistency by Trainers and that all learners are treated fairly.

The centre standardisation meetings enables feedback by Internal Quality Assurers on assessment practice, it also enables Internal Quality Assurers to discuss any problems.

Trainers are able to contact the Internal Quality Assurer at any time for advice in relation to assessment practice.

DH Associates has a central record for each Trainer that contains observations, CV's, copies of relevant qualifications and training/support development plans. All Trainers and internal quality assurers must keep a CPD file and complete standard records.

There is a check on Trainers CPD records annual to identify and development needs. The Quality Assurance Leads will check the Internal Quality Assurers CPD record annually.

All staff must complete the appropriate TAQA qualifications. Trainee Trainers must have their decisions validated by a qualified Trainer or quality assurer. Quality Assurance activity for newly qualified Trainers must be increased to ensure development of their assessment practice.

All trainers will have a career pathway and development plan that is reviewed by their manager at appraisal. The Centre will meet the CPD needs of Trainers and internal verifiers employed by the company. All trainers must do a minimum 1 day back to floor update for occupational knowledge, skills and behaviour.

Newly appointed Trainers must complete an induction organised by the Quality Assurance Lead. All new Trainers receive information, standards and documentation relevant to the qualifications they are assessing. Quality Assurers and experienced Trainers are expected to contribute to induction in terms of shadowing and monitoring.

The Quality Assurance Leads are the direct link for the awarding bodies and are responsible for ensuring quality assurance is implemented and monitored.

The Quality Assurance Leads ensures the Centre has the resources to support the learners registered with the Centre. All learners will be appointed a Trainer and Internal Quality Assurer on registration.

The Quality Assurance Leads are responsible for ensuring records are maintained for all learners, Trainers and internal verifiers. This will be done by sampling of all records kept, ensuring processes are applied.

The Quality Assurance Leads are responsible for linking with external verifiers, this involves producing information required and preparing for the visit. All learners and Trainers will be informed if a portfolio is required by external verifier. The Trainer will be responsible for arranging to make portfolios available for the external verifier. Trainer and Quality Assurers must be available for the external verifier visit if required. If their learners need to attend or be contacted they must confirm arrangements with the learner and Quality Assurance Leads.

The Quality Assurance Leads are responsible for ensuring all actions identified by external verifiers following a visit are completed.

The Quality Assurance Leads report directly to the Head of Centre who reports to the Senior Management Team of DH Associates to inform them of the outcome of all activity and any resource implications.

Monthly meetings with curriculum leads to complete data analysis and review key risk areas, including action planning to quickly remedy any emerging risks.

Monthly meetings with Director of Operations & Managing Director to review key risk areas, including action planning to quickly remedy any emerging risks.

Monthly quality improvement update. Whole-company meeting to review analysis of performance in the previous month and share planning for improvement in next month.

Quarterly meeting of governance committee with external members responsible for holding leadership team to account on key performance metrics and improvement planning activity. Includes review of Self-Assessment Report and Quality Improvement Plan.

All teaching staff are observed at least once a month and provided with individual feedback on areas to improve.

The Director of operations analyses data across learner surveys, post session surveys, assessment and deep dives to develop a calendar of CPD.

Apprentice data is tracked live on progress reports, with performance indicators that are discussed monthly with trainers. Any ongoing issues with performance are addressed through training and additional support.

Each month, there is a review of each programme led by the curriculum leads and the Director of operations.

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