



**ENABLE**

The Voluntary and Community Sector  
Learning and Skills Consortium

# **Observation of Teaching, Learning & Assessment Procedure**

**Change History**

<b>First Published:</b>		28/10/2008	<b>Originally Created by:</b>	Quality Lead
<b>Person Responsible for Policy:</b>		Enable CEO		
<b>Date of Review</b>	<b>Reviewed by</b>	<b>Policy changes</b>	<b>Approved by</b>	<b>Date of next review</b>
19 Feb 2018	Standards Officer	Small changes to wording and referencing	Operations Manager	24 July 2018
13/09/2018	Standards Officer	No Changes	CEO	17/09/2019
21/04/2020	SMT	No Changes	CEO	21/04/2021

**Strategic Commitment**

Enable is committed to ensuring a high quality delivery of learning within its member organisations. Observations of Learning, Teaching and Assessment (OLTA) provide Enable with information on the quality of the provision. Regular analysis of observation reports to identify trends and themes enabling measures to be adopted which continue the development of tutors.

**Purpose**

The purpose of observing learning and teaching of Enable's members is to:

- support professional development through identifying staff development needs and provide opportunities for improving and developing practice
- ensure the quality of provision funded and/or accredited through Enable
- evaluate the impact of learning and determine the achievement and progression of learners
- identify good practice.

**Scope**

Observation of Learning Teaching and Assessment will be carried out with: all tutors who are delivering as part of Enable's contracted and funded provision and all tutors who are using Enable's Accreditation Services. Enable members may request observations and to use Enable's observation procedures as part of their own quality assurances. The observation rationale is based on individual member requirements.

**Responsibilities:**

**Delivery Partners:** to provide timetable of planned activity; to be used by Enable to schedule observations.

**Standards Officer and Contacts Managers:** to complete observations in an unobtrusive manner and to offer constructive, feedback, guidance and support to tutors/assessors. Impartially review completed observations as part of the standardisation process.

**Procedure**

The scheduling of observations is established during the contract year based on course information submitted by the Delivery Partners, in line with the observation policy. Consequently it may mean that a tutor who requires further development will be observed more than once.

**Before the start of the programme Enable should:**

- Explain to Delivery Partners that observations may not be announced and can be carried out at anytime throughout the duration of the programme. Observations will be scheduled using the timetable provided by the Delivery Partner.

## PRO-006

- Decide the rationale for the initial observation based on information received prior to or during the contracting process.

### During the visit:

- determine if learning is taking place
- question learners concerning their learner journeys
- provide the tutor with verbal feedback, giving examples, about the judgements made.

### Follow up activity:

- The Observation of Learning, Teaching and Assessment report will be sent to the tutor and manager.
- Tutor to send agreement and reflective comments.
- Schedule further observations as determined by the judgements conveyed: based on themes identified in the previous observation
- Determine programme of development support
- Observation dates and agreed level of support will be recorded by The Standards Officer
- Training and development will be offered through signposting to relevant training events, support and advice from the standards officer and also workshops offered by Enable

### Moderation

- Observations will be reviewed and standardised at Enable's standardisation meetings. Standardisation meetings will review all observations on a yearly basis; documents will be reviewed by the standards officer and contacts managers to ensure a fair and consistent review. This process will feed into Enable's annual Self Assessment Report.
- Action points/ key areas for improvement from the observations will be reviewed at subsequent visits made by Enable.

### Appeals Procedure

If a tutor or delivery partner disagrees with the observation judgements, the matter should be raised with the Operations Manager and an attempt made to negotiate an agreed outcome. No formal appeal will be considered until this informal attempt at resolution has been made. If a formal appeal is required this will be in line with Enables complaints procedure.

### Related Documents and Location

- OLTA Policy
- Observation Form
- Complaints Procedure

### Review

- annually
- legislative changes