



ENABLE

The Voluntary and Community Sector
Learning and Skills Consortium

Quality Assurance Policy 2020/21

Change History

First Published:	13/06/2014	Originally Created by:	Quality Lead	
Person Responsible for Policy:	Enable CEO			
Date of Review	Reviewed by	Policy changes	Approved by	Date of next review
16 Feb 2018	Standards Officer	Changes to job titles to reflect new organisational restructure. Small changes to wording and referencing	Operations Manager	23 July 2018
13/11/2018	Standards Officers	No amendments	Operations Manager	17/09/2019
17/09/2019	SMT	No Changes	CEO	17/09/2020
17/09/2020	SMT	No Changes	CEO	17/09/2021

Introduction

Enable has in place a set of processes to ensure quality will be experienced consistently across all aspects of its operations (Quality Assurance) which will support Enable in a cycle of continuous improvement and rising standards (Quality Improvement).

Enables aim is to achieve quality improvements that are learner focussed and that have a positive impact on the learner experience:

- The quality of teaching, learning and assessment
- The learning journey, including resources
- Enable & delivery partner services and operations

Our Procedures

Key processes and systems are set out in detail in the Quality Manual. All staff, from induction onwards, will be introduced to, and trained in, these processes and systems and monitored to ensure that they understand and comply with Enables overall Quality processes.

Feedback will be sought from members, learners and delivery partners on their experiences of Enable. This feedback will be evaluated by staff and used to implement change and/or celebrate achievement/success. Our Complaints Policy and Procedure is also critical in collecting views. This will be available on the website and mailed out to all members to display in their venues

Quality Assurance Framework

Enable has in place a range of systems and procedures that combine to provide a quality assurance framework.

- Annual self-assessment by area of learning and funding stream.
- Annual observation of teaching, learning and assessment cycle.
- Moderation of observation of teaching, learning and assessment grades and processes.
- Annual staff development plan.
- Staff appraisals.
- All new tutors are encouraged/signposted to gain or to be working towards a recognised teaching qualification.
- Probation and mentoring scheme for new employees and delivery partners.
- Annual course review and evaluation by funding contract.
- Staff and learner induction process.

POL-005

- Learning walks
- All Enable policies and procedures that support the quality framework are available via www.enable.uk.net and shared n://drive
- Matrix accreditation (achieved November 2017)
- Quality support visits.
- Quality expectations are set out in the specification for all delivery partner agreements and the performance of successful is monitored against the criteria

Quality Improvement

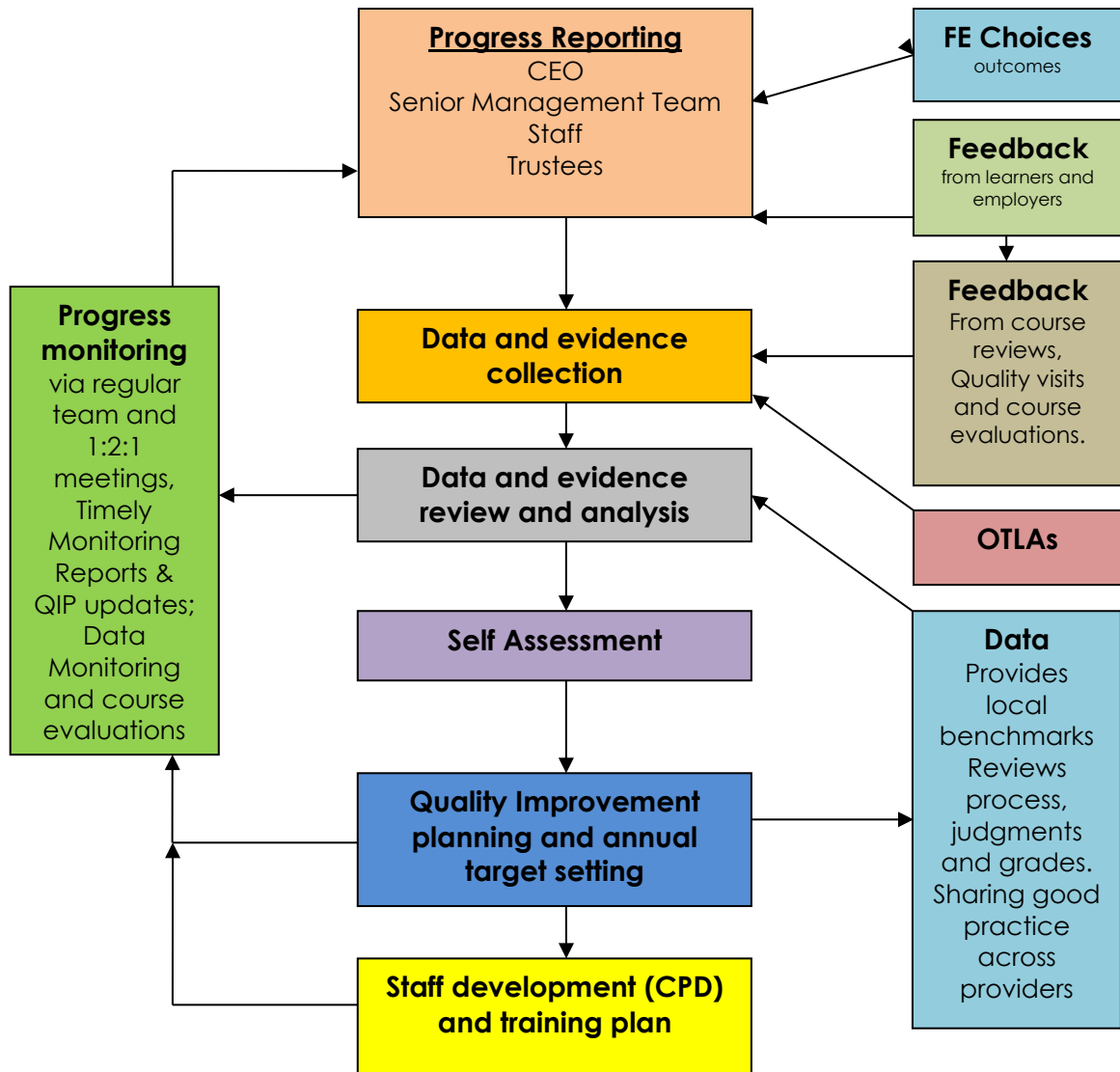
A cycle of review, evaluation, planning and reporting is in place to identify priority areas for continuous improvement and development. The review cycle arises from:

- Enables mission statement.
- Enable Charitable Objects and annual targets.
- Annual Quality Improvement and Development Plan (arising from the Self-Assessment process).
- Observation of teaching, learning and assessment – action planning and coaching process
- Annual Staff Development Plan
- Staff appraisals.
- Sharing of good practice through team meetings, networking, learning walks and website.
- Use of feedback – learner surveys, complaints, compliments and social media platforms such as Twitter and Facebook.
- Analysis of learner data on enrolment, retention, achievement and satisfaction to identify trends and areas requiring improvements or a change in policy or procedure.
- Use of national, local and internal benchmarking data to identify priority areas for improvement.

Responsibility

It is the responsibility of the Chief Executive and the Board to ensure that all members and all staff are aware of this policy. It is the responsibility of all staff to ensure that they understand and implement this policy and pass on key messages to learners, delivery partners, volunteers etc. In the case of members who are funded by Enable, they are delivery partners and it will be set out explicitly in all contracts/service level agreements. This policy should be displayed where learners have access to it. All staff and volunteers will be trained/have refresher training on a regular basis.

Summary of how Self Assessment fits into the Quality Cycle



Signed: _____

Position: _____

Date: _____