CENTRE QUALITY ASSURANCE POLICY FROM 2022-23

SCOPE:	Academy Policy
AUTHOR/ORIGINATOR:	Mrs N Lapskas
NAME OF RESPONSIBLE DIRECTOR/PRINCIPAL:	Mr J Webb; Director / Mrs N Lapskas; Principal
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Outstanding Achievement for All

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Issue and review

The date of issue of this policy is March 2023. This policy will be reviewed annually.

The Scope of this Policy

The Quality Assurance Policy outlines the practices, resources, and sequence of activities relevant to the maintaining quality provision.

The Quality Assurance Policy provides a commitment to measure the consistent standards of provision and student/parent satisfaction.

Objectives

The Quality Assurance Policy sets out to ensure that LeAF Studio:

- Provides consistency on the organisation's response to student/parent needs and gives student/parent/teacher confidence that quality provision is being delivered.
- Improves communication about setting standards and the practices and methods of achieving the required standard.
- Clarifies tasks so that staff know the level of performance to be attained.
- Sets targets which measure learner satisfaction.
- Monitors and evaluates results and feedback in order to act to maintain a Quality System of continuous improvement.

Responsibilities

The Quality Assurance Policy details a commitment from senior management to establish, document and communicate the drive for continuous improvement for the benefit of all stakeholders.

Vice Principal – Quality of Education will be directly responsible for ensuring that provision of teaching and assessment meets the needs of learners and awarding organisations and that there is a mechanism for acquiring feedback from all relevant parties. This feedback will be instrumental in measuring stakeholder satisfaction.

LeAF Studio is aware that the service provided is only as professional as the people supplying the service. The recruitment process includes the requirement for student/parent care and the

standards of service to be attained. The aforementioned is monitored through the Staff Performance Management, quality provision and student/parent satisfaction.

The following mechanisms will be instrumental in measuring internal and external stakeholder (e.g., student, parent, local community) satisfaction:

- Assessor/Monitoring Review Sheets.
- Internal verification sampling activities.
- End of Programme Evaluation.
- Evaluation of service provision by employers (if applicable).
- External Verification visits and student/parent feedback interviews.

Improving Provision through Feedback

Where performance does not meet the required standard, discussion regarding improvement and development of provision to meet requirements will be subject to the following procedures:

- All feedback documentation must be examined by Vice Principal – Quality of Education and in the event of a shortfall occurring it will be the responsibility of Vice Principal – Quality of Education to submit a report detailing the outcomes of the findings and include recommendations for improvement.
- The report will be submitted to the principal who is ultimately responsible for quality provision.
- Nominated personnel will be responsible for the development and implementation of the agreed recommendations within a reasonable and achievable timescale.
- The improved level of provision will be monitored and assessed in order to ensure improvements meet student/parent satisfaction.

The Quality Assurance Policy detailed above will provide the foundation upon which LeAF Studio will continue to operate a continuous improvement programme, on behalf of all its stakeholders.

Internal Verification Policy

This is designed to be used in conjunction with Awarding Organisation guidance which the centre makes available to its students upon enrolment.

Internal Verification has two parts within a centre:
1) Internal verification of Assignment Briefs
2) Internal verification of Assessment Decisions

Internal Verification of Assignment Briefs

All learners will undertake a series of assignments which will be marked by their assessor/tutor. All assignments will be submitted on or before the given deadline to the identified member of subject staff in the expected format to that subject. This could be electronical through the use of e.g., Ms Teams or paper-based folder.

100% of assignment briefs must be internally verified within the centre before being handed out to learners. Any actions must be amended and signed off prior to the brief being handed out to learners.

Internal verification decisions must be recorded on appropriate internal verification paperwork and signed by both the assessor and the internal verifier.

Assignments briefs must be reviewed by the assessor and internally verified annually.

Internal Verification of Assessment Decisions

The internal verification of assessment decisions should consist of two parts:
- Standardisation
- Internal verification of assessment decisions.

Standardisation:

Standardisation is a way to ensure consistent assessment decisions are made by assessors at all levels for learners and are consistent across the organisation. It is also a way to support the development of assessors and teaching staff in the quality of delivery of qualifications.

Standardisation will take place on the final marking of each unit. This will be in the form of a meeting with at least one other teacher from within Ambitions Academies Trust who teaches the same specification.

Standardisation can also take place to discuss the qualification requirements, create teaching and planning materials, design assessment etc.

Standardisation will also take into consideration internal verification of assessment decisions and External Quality Assurance of assignment briefs.

Internal verification of assessment decisions

Internal verification will take place for all units assessed. All internal verification staff will sample assessment practice at regular intervals to highlight at risk learners or issues with assessment practice. The internal verification sampling strategy includes:

- Where there are twenty learners or fewer, a minimum of four learners across a range of grade boundaries (i.e., one pass, one merit, one distinction and one other.) Larger cohorts will have an increased sample size.

Internal verification staff will sample all assessors, grades, and units across each qualification.

Internal verification of assessment decisions will be recorded on appropriate internal verification paperwork and signed by both the assessor and the internal verifier.

Internal verification must take place prior to learners receiving their grades and any actions must be amended and signed off prior to the work being handed back to learners.

Internal verification of assessment decisions should also include the internal verification of resubmissions.

Further verification activities such as observation of teaching and support and development of assessor/tutors will be done in line with Internal Verification Handbook.

This policy will be reviewed annually.

** Delivering staff members will follow examination board guidance and specifications which lay out IV, EV and SV processes. Where possible, each centre/qualification will provide a staff / student handbook that details processes in place for moderation, plagiarism and malpractice and standardisation and quality assurance.