

Quality Assurance and Compliance Policy



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Quality Assurance and Compliance Policy

This quality assurance and compliance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organisation. ARENA LEARNING will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners and apprentices achieve the highest possible standards. The policy includes the commitment to ensure they comply with all Awarding Body standards, Ofsted standards in regard to the Common Inspection Framework (soon to become Education Inspection Framework), the ESFA, our partners and ARENA LEARNING internal compliance requirements and procedures.

Aims

- To ensure that internal quality assurance is valid, reliable and covers all assessors and qualification or programme activity.
- To ensure that the internal quality assurance procedure is open, fair and free from bias.
- To ensure that there is an accurate recording of internal quality assurance decisions.
- To ensure ARENA LEARNING are compliant with all Awarding Body standards, partner SLAs and funding providers criteria and contract requirements
- To ensure that ARENA LEARNING follow and adhere to the ESFA Code of Practice
- To ensure that ARENA LEARNING is meeting the obligations of all learners, apprentices and other stakeholders
- To meet Ofsted and external funding agency audit requirements
- To achieve improvement targets year-on-year and to contribute to national targets by reviewing performance indicators and benchmarking when setting targets
- To provide a flexible and responsive service that meets the needs of all stakeholders
- To promote and support an outstanding standard of teaching, learning and assessment

Objectives

- Link quality assurance activities to ARENA LEARNING's Mission and Strategic Objectives
- Annually review the appropriateness of ARENA LEARNING's Quality Assurance and ensure expectations are being met
- Review and evaluate both the academic provision of ARENA LEARNING and the services provided by support teams as part of the annual self-assessment process
- Ensure self-assessment action plans are SMART and that they address areas identified for development
- Develop data and reporting systems that enable managers to effectively monitor student and apprentice progress in relation to minimum target grades, attendance, retention, achievement, success and destinations ensuring ESFA code of practice is met
- Monitor Apprentice and learner performance against targets and the self-assessment action plan
- Monitor the quality of ARENA LEARNING's Apprenticeship employer provision in accordance with service level agreements
- Ensure that ARENA LEARNING captures sufficient and constructive feedback from apprentices, learners and partners and employers by employing a range of consultation methods and providing a timely and appropriate response to feedback received
- Ensure ARENA LEARNING is compliant with all relevant parties' contract requirements
- Monitor internal and external verification, course reviews and evaluation, identify areas giving cause for concern and monitor action taken to improve the quality of provision
- Support continuous improvement of teaching, learning and assessment and the apprentice experience at ARENA LEARNING and through promotion of a reflective and self-critical culture
- Ensure that ARENA LEARNING's Staff Review and Development Scheme identifies the development needs of all staff and that opportunities are provided for these needs to be met

- Risk Manage all delivery staff by the use of extended RAG+B system as below:

R	High risk	Unsatisfactory performance	Red	Performance Improvement Plan
A	Medium risk	Under performance	Amber	Closely monitor
G	Low risk	Expected performance	Green	Monitor
B	No risk	Exceeds expectations	Blue	Follow IQA strategy

Responsibility for Implementation

- All staff (managers, tutors, assessors, support staff) are responsible for the implementation of the Quality Assurance Policy
- It is the Quality Manager's responsibility to ensure there is an annual review of the policy
- It is the responsibility of all to engage positively in that review and ensure implementation

Methods by which the above Aims and Objectives will be met

- Attendance monitoring
- Comments, compliments and complaints procedure
- Course / curriculum reviews
- Management programme specific meetings
- SMT meetings
- Delivery staff team meetings
- ARENA LEARNING company staff meetings
- Critical friend reviews
- Governance Team
- Destination data reports
- Internal audit of documentation across all programmes
- Internal audit of data across all programmes
- External examiner and verification reports
- Internal Quality Assurance programme specific strategies and sampling plans
- Learner and employer surveys
- Learning Talks
- Management information reports (including QAR data)
- Observation of teaching, learning and assessment (see OTLA Policy)
- Quality and compliance audit of progress reviews and other programme documentation i.e. enrolment, exit reviews, OTJT tackers and records, contact logs and ILPs
- Caseload Review Meetings (delivery staff monthly 1-2-1) progress monitoring
- Retention monitoring
- E&D data monitoring
- Quality policies and procedures
- Compliance audits both internal and external where required
- Self-Assessment process and report
- Training needs analysis and staff development plans

In order to do this, ARENA LEARNING will

- Ensure the ARENA LEARNING Quality Improvement Plan is aligned to the new Education Inspection Framework from September 2019.
- Ensure the ARENA LEARNING Quality Improvement Plan is reviewed regularly and agreed by the Senior Management Team and managed by the Quality Manager.

- Ensure ARENA LEARNING staff are briefed and trained in the requirements for the internal quality assurance process for Apprenticeships and accredited qualifications.
- Ensure ARENA LEARNING staff are briefed and trained in the requirements for the compliance of all contracts.
- Ensure effective internal quality assurer (IQA) roles are defined, maintained and supported
- Ensure that all centre assessment methods are verified as fit for purpose by periodically reviewing procedures, practices, documentation and outcomes.
- Ensure internal quality assurance is promoted as a developmental process by providing staff with motivational and developmental feedback, and development plans that have measurable targets.
- Ensure internal audits are promoted as a developmental process by providing staff with motivational and developmental feedback, and development plans that have measurable targets.
- Ensure that an appropriately structured sample of Teaching and Assessment Officer work from all Apprenticeship Standard programmes and/or accredited qualifications is sampled to ensure that standards are consistently met.
- Ensure that the Apprenticeship Standard sampling strategy and plan is fit for purpose by reviewing timeframes, achievements and gateway dates.
- Ensure that an annual internal quality assurance schedule is planned, followed and reviewed, linked to assessment plans, using the ARENA LEARNING Quality Calendar to manage this.
- Ensure that internal audits are planned, followed and reviewed linking to improvement action plans.
- Ensure that ARENA LEARNING define, maintain, and support effective internal quality assurance roles specifically for Apprenticeship Standards and accredited qualifications.
- Ensure that ARENA LEARNING define, maintain, and support effective internal compliance roles specifically for Apprenticeship Standards and accredited qualifications.
- Ensure that identified staff maintain secure records of all internal quality assurance activity specifically for Apprenticeship Standards and accredited qualifications.
- Provide consistent and standardised internal quality assurance and / or compliance documentation specifically for Apprenticeship Standards and accredited qualifications.
- Use the outcome of internal quality assurance sampling to inform staff development and training specifically for Apprenticeship Standards and accredited qualifications.
- Use the outcome of standardisation to develop and enhance teaching and delivery of all programmes and assessment practices.

Addressing underperformance – Staff

To ensure improvement and depending on the nature of the underperformance, one or more of the following methods may be used. The communication, investigation (where required) and resolution must adhere to the procedures and conditions set out in the ARENA LEARNING Performance Management Policy and the ARENA LEARNING Staff Training and Development Policy:

- Engage colleague in objective setting target grades to ensure they have a clear understanding of what is expected of them and how they contribute to the success of ARENA LEARNING
- Identifies the necessary resources, training, development and support that colleagues need to carry out their role and achieve their objectives
- encourage self-reflection and evaluates contribution in respect of how well objectives have been met and in respect of other skills which maximise effectiveness
- Monthly caseload review meetings for all delivery staff regardless of performance to review targets and manage their Apprentice journey
- RAG&B risk manage
- Performance improvement plan
- OTLAs and Learning Walks
- Internal Quality Assurance sampling feedback and reports
- Compliance audits feedback and reports on all learner documentation

Outcomes and continuous improvement – Apprentices

To ensure apprenticeship outcomes are met and continuous improvement of the Apprenticeship provision the following methods will be used and must adhere to the procedure and conditions set out in the:

- ARENA LEARNING Apprentice Progress Review Policy
- ARENA LEARNING Access, Fair Assessment, Safe Assessment and Conflict of Interest Policy
- ARENA LEARNING ALN Policy Statement
- ARENA LEARNING End Point Assessment Policy
- ARENA LEARNING Feedback and Marking Policy
- ARENA LEARNING Learner Engagement Strategy
- ARENA LEARNING OTLA Policy
- ARENA LEARNING Learner Initial Assessment and Diagnostic Procedure
- ARENA LEARNING Code of Conduct

Methods:

- Initial Assessment
- Information, Advice and Guidance session
- Review and update the Individual Apprentice Plan (ILP)
- Recording, monitoring off the job training (OTJT)
- Apprentice target setting and Action Plans
- Completion of the 8 weekly Progress Review Meeting
- Interim review meetings (in between progress Review Meetings)
- Apprentice CPD Review and update
- Apprentice Appraisals and Line Management 1-2-1s
- End-Point assessment planning and preparation
- Teaching and learning sessions / tutorials
- Knowledge, Skills and Behaviours –progress, teaching and learning 'Skills Scan' and matrix
- Functional Skills progress – tracking and recording in Progress Review meetings and Teaching & Assessment Officer Caseload review meetings
- Safeguarding awareness, training and development as a mandatory aspect of the Apprenticeship programme
- British Values, training and development as a mandatory aspect of the Apprenticeship programme
- Prevent, training and development as a mandatory aspect of the Apprenticeship programme
- E&D, training and development as a mandatory aspect of the Apprenticeship programme
- Tutor / Assessor & Apprentice discussions
- Apprentice and Employer Feedback
- Booking in additional support visits (if required)

Quality Management Procedure

- The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learner perceptions and achievements.
- Quality control will be carried out against agreed criteria which will incorporate performance indicators.
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators.
- Review will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings.

The outcome of these procedures will provide information:

- To inform the process of ARENA LEARNING self-assessment and development planning
- To inform the ARENA LEARNING Quality Improvement Plan
- To action plan for improvement at ARENA LEARNING team and individual level
- To highlight issues that need consideration by ARENA LEARNING
- That supports ARENA LEARNING's business and strategic planning cycle
- That supports ARENA LEARNING's contract compliance to an exemplary standard

Internal Quality Assurance and Monitoring

ARENA LEARNING Quality Assurance procedures ensures systematically checking or scrutinising samples of Apprentice or Learner work, evidence, documentation and portfolios for the purpose these four specified categories:

- To learn from experiences with the view to improving practices and activities in the future

- To have internal and external accountability of the resources used and the results obtained
- To take informed decisions on the future of the quality delivery of programmes
- To ensure positive impact to the beneficiaries of the programmes

Internal Quality Assurance and monitoring allows results, processes and experiences to be documented and used as a basis to steer decision-making and learning processes. Monitoring is checking progress against plans. The data acquired through monitoring is used for evaluation.

This process appraises data and information that inform strategic decisions, thus improving a project or programme in the future. Evaluations should help to draw conclusions about five main aspects of the intervention:

- Relevance
- Effectiveness
- Efficiency
- Impact
- Sustainability

Information gathered in relation to these Internal Quality Assurance activities during the monitoring process provides the basis for the evaluative analysis. The evaluation process might be viewed as a series of cycles or a spiral, with each cycle leading the project to a higher level of achievement.

Who Does the monitoring and evaluation?

- All Teaching and Assessment Officers are expected to provide the quality teaching for their apprentices and to be accountable for the progress apprentices make in their journey
- The Quality Manager is responsible for monitoring the quality of the teaching and learning, the impact that this has on apprentice progress and to offer support to develop individuals
- The Internal Quality Assurance Team are responsible for monitoring the quality of teaching and learning through the robust sampling strategies for each programme and Apprenticeship Standards, the impact that this has on apprentice progress and to offer support to develop individuals
- The senior management team (SMT) have a statutory duty to monitor that the policies and processes are in place and that ARENA LEARNING is addressing Employer and Apprentice needs

The Quality Team are responsible for the effective teaching across the business;

- The craft of teaching (planning and delivery)
- Assessment (formative and developmental feedback)
- Learning and progress of knowledge, skills and behaviours
- Attitudes to learning (Apprentice conversations and behaviour)

Auditing and Monitoring

Ongoing auditing and monitoring is an essential part of ARENA LEARNING's compliance. Auditing and monitoring activities shall be conducted on an ongoing basis under the direction of the Quality, Performance & Compliance Manager. These auditing and monitoring activities will be designed to address compliance with laws governing funding providers and the requirements of the awarding bodies, claim submission, reimbursement, cost reporting, and marketing. In addition, the auditing activities will focus on compliance with specific rules and policies that have been identified by ARENA LEARNING and their partners as high-risk areas.

As part of the monitoring process, the Quality, Performance & Compliance Manager will employ techniques such as:

- On-site visits
- Processes and procedures
- Audit and review of all documentation
- Audit and review of all MIS data
- Interviews with personnel involved in management, operations, delivery, administration of all training programmes and relevant activities
- Questionnaires developed to solicit information from a broad cross section of ARENA LEARNING staff, learners, employers and where applicable partners
- Periodically review ESFA Code of Practice to ensure requirements are met
- Reviews of financial records

Continuous Improvement of Quality Apprenticeship Provision

ARENA LEARNING ensure the continuous quality improvement throughout the Apprenticeship provision by:

- Stretch and challenging learners and apprentices
- Benchmarking against National sector specific Apprenticeship Standard and accredited Qualification success rates
- Setting and reviewing QAR targets for Apprenticeship Standards, accredited qualifications including maths and English
- Reviewing E&D data to target areas of development
- Use of additionality by providing enrichment, and ensuring all the needs of the employers and apprentices are met where the Apprenticeship Standards may not meet these training and development requirements
- Challenging underperforming staff
- Challenging underperforming apprentices
- 'Raising the bar' by supporting staff with development, setting KPIs and recognising excellence in performance
- Use of stretch targets to ensure development continues after a 'commit' target has been achieved
- The use of the ARENA LEARNING Quality Improvement Plan to plan and manage continuous improvement

Partners and Employers

- All partners and employers will be made aware of the quality standards of ARENA LEARNING
- All partners and employers will complete the ARENA LEARNING Health Check (risk assessment and due diligence procedure)
- All partners and employers will be assessed for safeguarding procedures
- All partners and employers will be monitored and evaluated on the quality of placement offered
- The ARENA LEARNING Apprenticeship Employer Engagement Strategy supports the quality delivery of the programme, to increase the engagement of employers in workforce development to ensure training provision meets the needs of local, regional and national employers and provides individuals with the knowledge, skills and behaviours that enable them to contribute to the workforce.

Apprentice and Employer feedback

ARENA LEARNING inform Employers and Apprentices of the quality of services they should expect and know what we may reasonably expect of them. ARENA LEARNING provide opportunities to allow Employers and Apprentices to communicate their needs and provide a regular and consistent flow of information. ARENA LEARNING enable mechanisms to gather feedback to inform self-reflection and ensure quality of service and employer and apprentices' expectations are exceeded. ARENA LEARNING welcome and greatly value feedback as it helps us continually drive improvements and ensures we're offering the best possible service. Feedback is evaluated during monthly Senior Management Meetings and inform actions for the Quality Improvement Plan. The following are methods of capturing feedback:

- ARENA LEARNING periodically planned telephone surveys for Employers and Apprentices
- ARENA LEARNING periodically planned online surveys for Employers and Apprentices
- Learner Voice captured during Quality Visits
- Learner Talk captured during OTLA and Learning Walks
- Compliments, Comments and Complaints forms
- Website facility
- ARENA LEARNING Learner App facility
- Basecamp (project management and communication) online secure MIS for each Employer
- Periodic Employer Progress Review Meetings with Business Development Manager
- Survey Monkey
- Student Services telephone and email service
- Teaching Officers via verbal or written feedback
- Internal Quality Assurers via verbal or written feedback
- Course evaluation questionnaires
- External evaluation questionnaire i.e. Ofsted and ESFA

Responding to Apprentice and Employer feedback

Depending on the nature of the feedback, one or more of the following methods may be used. The communication, investigation (where required) and resolution must adhere to the procedures and conditions set out in the ARENA LEARNING Apprenticeship - Employer Engagement Strategy and the ARENA LEARNING Complaints Policy and Procedure:

- Face to face meeting with the employment and / or apprentice. If appropriate, this may include the ARENA LEARNING Teaching & assessment Officer.
- Basecamp discussion and sharing of information
- Skype meeting
- Email communication
- Telephone call to discuss feedback
- Social media if appropriate
- Written report
- Follow up meeting / telephone call

Curriculum Reviews

- To encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims
- To develop and sustain a diverse range of programmes which provide opportunities for progression and which provide learners with experiences and wherever appropriate, qualifications suited to their learning aims
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies
- To provide information which supports strategic planning for ARENA LEARNING's business development
- To monitor and evaluate the procedure for advising, interviewing and supporting learners at entry and throughout their time at ARENA LEARNING
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all learners

Summary

ARENA LEARNING Ltd fully ensures that they comply to all funding and awarding body requirements, law and legislation, and provide high standard quality training programmes across their curriculum. By following the quality and compliance policy, strategy and procedures within this document and other relevant policies.