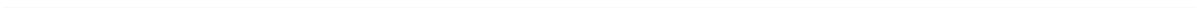




Quality Assurance & Improvement Policy



Policy Statement:

Sportscape Education is committed to a policy of continuous quality insurance leading to quality improvement. This means robust and accurate an ongoing Self assessment which leads to real improvement in quality provision and learner experience and success.

Sportscape Education:

- is also dedicated to providing and maintaining the highest standards in all aspects of its relationships with its learners, employers, staff, associates, partners, suppliers and the general public.
- Understands that Quality Improvement underpins business improvement and encapsulates the principles upheld by Ofsted through the inspection of adult learning. Quality improvement is learner focused, however it addresses all aspects of the business; some have a direct impact on the learner whilst others are indirect.
- Seeks ongoing and continuous improvement of quality in line with the business aims and objectives, embracing change as a positive catalyst for improvement. Acacia Training's quality improvement programme is planned and managed using an annual Quality Cycle.

Policy Scope:

The purpose of this policy and the Quality Cycle is to establish guidance regarding key aims and objectives relating to quality assurance procedures.

Sportscape Education aims to have robust and accurate self assessment which leads to real improvement. To achieve this, we must:

- Create staff confidence in the self assessment process
- Expect all staff, learners and employers, to contribute to self assessment and to quality improvement
- Operate within a coherent quality cycle
- Use external processes such as the Awarding bodies to assist quality improvement e.g; Standard Verifier Reports

Sportscape Education aims be Outstanding in all areas of the business.

To achieve this, we must:

- Provide opportunities for all staff to develop 'Outstanding' practice. Analyse the capabilities of our staff through observation feedback, and learner feedback and other ways and provide the appropriate professional development to ensure they have the skills necessary to deliver Good practice. For tutor assessors this will focus on the skills to deliver effective and interesting teaching and learning
 - Analyse all staff PDRs and identify staff development needs for CPD
 - Ensure the lesson observation cycle is accurate and is used to improve teaching and learning through action points and targeted staff development
 - Share good practice across the group through a variety of mechanisms
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- Establish the aspiration for Good teaching and learning
- Challenge 'requires improvement' and 'inadequate' performance through Self Assessment Report and the risk rating of Tutor Assessors, other opportunities as identified in the business
- Recognise and celebrate Good to outstanding performance of all staff

Sportscape Education aims to enable: “Outstanding success for all of our learners.”

Sportscape Education aims to provide accurate and formative assessment and verification. To achieve this, we must:

- Have accurate formative assessment which informs learners how to successfully achieve their summative assessments.
- Monitor learner progression through the submission of Tutor Assessor data, IQA monitoring of learner portfolio's every three months

Sportscape Education aims to carry out smart action planning and monitoring.

To achieve this, we must:

- Devise action plans that will achieve year on year improvement through the aid of the Quality Improvement Plan
- Rigorously monitor quality improvement plans and targets through the monthly management and Quality meeting
- Inform all staff, including senior management on the ongoing monitoring of quality improvements

Sportscape Education aims to achieve outstanding satisfaction for all of our learners, employers and staff. To achieve this, we must:

- Learn from and act upon learners', staff and employers comments in surveys and forums to improve their experience
- Ensure these surveys are available in alternative formats and on the Sportscape Education website as appropriate in order to maximise response rates

Sportscape Education is therefore committed to:

- **Feedback:** From learners, employers and staff
 - **Management / Process & Procedures:** Review management processes, Review policies and procedures, Obtain feedback from the appraisal and one to one process to ensure consistency and fairness, Staff training and development, Review portfolio offering, Review the Quality Cycle, Self Assessment Report (SAR), Quality Improvement Plan (QIP) and the Business Plan
 - **Equality & Diversity:** Review effectiveness of; learner engagement, achievement and training, Staff training, knowledge and understanding, Staff recruitment practices, Marketing materials
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- **Delivery:** Sales and marketing, Delivery approval, Structured quality assurance of all aspects of delivery from sign up through to exit, Learning resources, Information, Advice and Guidance (IAG), External validation; awarding bodies and FSA
- **Management of Information / Data:** Systems review, Processes and procedures, Service levels, Audit; internal and external
- **Health & Safety:** Policy, Processes and procedures, Compliance, Staff training
- **Documentation:** Document control, Management control, Master portfolio

Responsibility

The Managing director has overall responsibility for the implementation of the Quality Improvement Policy. However, all management and staff at Sportscape Education have an individual and collective responsibility for the success of the quality improvement and as such commitment is required at all levels of the business.

Approved by:	Version:	Issue Date:	Review Date:	Next Review Date
MD	V.1	Jan 2018	Jan 2019	Jan 2020
