



# THE COLLEGE QUALITY ASSURANCE SYSTEM

## 1. Definition of Quality

- 1.1 The College is committed to meeting the expectations of all its clients and satisfying the requirement of each of its stakeholders and the wider community.
- 1.2 The quality service offered covers all aspects of our operation and includes:
  - i. the programmes we run
  - ii. the teaching and instruction we provide
  - iii. all our services, practices, processes and products
- 1.3 We continuously record, monitor and critically review all our activities and at all times endeavour to improve our performance.

## 2. Policy on Quality

- 2.1 Our policy, in general terms, is to seek to continuously improve performance in all our activities through regular self-assessment.
- 2.2 The Principal shall agree the overall college quality strategy (Appendix 1) with the Governing Body and the Senior Management Team.
- 2.3 The College shall:
  - (a) identify key areas of activity which influence our performance in relation to learners, customers and stakeholders and in each of these, set standards which are capable of being measured.
  - (b) monitor performance in these key areas and compare actual achievements with the standards
  - (c) take action to improve performance in relation to the standards set.
- 2.4 Responsibility for maintaining and improving quality lies with every person employed by the College.
- 2.5 Every employee is required to take part in the process of setting standards. The teams performing the work in key areas identify those features which most influence performance and set agreed targets. They monitor and compare their own performance with standards and formulate action plans for improvement. The process is supervised by the line manager who reports three times a year to the Quality Management Team. This is done through service standards in support areas or review and evaluation process in teaching sections.
- 2.6 Reports produced from the self-assessment process are used by management in updating strategic plans and producing an annual College self-assessment report.

### 3. Key Areas

3.1 The key areas within the College are as follows:

- a) Curriculum Areas    Information Technology, Business and Administration  
Access, Travel and Tourism, Sports and Leisure, GCSEs,  
GCEs, Skills for Life and Teacher Training.  
Care and Counselling  
Early Years  
Hair Beauty and Holistics  
Construction  
Motor Vehicle and Engineering
  
- b) Corporate Support Services    Management and Governance  
Finance  
Staff Services, Personnel and Staff Development  
Business and Curriculum Development:  
    Business Development  
    Work-based Training Programmes  
    Community and School Liaison  
    College Information Systems, Enrolments and Examinations  
Learner Achievement:  
    Learner Support  
    Teaching Support  
    Franchise and Distance Learning  
    Quality Assurance  
Information Technology Developments  
Premises and Accommodation  
Health and Safety

3.2 Within each of these key areas, performance indicators are used to provide evidence of our performance for the purposes of self-assessment, internal quality monitoring and external inspection and audit.

3.3 In the curriculum areas performance indicators are identified for:

- a) recruitment and retention
- b) planning and organising the curriculum
- c) teaching and learning
- d) learners' achievements including success rates
- e) resources

3.4 The performance indicators are used to set standards and targets and are systematically reviewed.

## 4. Quality Assurance Procedures

- 4.1 These are the procedures used to monitor performance and determine the degree to which we are meeting our standards and the expectations of our customers and stakeholders.
- 4.2 The Quality Management Team identifies areas of College activity for which there shall be written quality procedures describing the manner in which each activity is to be carried out and the performance standards to be achieved, in order to satisfy the needs of customers (appendix 2).
- 4.3 Each procedure shall:
  - i. Comply with the College policy in that area of activity
  - ii. Be written by the Manager of the activity concerned in consultation with the persons carrying out the work
  - iii. Be written in the common agreed College format
  - iv. Be reviewed by the activity manager and those carrying out the work at least once every year
  - v. Where possible, identify measurable standards of performance
- 4.4 All quality procedures shall be approved by the Quality Management Team and each procedure shall form part of the College Quality Assurance System.
- 4.5 The Director of Learner Achievement shall be responsible for the development and maintenance of the College Quality Assurance System.
- 4.6 The Quality Management Team shall agree with the Director of Learner Achievement, a timescale for the production, implementation and review of College procedures.
- 4.7 Quality Assurance in Curriculum Areas
  - 4.7.1 Several quality assurance processes have been developed and approved by the Quality Management Team for use in the curriculum areas including:
    - a) Programme Validation and Revalidation - carried out by Quality Management Team to ensure that every new programme is internally approved before it is run. Every existing programme which is a cause for concern because of its performance is investigated in order to determine the best course of action.
    - b) Programme Review and Evaluation - a continuous process of self-assessment carried out by the programme team and resulting in the production of a self-assessment report, including action plans, for each curriculum area.
    - c) Internal Verification - a procedure for monitoring the quality of assessment of students' work across the College and ensuring that assessment processes and decisions meet the requirements of the relevant awarding

bodies.

- d) The Observation of Learning – a procedure for systematically monitoring and evaluating learning sessions across the College in order to improve the quality of teaching and learning.

4.7.2 The Quality Management Team sets performance indicators for Teaching and Learning to be used for self-assessment and quality monitoring across the College.

4.7.3 Procedures have been developed and implemented to manage external verifiers' visits and monitor their reports to ensure that the quality standards set by external awarding bodies are met.

4.7.4 A series of questionnaires for different categories of learners and also for parents/guardians, employers and sponsors are systematically used to provide evidence for review and evaluation and self-assessment.

#### 4.8 Quality Assurance in Corporate Services

4.8.1 In each of the services listed previously, the manager and staff draw up service standards which are, if possible, measurable and are approved by the Quality Management Team.

4.8.2 Support managers meet regularly with staff to discuss performance and, at the end of each term, present reports to the Quality Management Team showing how their performances relate to their service standards and targets set previously.

#### 4.9 Internal Quality Audit

4.9.1 Curriculum areas and corporate services will be subject to independent internal auditing according to a College procedure which is approved by the Quality Management Team.

4.9.2 Internal audit schedules shall:

- i. be prepared annually by the Quality Audit or agreed by the Quality Management Team
- ii provide for the audit of every curriculum programme at least once every four years

4.9.3 Unscheduled internal audits will be carried out when circumstances arise which, in the opinion of the Quality Management Team, require further evidence of our performance in any area of activity to be obtained. In particular, the Director of Learner Achievement shall organise audits of learning programmes which fail to meet performance targets.

## **5. Review of Quality Assurance Procedures**

- 5.1 All aspects of quality control within the College shall be kept under review by the Quality Management Team.
- 5.2 The following quality assurance procedures shall be reviewed annually:
- Programme Validation and Re-validation
  - Programme Review and Evaluation
  - Internal Verification
  - The Observation of Learning
  - Internal Quality Audit

## **6. Quality Management Team**

- 6.1 There shall be a Quality Management Team which is responsible for:
- i. The development, operation and review of the College Quality Assurance System
  - ii. Ensuring that the Quality Assurance System meets the requirements of external agencies and responds to external changes
- 6.2 The Quality Management Team shall have the following composition:
- The Principal who shall be the chair
  - The Deputy Principal
  - The Director of Learner Achievement
  - The Director of Business and Curriculum Development
  - The Quality Audit Manager
  - The Work Based Learning Manager – Work Based Learning
- 6.3 The Quality Management Team shall monitor performance in all curriculum and support areas, agree action plans for improvements with Section Heads and Support Managers and monitor progress with these action plans.
- 6.4 The Quality Management Team shall meet monthly throughout the year and the Director of Learner Achievement shall be responsible for the administration of work.

## 7. Self Assessment

- 7.1 In curriculum areas, Review and Evaluation reports and retention and achievement data inform Section Self Assessment Reports which are prepared by Section Heads at the end of each Academic Year.
- 7.2 In support areas, managers shall prepare self-assessment reports at the end of each academic year which are based on performance in relation to their service standards.
- 7.3 The Director of Learner Achievement shall produce an annual College Self Assessment Report which is informed by the Section and Support Area reports
- 7.4 The College Self Assessment Report shall be:

In a format which is acceptable to the Learning and Skills Council and the Inspectorates.

Approved by the Senior Management Team and the Corporation.

Submitted to the Learning and Skills Council before/on the due date.