

Quality Assurance Policy

Executive Statement

Qualified Tutor is committed to *raising standards in tutoring together* through training, community and an independent quality mark.

We have policies and procedures in place to ensure that we are constantly evaluating our effectiveness and making continual improvements. We are committed to meeting the requirements of all our learners, and of Highfield as our awarding body.

Responsibilities of Centre Personnel

Head of Centre and Facilitator – Julia Silver, BA, QTS, NPQH

Responsible for:

- Overseeing training and professional development
- Overseeing sales, marketing and community activities
- Overseeing administrative and compliance activities
- Invoicing and financial planning
- Designated Safeguarding Lead
- Recruitment and Retention, including Performance Management

Chief of Operations and Internal Quality Assurer – Ludo Millar BA, MA

Responsible for:

- Sales and Marketing activities
- Community Development
- Internal Quality Assessor

Administrator, Facilitator and Compliance, Assessor - Dave Harris

Responsible for:

- Tracking Learners' progress
- Compliance, including maintaining policies and procedures

Lead Facilitator - Adrian Conway BEd, MA, NPQH

Responsible for:

- Developing effective training programs

Methods of Communication

- Daily check-ins, emails and weekly meetings between Julia and each member of the team to communicate ongoing changes and improvements.
- Shared Google Drive to track and maintain up-to-date documentation.
- Shared management system to support and track learners' progress.
- Ongoing reflection between Facilitators during and after each workshop to make adjustments and improvements in light of Learners' behaviour, responses and feedback.

Internal Quality Assurers (IQA)

The IQAs will

- Work towards a Highfields assessing qualification and share learning with the team
- Moderate a random sample of 2 assessments in each cohort
- Watch a sample workshop recording in each cohort

- Track the weekly tasks for a random sample of 2 Learners across the 4 weeks to track progress and engagement and facilitators' responses
- Read course evaluations forms and make recommendations based on these to facilitators and Head of Centre
- Feedback to facilitators with an evaluation and suggestions for ongoing improvement
- Suggest or make reasonable adjustments to accessibility, including offering various workshop dates, modes of learning, adjusted learning resources

The Quality Assurance document for a Centre is a policy or statement that outlines how quality assurance is going to be applied and monitored when delivering and assessing Highfield qualifications.

Section one: This document has been created as a guide and contains the information that each Centres Quality Assurance Strategy document should contain as a minimum;

- A clear commitment from the Centre to continuous improvement
- Clear responsibilities of Centre personnel
- A clear indication that the governance described in the policy matches that of the type of Centre
- A commitment to meeting the requirements of any awarding organisation. (Information on this can be located in documents such as the qualification specification or by referring to relevant Sector Skills Councils/Bodies).
- The methods of communication within the Centre, e.g. how are changes to procedure communicated and understanding confirmed?
- The types of activity undertaken to meet the high standards of Quality Assurance, e.g. meetings, observations, self-assessment.

Section two: Centres delivering portfolio based/Internally assessed qualifications must also be able to demonstrate within the policy more specific detail for this type of qualification assessment namely;

- The Role and responsibilities of the Internal Quality Assurer (IQA) within the Centre.

- How the IQA plans to enable the Centre to support learners with special considerations/ reasonable adjustments
- How the IQA plans to quality assure assessment and delivery within the Centre and programmes, based on the assessment activities and delivery models that have been planned.
- The IQA Sampling Strategy of assessment, assessors & tutors, which is based on the risk rating of assessors versus qualification.
- How the Centre plans to conduct IQA Monitoring activities that are outside of the Sampling Strategy.
- How, when and why the IQA will conduct standardisation of assessment practice.
- How the IQA plans to support and develop the assessment team in order to maintain their CPD and best practice.
- How the IQA will manage the quality of assessment and delivery within the Centre outside of any sampling, standardisation and support activities – for example: planning of a programme, hosting external visits, reviewing other documentation and procedures.

(Note: the detail in section two may be contained within a separate assessment/IQA document)