

# Quality Assurance Policy and Procedure

## Commitment

ACT Schools is committed to developing and delivering consistently excellent learning programmes that make a positive difference to learner's lives.

In order to achieve excellence, ACT Schools have robust Quality Management Systems (QMS) in place, which includes processes, policies and procedures. This QMS ensures that we continually develop, monitor and improve through a series of activities linked within the Quality Cycle.

All strategies and QDPs are communicated to all staff and improvement is monitored through team meetings.

ACT commit to ensuring compliance with Welsh Government and other applicable requirements that are monitored through both internal and external audits.

## Purpose

The purpose of this policy is to set out the QMS and a series of quality activities that form the cycle for continuous improvement. The Head of 11-16 Education retains overall responsibility for the QMS, working closely with the ACT Quality team and specifically, the Head of Continuous Improvement, and the Schools Quality Manager.

## Scope

This procedure applies to all staff in ACT Schools.

## Responsibilities

The Head of 11-16 Education has overall responsibility for the implementation, monitoring and impact of this policy.

### **The Head of 11-16 Education is responsible for:**

- ensuring efficiency of policies, procedures and processes to meet the needs of ACT Schools and its learners;
- monitoring quality cycle activity to support the achievement of continuous improvement within ACT Schools;
- reporting on significant activity at Senior Management Operations Meetings and to the Board of Directors and School Advisory Group, as required;
- forming lines of enquiry within the quality cycle when underperformance or concerns have been identified;
- instructing activities and/or thematic reviews to be undertaken to measure the effectiveness and impact of any part of the Quality Cycle, and;
- work closely with the wider ACT Quality Team in relation to themes/trends across areas of provision.

**The Schools Quality Manager is responsible for:**

- ensuring efficiency of policies, procedures and processes meet the needs of ACT Schools;
- supporting members of the ACT Schools Management Team (for example, centre managers) to carry out activities within the quality cycle, ensuring provision meets the needs of learners and meet the standard(s) required by ACT Schools;
- following lines of enquiry opened due to areas of underperformance or concern, as directed by the Head of 11-16 Education;
- undertaking Thematic Reviews as/when required;
- identifying areas of good practice and areas for improvement to share across ACT and the Network and ensuring that key members of the ACT Schools Management Team are informed;
- monitoring the curriculum, teaching, learning and assessments across ACT Schools, and;
- support in monitoring the impact of quality assurance activities across provision.

**Centre managers are responsible for:**

- supporting with implementation of quality assurance policies, procedures and processes;
- working with the Schools Quality Manager and Head of 11-16 Education in relation to the implementation of activities within the Schools Quality cycle;
- support with actioning outcomes/suggested actions following quality assurance activities (sharing of best practice, and supporting areas for development), and proving ongoing monitoring of impact, and;
- ongoing monitoring of the quality of ACT Schools provision, raising concern with the Head of 11-16 Education and Schools Quality Manager.

**Delivery staff are responsible for:**

- ensuring they act in line with this Policy and associated procedures including those from awarding bodies or external stakeholders, and;
- attend regular and relevant CPD events on an ongoing basis.

**Communication and Storage**

This will be communicated and stored through IRIS HR under Company Information / Schools Policies & Procedures

## Procedures that underpin the QMS

Area	Activity to support improvement	Frequency	Associated Policy/Procedure
Teaching, Learning and Assessment	<ul style="list-style-type: none"> <li>• Teaching and Learning Observations</li> <li>• Learning Walks</li> <li>• Book scrutiny</li> <li>• Curriculum Audits</li> <li>• Thematic Review</li> <li>• IQA Support Meetings</li> <li>• Working groups</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Annually</li> <li>• As required</li> <li>• Monthly</li> <li>• As required</li> </ul>	<ul style="list-style-type: none"> <li>• Teaching and Learning Observation Policy</li> <li>• Thematic Review Policy</li> <li>• Internal Quality Assurance Policy</li> </ul>
Stakeholder Feedback	<ul style="list-style-type: none"> <li>• Learner voice survey</li> <li>• Learner Forums</li> <li>• Student Council</li> <li>• Complaint handling and monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Tri-annually</li> <li>• As required</li> <li>• Tri-annually</li> <li>• Ongoing, with annual reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder Voice Policy</li> <li>• Complaints policy</li> </ul>
Care, Support and Guidance	<ul style="list-style-type: none"> <li>• Thematic Review</li> <li>• Teaching and Learning Observations</li> <li>• Learner Voice</li> <li>• My Concern reporting and monitoring</li> <li>• EduKey reporting and monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• As required</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Thematic Review</li> <li>• Teaching and Learning Observation Policy</li> <li>• Stakeholder Voice Policy</li> <li>• Safeguarding and PREVENT Policy</li> <li>• ALN Policy</li> </ul>
Self-Evaluation	<ul style="list-style-type: none"> <li>• Self-evaluation</li> <li>• Quality Development Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Annually, with regular reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Management System</li> </ul>
Policy, Procedure and Process review	<ul style="list-style-type: none"> <li>• Full policy review</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Management System</li> </ul>

Area	Activity to support improvement	Frequency	Associated Policy/Procedure
Qualification quality assurance	<ul style="list-style-type: none"> <li>• IQA support meetings</li> <li>• EQA activity monitoring</li> <li>• Appropriate Practice log</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly</li> <li>• Ongoing</li> <li>• Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Internal Quality Assurance Policy</li> <li>• External Quality Assurance Policy</li> <li>• Appropriate Practice Policy</li> </ul>

## Document / Policy Change Request

Changes to this procedure must be agreed with the Head of 11-16 Education.

## Document / Policy Reviewing and Approving

This document will be reviewed annually by the Head of 11-16 Education and with support from the ACT Quality Team.

## References

Stakeholder voice policy & procedure  
Teaching and Learning Observation policy & procedure  
Complaints policy & procedure  
Internal Quality Assurance policy & procedure  
Appropriate Practice Policy and Procedure  
External Quality Assurance Policy  
Safeguarding and PREVENT Policy and Procedure  
ALN Policy and Procedure

## Glossary

N/a