

## QUALITY ASSURANCE POLICY

<b>Family:</b>	Quality
<b>Reference Code</b>	Q6
<b>Line Manager Responsible:</b>	Head of Quality
<b>Approval Date:</b>	30 July 2018
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## Policy Statement

Free2Learn (Free2Learn) is committed to raising the standard of provision by putting our learners at the heart of everything we do. We will meet our obligations to learners and key stakeholders and enhance customer satisfaction, by delivering services and provision that meets the requirements of all:

We are dedicated to:

- creating a culture of continuous improvement within our company and the organisations with whom we work.
- investing in the continual professional development of our staff to ensure emerging best practice is adopted across our operation and our approach remains current and relevant.
- complying with recognised quality standards and promoting best practice within the industry.
- providing a professional service that exceeds expectation.
- ensuring our services are delivered efficiently, effectively and consistently, meeting the individual needs of our learners
- continually improving and developing our own service and standards to meet the changing needs of all stakeholders

Free to Learn Ltd (Free2Learn) aims to deliver high quality training and will implement a policy of continuous quality improvement.

## Communication

This policy will be communicated to staff as part of their staff induction, training in service delivery, and via the Free2Learn G shared drive. As changes are made, staff will be notified through team meetings, email and/or news updates.

Free2Learn holds quality accreditation e.g. Matrix,

## Associated Policies

This Policy and associated procedures should be read in conjunction with the following policies:

- Quality Assuring the Learner journey

## Key Principles

Our Quality Assurance Framework reflects the eight principles of the ISO9000 standard:

**Customer Focus:** Free2Learn's customers include our learners, ESFA, employers with whom we work, and our internal customers. It is important that we understand current and future customer needs, in order that we are able to meet these needs. We achieve this through fully understanding contractual requirements, involving learners, actively seeking feedback about our service and acting on the results.

**Leadership:** While considering the needs of all customers, Free2Learn's management team has a clear vision of the organisation's future. The management team will set challenging goals and

targets and create an environment in which these can be readily achieved, by providing the resources, training and encouragement needed to inspire staff.

**People Involvement:** Free2Learn is committed to developing a culture of continual improvement and learning and fostering creativity and innovation. Staff will be accountable for their own performance and for actively seeking opportunities to further their own development. Through our performance management activities Free2Learn will ensure staff understand their contribution to the organisation, share knowledge and experience and work together to solve problems and promote continual improvement.

**Process Approach:** Free2Learn will systematically define the activities needed to meet customer requirements as part of our contract implementation processes, ensuring we identify and put in place the resources, working practices and tools needed to meet all contractual and legal obligations and implement recognised good practice. Documented processes will identify those responsible and accountable for managing activities and provide clear instruction for staff in delivering activities to the required standards; providing the framework for us to analyse and measure our performance.

**Systems Approach to Management:** Individual processes need to be effectively integrated so that they work together to achieve our objectives in an efficient way, and that staff understand the interdependencies of these processes. All parts of our business need support from other people and functions to succeed. We will measure the performance of our overall system alongside individual processes to continually improve the systems approach.

**Continual Improvement:** Free2Learn is committed to continual improvement of performance in the outcomes we achieve and how effectively we meet customer requirements. We will apply improvement planning processes through structured quality assurance and monitoring activities to embed this approach throughout all aspects of our service. This includes actively seeking and sharing best practice from within and outside the organisation.

**Factual decision-making:** All business decisions will be taken based on factual analysis of available data. We will effectively capture data regarding all relevant aspects of our service delivery and business performance, putting in place data integrity and validation checking processes to ensure this is accurate and reliable.

**Mutually Beneficial Supplier Relationships:** Free2Learn works in partnership with a range of suppliers and stakeholders in the delivery of our service

## **Quality Assurance Framework**

The following activities constitute Free2Learn's quality assurance framework:

**Contract-specific operating/management procedures** and process maps against which staff activity is monitored. These will provide clear and easy to understand instructions for effective implementation of our delivery models, ensuring consistent standards are achieved throughout our service delivery. The package will include work instruction for specific delivery activities, guidance on expected standards in different areas of work, compliance checklists, templates and documents that will assist compliance. In developing these procedures we will pay due regard to the assurance requirements.

**Ongoing quality awareness training** for staff through induction, one-to-one coaching and training, structured meetings and events.

**Risk-based internal audit programme** focussing on quality of service/compliance in relation to individual contract requirements and recognised best practice, including themes of equality and safeguarding. Audits undertaken by relevant quality assurance personnel against contract-specific pre-defined standards, will result in a risk-rating for the contract and clear corrective and preventive actions to continually improve delivery.

**Regular observation of delivery** will be undertaken for all members of staff involved in direct service delivery. An annual observation schedule will be produced and updated to record observations completed through the year. Trained staff will assess the overall quality of the learner journey

**Independent/Peer Assessment** offer opportunities to share learning and best practice, maintain knowledge on emerging working practices, and help ensure that learners receive a consistent service.

**Robust data validation and analysis** against key quality and performance indicators will highlight areas for improvement. Systematic reporting and analysis of data through our performance management regime will drive achievement against targets. Reporting will be against contractual targets e.g. Skills Funding Agency national Minimum Standards of Performance for Adult Skills and European Social Fund (ESF) delivery.

**Benchmarking and comparative data analysis** will identify contract/business-wide trends to support identification and sharing of best practice

**Monitoring of customer satisfaction** through:

- questionnaires
- annual evaluation surveys
- face-to-face interviews
- online feedback form
- participant comment cards available within delivery sites
- focus groups convened to consult specific participant groups or consult about specific aspects of service delivery/development

Customer feedback will be reviewed and analysed by the Head of Quality and Centre Managers and will feed into Continuous Improvement Plans and Self Assessment process.

**Annual self-assessment** is at the heart of quality improvement and evaluation for all contracts. It is crucial that we undertake robust and honest reflections of performance and progress to build on our strengths and turn our areas for improvement into strengths. We will utilise the Ofsted Common Inspection Framework as the basis of our self-assessment to satisfy the requirements of Skills Funding Agency and other commissioners. Where a service is not subject to Ofsted inspection the team will produce a similar framework against which the contract is assessed, ensuring contractual requirements are met.

**Continuous improvement plans** will drive forward improvement activity as a result of self-assessment, and will also encompass ongoing internal audit/external evaluation activity. Our organic, contract-specific Improvement Plans are key to Free2Learn's Quality Assurance and set out the time frame, monitoring milestones and action plans for all aspects of the business. Improvement Plans will be reviewed monthly and updated with progress.

**External evaluation.** Free2Learn will further undertake an independent external audit programme to review and support quality throughout the business.

**Achievement of relevant quality standards** including Matrix for Information Advice and Guidance service delivery

**Communication** - a standing agenda item within team, and SMT meetings will be used to promote continual improvement of the quality management system.

### **Monitoring & Review**

Quality Assurance staff will meet regularly to review quality assurance outcomes, controls and processes within the business, and reports outcomes to the Senior Management Team. This includes reviewing learner feedback, audit reports, observation reports and continuous improvement plans.

This policy will be reviewed annually under the direction of the Head of Quality