

Quality Assurance Policy

Policy Statement

CVQO's strategic vision is 'to improve lives through vocational education'; this is supported by three key priorities: (KP1) support the learner; (KP2) promote and deliver CVQO's values; and (KP3) protect and enhance CVQO's overall financial viability.

This policy outlines CVQO's commitment to continuous quality assurance leading to quality improvement.

The overall aim is to ensure the provision of high quality products and services which helps learners maximise their potential and meets their individual needs. This means adopting a robust and accurate system of monitoring and checking the quality of products and services to ensure it consistently meets specified standards. The processes which underpin quality assurance within CVQO is designed to lead to real improvement in the quality of provision and learner experience and success.

Principles of the Quality Assurance Policy

The principles underlying quality assurance are that:

- achieving the best quality of provision for learners and stakeholders is a key priority for the executive team and the responsibility of all members of staff
- providing a good and improving quality of service requires continuous improvement of quality in all areas of the charity
- all areas of the charity are underpinned by cyclical monitoring, planning and review processes which links to strategy objectives
- promotion of this policy is driven by managers and actively supported by all members of staff
- staff are supported and trained to contribute to a high quality service and good practice is endorsed and shared across the charity

Aims and objectives of the Quality Assurance Policy

The aims of the policy are to:

- to ensure the charity meets its obligations to learners and other stakeholders for regulated qualifications such as regulators (Ofsted) and awarding organisations (Pearson, ILM, C&G)
- to set improvement targets based on national benchmarking and recognise achieving these as contributing to the national picture
- to meet the needs of all stakeholders by providing a flexible and responsive service; and promoting and supporting an outstanding standard of teaching, learning and assessment

The main objectives of the policy will be to:

- regularly review the charity's activities to provide evidence and data for the annual self-assessment review and action planning cycle to ensure expectations are being met
- develop, maintain and continually improve a range of internal quality assurance procedures covering all aspects teaching, learning and assessment
- develop data and reporting systems that enable managers to effectively monitor learner progress
- systematically audit procedures to identify issues and trends, and give feedback to staff
- monitor the quality of the learner journey against targets and the self-assessment action plan
- monitor the quality of teaching, learning and assessment
- ensure staff comply with the teaching, learning and assessment strategies for the qualification they are working with
- ensure staff are accurate and consistent in interpreting the criteria they are delivering and making assessment decisions
- support staff in the performance of their professional roles and continuing professional development

Methods by which the above aims and objectives will be met:

Induction, initial advice and guidance procedures; data quality monitoring; progress monitoring, reviews and reports; internal quality assurance procedures; external verification and reports; assessment strategy; internal verification; standardisation; observation of teaching, learning and assessment; learner and tutor surveys; quality audits; programme reviews; quality cycle; annual self-assessment and staff development.

This policy should be read in conjunction with other CVQO policies, including: Recruiting Learners with Integrity; Recognition of Prior Learning; Reasonable Adjustment and Special Considerations; Equal Opportunities; Registration and Certification; Assessment; Internal Verification; Assessment Malpractice and Maladministration; and Appeals and Complaints.



Chief Executive

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