



# Quality Assurance Policy

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## **General Statement of Policy**

Greenbank aims to be the first choice for high quality education, training, employment service and sport and recreation in its community.

The purpose of quality assurance is to ensure both the effectiveness and the efficiency of teaching, learning, assessment, training, support, advice and guidance and all service provision within Greenbank. We will ensure that the management of priorities, development planning, personal and professional development, monitoring and evaluation are carried out both systematically and transparently to create a positive approach to improving our services.

The effectiveness of the Policy will be monitored on a regular basis, with a formal review each year. The Policy will be revised as often as appropriate to continue in order to achieve continuous improvement

We will ensure that all employees are made aware of this Policy.

## **Scope of Policy**

The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure. Line Managers will initiate procedures within their teams and collate and agree Self-Assessment Reports and actions for Quality Improvement and Strategic Plans

The quality assurance procedures will be founded in a process of regular self-evaluation by teams and individual employees who are responsible for delivering courses and other services.

The quality procedures will seek the views and perceptions of learners, service users and other stakeholders for whom the services of Greenbank exist.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and so improved.

## **Quality Assurance Framework**

The College framework for self-assessment and improvement will derive from the Ofsted Education Inspection Framework and Education & Skills Funding Agency provider guidance.

Additional frameworks for supporting Greenbank staff to reach their full potential will be the Investors in People standards and the in-house appraisal system

Other quality kite mark frameworks in place are MATRIX and the Disability Confident Leader Scheme

Key performance indicators are set annually within Greenbank's strategic plan.

Benchmarking is used to improve performance and set targets through statistical data analysis to:

- Identify current levels of performance
- Compare performance with other colleges
- Compare with national performance

## **Learner and Service User Involvement**

Quality assurance must involve learners and service users. In order for any quality assurance programme to be successful, the views of students and service users must be sought on a regular basis and action taken if a service no longer appears to be meeting their needs. The continuing aim of Greenbank is to provide a professional and efficient service to meet all the requirements of students and service users, who will have the following opportunities for involvement:

- Student "Have your say" questionnaires - which are published with action plans detailing response to student views.
- Other periodic service questionnaires which are published with action plans detailing response to the views expressed.
- Comments, compliments or complaints box held on reception where students and service users are encouraged to offer feedback at any point of the year.
- Students/Service user meetings & Focus Groups – Meetings will be held to enable students/service users to have a forum to share and discuss issues concerning the running of Greenbank, its services and its activities. These meetings are to be recorded, minutes taken and action taken if appropriate.
- Students will also be provided with feedback opportunities during their 1:1 reviews with tutors. Comments will be recorded in their Individual Learning Plans and follow up actions taken wherever appropriate.

## **Stakeholder Involvement**

Greenbank will involve other relevant groups, in order to ensure a quality service is being delivered.

### **Satisfaction Surveys:**

Satisfaction surveys will be sent to outside professionals, employers or stakeholders annually. These surveys are confidential but summaries of the information will be made available. An action plan is drawn up in response to the views expressed and progress against this plan monitored.

### **Annual Reviews:**

Greenbank's SLT and Board of Trustees hold reviews for each area of service annually.

These reviews are recorded and retained, minutes are also taken.

**Data analysis:**

This is collated at regular intervals throughout the year and used to set clear targets to improve performance

## **Staff Involvement**

All members of staff will be subject to Greenbank's Staff Appraisal and Development processes and their contribution to quality improvements noted and supported. All staff will take part in the annual self-assessment process and will take part in regular reviews of their department's progress against relevant actions targeted in the Quality Improvement Plan.

All formal planned staff development activities, whether facilitated by the in-house or external trainers, will include evaluation forms for collation and dissemination through the Quality Assurance Manager.

In addition, staff will be provided with an annual opportunity to provide feedback in a general all staff survey via survey monkey or other methods of survey, based on that used by Ofsted to obtain staff feedback prior to inspection.

## **Quality Improvement Plan**

Greenbank will have a continuous development plan for quality improvement, based upon feedback from students, service users, staff and others. The Quality Improvement Plan will contain actions developed from areas for improvement identified in the annual Self-Assessment Report. The plan will become part of an agreed 'live' ongoing commitment to continuous improvement. It will be published in January of each year and will be reviewed, amended and added to on a quarterly basis.

Information used to support continuous improvement may include:

- Records of comments, compliments & complaints
- Examples of identified good and innovative practice
- Health & Safety – risk assessments, fire officer and environmental officer reports
- Internal and external Inspection reports
- Observations of Teaching, Learning and Assessment
- Management audits
- Management of budgets, procedures, guidelines, codes of practice.
- Student, service user, partner and staff questionnaires, meetings and individual comments
- Staff meetings & individual comments, training, conferences.
- Quality Improvement Planning

## **Implementation**

A key responsibility of the Quality Assurance Manager and Senior Leadership Team is to ensure that any agreed improvements are carried out. In implementing the programme,

the following should be included:

- Discussion with the staff team and students/service users to ensure clarity over the improvements required
- Ensuring that a person given a specific improvement task is clear what the task is, the standard required and the level of authority and responsibility they have in achieving the task.
- Ensuring that a method is in place for checking progress, e.g. service user meetings, supervision and staff meetings.
- Promoting among learners/service users and staff the concepts of a team approach and commitment to service improvement.

### **Monitoring**

An important element of the improvement process is management follow-up. SLT's role is to confirm that the identified improvements have been carried out and that they meet an acceptable standard. In the follow up consideration should be given to ensuring that:

- A timetable is established, in order to review progress and to give a clear signal to service users and staff that management is committed to improvement.
- The best possible forums for promoting achievement and commitment to improvement are used.
- All the improvement tasks are reviewed.
- Help is given to resolve any problems encountered in achieving improvements.

## **Training**

In order to provide a quality service, Greenbank requires staff to be suitably trained, supervised and supported. In particular, SLT will support the following:

- Each member of staff will have a personal development plan/appraisal in which their training needs are identified and a plan made as to how such needs will be met.
- Each member of staff will be offered training to meet regulation and National Standards.

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Agreed by Greenbank Board of Trustees



Dr Alan Irving, Chairman