Quality Framework

1. Organisational Leadership	Evidence requirements
1.1 Authoritative point of contact	- Named primary point of contact with full contact details - Named individual is authorised to provide evidence to support the continued provider and / or scheme / programme approval
1.2 Staff knowledge and skills	- Annual appraisal and personal development plans are in place for staff involved in programme development, delivery, assessment and internal quality assurance (IQA) - Continued Professional Development (CPD) is maintained and encouraged to ensure staff knowledge and skills remain current and relevant - Induction plans are developed for new staff - Training, moderation and standardisation activities occur on a regular basis; output is recorded eg meeting minutes and action points
1.3: Roles and responsibilities	- Current and appropriate job descriptions are in place which detail roles and responsibilities for those involved in programme development, delivery, assessment and IQA - All staff involved in programme development, delivery, assessment and IQA have the required occupational competence, experience and / or qualifications; CVs are available for each member of staff - Staff handbooks and updates - Procedures are in place to ensure effective communication systems between all levels of staff and at different locations
1.4 Policies and processes	Documented policies and / or processes are in place for: - Health and Safety (including risk assessment such as, Fire Safety, First Aid, CoSHH, RIDDOR) - Learner and staff welfare - Safeguarding and anti-radicalisation duty of care - Conflict of Interest - Equality and Diversity - Reasonable Adjustments & Special Considerations - Malpractice and maladministration - Appeals - Complaints - Data protection - Information Commissioners Office registration (if appropriate) - Whistleblowing - Invigilation - Insurances (Public liability and / or professional indemnity)

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2. Monitoring	Evidence requirements
2.1 Satisfaction monitoring	• Mechanisms are in place to gather, monitor and measure satisfaction levels on an on-going basis • Feedback from customers and individuals informs activities such as programme development, delivery, assessment and IQA • Feedback is used to evaluate the quality and effectiveness against stated aims and policies
2.2 Delivery and assessment	• IQA sampling plans are in place for each approved scheme or programme • IQAs support standardisation and / or moderation of delivery and assessment through observation • IQA reports – with feedback – are completed and communicated • Actions identified through on-going monitoring by external quality assurance audits is disseminated to appropriate staff; corrective measures are implemented
2.3 Support materials and resources	• Statistical data and analysis is used to evaluate the quality and performance of support materials and resources. • Records of meetings, eg agendas and meeting notes, are maintained that can demonstrate on-going evaluation of support materials and resources • Staff updates, training and standardisation activities are used to support monitoring and evaluation of support materials and resources
3. Legislation	**Evidence requirements**
3.1 Data Protection	• Policies and processes are in place to support compliance with all data protection regulations • Defined processes in place relating to collection, storage and retrieval of personal data • Registration with the Information Commissioners Office (where appropriate) • Requirements are communicated to all staff – and any agents or subcontractors • Appropriate signed declarations are in place eg individuals • Security and access arrangements
3.2 Equality and Diversity	• Activities relating to reasonable adjustments and / or special considerations; records of such activities are maintained • Requirements are communicated to all staff – and any agents or sub-contractors
3.3 Health and Safety	• Policies and processes are in in place to support compliance with H&S legislation, regulations and codes of conduct • Risk assessment is in place to safeguard individuals, staff and visitors • A health and safety and welfare process is in place to support individuals, a safe environment, facilities and equipment

4. Programme design, development and delivery	Evidence requirements
4.1 Adequate resource	• Resource planning is in place for those involved in programme development, delivery, assessment and IQA • support materials and resources are included in resource planning • Equipment and facilities – including appropriate rooms or buildings for delivery and assessment – are included in resource planning
4.2 Supporting the individual throughout the learning journey	• Joining instructions are clear and detailed so that individuals know what to expect • Programme information is made available to individuals at start of the learning journey • Information is gathered on individual specific needs or requirements prior to the start of the learning journey • Reasonable adjustments and special considerations are in place where appropriate; records are maintained for all reasonable adjustments and special considerations
4.3 Standardised approach	• There is a standardised approach to programme development; development proposals for programmes demonstrate standardisation is considered • Version control is in use • Standardisation activities take place and records (eg agendas, meeting minutes and action points) are maintained • Lesson plans and / or schemes of work and / or course overviews are standardised
4.4 Assessment	• Assessment strategies and plans are mapped to the programme aims and objectives • Assessment strategies and plans are mapped to the relevant standards • A range of assessment methods are used and are appropriate to the programme and / or individual • Assessment processes are clearly documented
4.5 Delivery	• A variety of delivery methods are used and are appropriate to the programme and / or individual • Consideration is given to the differing learning styles of individuals • External Quality Assurance visit reports are circulated to delivery and assessment teams

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4.6 Information, advice and guidance	• Information, advice and guidance is made available to all individuals – current and potential • Marketing materials are up to date and accurate • Course overviews made available include any prerequisites and / or requirements • Requirements for registration (on the programme and on EUSR) are communicated to individuals • Initial assessments are carried out (for longer programmes) • Individual learning plans and / or records are in place and reviewed regularly • Learner handbooks are in place (for longer programmes) • Progression of individuals is tracked (for longer programmes)
4.7 Internal quality assurance (IQA)	• Appropriate IQA strategies and sampling plans are in place • IQA processes are clearly documented • Records of IQA are maintained • Adequate time is allocated to allow for IQA to take place