

QUALITY ASSURANCE POLICY AND PROCEDURES

Scope

This Policy applies to all members of Geeks Room CiC who are involved in mentoring, curriculum delivery and/or assessment.

Purpose

Geeks Room CiC is committed to providing the highest quality training to our local and regional communities of students and employers. It is our intent that all of our students will be given the opportunity to realise their full potential, enabling them to achieve the highest standards in their programmes of learning. Inherent in this achievement is a community of learners that: are safe and feel safe; are treated equally and fairly; are ambitious; and who gain the skills and attitudes they need to be effective members and good citizens. Key to fulfilling 'success for our community is our commitment to continuous improvement to our quality assurance and enhancement processes.

The purpose of this procedure is to:

- Support the continued development of a Geeks Room's culture which is self-critical, transparent and responsive.
- Establish and maintain quality systems and procedures which enable us rigorously to evaluate our strengths and weaknesses and respond to improvement needs effectively.
- Respond and be accountable to our managements, including learners, employers, partners validate or in other ways collaborate in the work Geeks Room CiC.
- Continually improve the quality of the student experience and our service to employers by monitoring, reviewing, developing and enhancing standards of learning, teaching and assessment.
- Provide mechanisms for our students, employers and management to express their views on our services, have their feedback taken into account, and to be involved in decision making.
- Develop and set standards and targets for all areas of activity and all Geeks Room's team, benchmarked against other providers where possible.
- Encourage the involvement of all members of the Geeks Room's community in the Originator, review of performance, the maintenance of high standards and the setting and achieving of quality improvement targets.
- Achieve recognition for our performance standards through accreditation and commitment to national quality standards.
- Operate within the context of a coherent and transparent planning and quality assurance cycle.
- Ensure that staff in all areas of Geeks Room's activity which impact on the learner and employer experience aspire to excellence and have the awareness and skills necessary to respond effectively to the challenges of self-assessment, action planning and continuous improvement.

Quality Procedures

- **Course Approval** Rigorous scrutiny and internal approval of all proposals for new or significantly revised courses.

- **Curriculum Resource Modelling** Rigorous scrutiny and resource approval of the curriculum offer for the academic year.
- **Planning Documentation and Student Information** Student resources – the course team should ensure that each learner undertakes an induction and is taken through available resources at the start of their course. This is designed to help learners understand how the Geeks Room can support their learning. This should contain information about Geeks Room CiC, what we expect from them, and most importantly, what they can expect from the Geeks Room CiC.

The following planning documentation is expected:

- Schemes of work – detailing the structure, organisation and sequence of subject content, teaching activities and assessment for a unit or qualification.
- Lesson plans – detailing the content, sequence of activities and resources in an individual lesson.
- Group profiles – to provide an overview of student starting points (Entry Level, Level 1 ICT, ITQ etc.), targets, additional learning support and other information to support student progression and achievement.
- Student Trackers – to provide an overview of student attendance and progress.
- Individual Personal Plans and Tutorial Reviews – the mentor will establish and maintain an Individual personal Plan (iPP) and hold one to one mentoring review sessions on a termly basis with each learner. The purpose of one-to-one tutorials is to help support learners through their studies; motivating learners and enabling them to achieve their potential, whilst enjoying their time at the Geeks Room. Where students are identified at risk of failing or withdrawing, a cause for concern meeting is convened and actions agreed. Collaborative working will be required where students have special educational needs and/or there is an EHCP in place to ensure individual needs and academic outcomes are met.

Course Files

A Staff Course File is kept by course teams for each individual course or groups of courses, as appropriate. This contains details of the quality assurance systems and procedures as well as course details, information and records.

Learning Walks

Learning walks are unannounced. Up to 2 learning walks are identified Geeks Room meetings. Management may accompany the Centre Manager. Learning walks provide a snapshot of the mentoring and learning performance in a session, are developmental in nature and ungraded. Brief verbal feedback is provided to the mentor. A written summary of strengths and areas for development for the full curriculum area is reported in the following quality summit documentation. Learning walks may also be carried out on junior mentors and volunteers. These will be conducted in accordance with the Learning Walk Guidance for Learning Support Assistants.

Observations of Teaching, Learning and Assessment

All mentoring and instructional members are included in the teaching and learning observation cycle, including Adult and Community Learning. Geeks Room CiC will endeavour to observe all mentors annually and the teaching and learning observation will be graded. The aim of the observation cycle is to contribute to the continuous improvement in the performance of mentors/volunteers across Geeks Room CiC. It also helps to ensure that individuals are provided with a positive learning experience, through promoting and supporting reflective practice and the developmental aspects of teaching, learning and assessing. It is also one of the key sources of evidence underpinning the Geeks Room's self-assessment process. Observations of mentoring, learning and assessment will be conducted in accordance with Guidance.

Subject Reviews

Subject reviews are meetings that are held termly that normally involve mentors in a subject area with the Curriculum Team Leader/Centre manager and the Head of Management. The aim is to review and evaluate course performance in-year. A standard template is provided for completion that is aligned to the Education Inspection Framework. Discussions also take place on student progress and trackers are updated.

Quality Summits

Quality summit meetings are carried out by the Centre Manager or Head of Management with the Curriculum Team Leader, Mentors or Subject Mentors supported by their Senior Mentors to self-assess the performance of curriculum areas on a termly basis. Supporting documentation may subject reviews, updated student trackers, the QIR and quality improvement plans.

Self-Assessment Report (SAR)

The production of annual self-assessment reports (SAR) and quality improvement plans at Curriculum Team Leader level forms the basis for the Geeks Room's annual self-assessment. The curriculum SAR is subject to a scrutiny panel with managements to confirm the narrative and grades awarded. An executive summary SAR and quality improvement plan drawing together the curriculum SAR is produced by the Head of Management. This is approved by the Centre Manager.

Courses with Serious Concerns

The performance of individual courses is considered by the Geek's room Management Team. Courses that are underperforming are identified. There are two levels of concern: amber or red. For courses designated amber, a series of meetings take place, chaired by the Head of Management with the Course Leader, accompanied by the Curriculum Team Leader. For courses designated red, a series of meetings take place, chaired by the Head of Management with the Course Leader. An action plan is agreed to secure improvement at the first meeting. Progress against the action plan is monitored through subsequent meetings. Reports on Courses with Serious Concerns are provided to the Centre manager who will act as Quality and Standards representative on a termly basis.

Student Voice

Geeks View which gives every student a voice. Students' views will be sought at scheduled times throughout the year by means of student surveys, learner focus groups and forums. The student complaints procedure outlines the actions to be taken in the event of a complaint from a student about Geeks Room's services.

Employer Voice

Employers are invited to provide feedback through the Employer Survey, meetings. Employers provide feedback to management and are invited to Employer Open Events and other meetings as appropriate.

Subcontractors

Regular meetings and consistent processes of quality assurance to ensure students are benefitting from high-quality training and assessment and complying with the Sub-Contracted Agreement in place.

Internal Quality Assurance

A consistent process of internal verification/moderation for all course provision in accordance with the Geeks Room's Internal Quality Assurance Policy.

External Quality Assurance

Organising and supporting responses to external agencies, including Ofsted, IQER, Awarding Bodies ensuring positive outcomes.

Internal Audit

Internal Geeks Room's processes and systems are subject to internal audit to provide independent assurance that the Geeks Room's risk management, governance and internal control processes are operating effectively. The schedule of works is determined by the Geeks Room's objectives, its risk profile and assurance framework in line with the Internal Audit Strategy document.

Quality Policies

Maintaining up to date policies and procedures in order to deliver the commitments of the Quality Strategy.

Sharing of Good Practice

Ensuring examples of good practice are identified, promoted and shared across the curriculum areas, CPD opportunities and Staff Development Days. Good practice is shared, discussed and disseminated by the Head of management, in Curriculum Team Leader and Mentors Meetings. Ensuring timely identification of underperformance and implementation of effective intervention strategies as detailed within Geeks Room's T's & C.

Related Policies, Guidance Documents or Templates

Behaviour Policy
Child Protection Policy
Code of Conduct
Disciplinary Procedure
Equal Opportunities Policy
Grievance Procedure
Safeguarding Policy
Whistle Blowing Policy
Lesson Plan Templates
Scheme of Work Templates
Group Profile Template
Student Tracker Template
IPP and Tutorial Review Templates
Assessment Board Guidelines
Internal Audit Strategy

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