

Quality Assurance Strategy

Version 2.2

Number 1.10

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1. PURPOSES

- 1.1** The policy commits UK Graduate to maintain and improve the quality of its teaching and learning provision through the processes of continuous improvement and quality assurance.
- 1.2** The policy applies to all staff and Students.
- 1.3** The policy supports the following strategic aims of the College.
- To improve levels of student achievement at UK Graduate
 - To improve levels of student retention at UK Graduate
 - To improve levels of attendance amongst full-time students at UK Graduate.
 - To add value to the educational lives of students in a variety of ways
- 1.4** The policy supports the College by
- Ensuring the quality of teaching and learning.
 - Ensuring quality assurance for all services.
 - Meeting learners' needs.
 - Meeting Awarding Body requirements.
 - Identifying strategies for improvement.
 - Making best use of the talents & energies of the College staff.
- 1.5** This policy also supports the following commitments made by UK Graduate to
- Providing the opportunity for learners to give feedback to the College.
 - Dealing promptly with any complaints that learners may have.

2. Bodies

- Awarding Bodies - those bodies responsible for publicly accrediting courses
- Academic Board- The body that oversees the quality of all services at UK Graduate including the quality of learning and teaching on all courses.

3. POLICY AIMS & OBJECTIVES

3.1 UK Graduate is committed to improving the quality of its provision as articulated in the strategic plan by

- Maintaining high standards of professional performance
- Implementing rigorous self-assessment processes
- Embedding effective policies and procedures including academic regulations
- Measuring and analysing performance against benchmarks
- Ensuring all staff employed by the College are aware of their joint responsibility for improving the quality of provision.

- 3.2** The quality assurance process involves an annual cycle of quarterly Course Quality Reviews (CQR) and reviews of all other activities that impact on the student experience such as Student Admissions, Induction and Student Engagement. The Quality and Standards Committee steers and monitors all the reviews and reports to the Academic Board. The Academic Board oversees the compilation of the Annual Self-Assessment Review (SAR) and Development Plan (DP). The quality review process includes the following steps:
- Establishing key performance indicators/targets against which provision is judged. These are usually drawn from the Strategic Plan but new KPIs may be incorporated to meet developing needs or expectations from external bodies.
 - Collecting data to measure performance.
 - Analysing performance against benchmarks and performance indicators.
 - Implementing and monitoring improvement plans.
 - Issuing reports on quality issues to the Academic Board.

4. STANDARDISATION of ASSESSMENTS

- 4.1** Standardisation is related to the quality, consistency, fairness and validity of assessment decisions and feedback to students. It draws from awarding organisation updates, targets, success rates and specific learner issues.
- 4.2** Records are maintained of all standardisation activities and any identified actions, completed by a deadline.

4.3 Standardisation of practice

Standardisation includes:

- Judging evidence and making assessment decisions as a team.
- Recognition of prior learning.
- Assessing decisions and feedback provided by another assessor to ensure the standardization of practice.
- Comparing how assessment documentation is completed.
- Considering the most appropriate method or methods of assessment for a qualification.
- Designing or revising assessment documentation.
- Writing assessment materials, e.g., assignment briefs, to ensure each Assessor has the opportunity to contribute.

4.4 Updating of standards (Qualification specification/ NOS)

Actions in response to the updating of standards by awarding bodies include:

- Reviewing qualification standards and discussing how each Assessor interprets them and the type of evidence they would look to produce.
- Reviewing any marginal evidence or marks (specifically borderline or fails, which may give cause for concern and appeals).
- Reviewing consistency and outcome of sampling.
- Identification of common trends in judgements, evidence collation and implementation of improvements across all courses.
- Standardisation of learner materials to strengthen the UK Graduate brand.
- Identifying training needs and CPD planning.
- Progression and sharing of good practice.
- Awarding Organisation and Sector updates.
- EQA reports and follow up action / development report.

5. Quality and Standards Manager

It is the responsibility of the Quality and Standards Manager to:

- Identify the Strategic Priorities for the College in response to internal and external demands and initiatives.
- Develop and review College policies and associated procedures, guidelines, and strategies.
- Self-assess provision and contribute to the College Course Quality Reviews and Self-Assessment Report (SAR).
- Ensure annual professional performance reviews are conducted for all staff that have completed one year of employment.
- Establish mentoring arrangements for all new staff or for staff with new responsibilities.
- Ensure that course teams and teachers keep records of meetings, maintain course, and subject files, and complete the annual course review cycle for each course, including the administration of the induction and on-course student perception surveys.
- Conduct a programme of teaching observations.
- Maintain and review standard quality service arrangements.
- Support the Academic Board by managing the annual quality review cycle.
- Manage standardization.
- Review improvement plans.

- Monitor Awarding Body reports/requirements.
- Monitor and report on the complaints policy and procedure.
- Manage and report on the staff & student perception survey processes.
- Manage and report on the teacher observation scheme.
- Draw up the annual staff development plan and manage and report on staff development.
- Manage and report on the team of advanced practitioners to improve teaching & learning.
- Manage and maintain the quality intranet site.
- Ensure, through audit, that all staff comply with quality policies and procedures.
- Validate all decisions on quality issues.

6. Unit/Module Leaders/Teachers/Assessors

In addition to providing effective & appropriate teaching, training, assessment, and support for learning, maintaining current course and subject teaching files including minutes of meetings, and undertaking appropriate development and training, Teachers/Assessors are required to complete quarterly Course Quality Reviews (CQR) that include:

- Reviewing Induction.
- Reviewing student target-setting, attendance, retention, achievement, progression, and continuation including employment or further studies outcomes
- Reviewing teaching, learning, resourcing & assessment mid-course.
- Providing a Summary Course Review at the end of each course.
- Providing a Course Quality Review to the Standards and Quality Committee every quarter and supporting the Standards and Quality Manager with the compiling of the Self-Assessment Review (SAR) for the Academic Board.

7. All Staff

5.1.1 All staff to take part in Monthly Staff Meetings and Quarterly Performance Reviews.

7.1 All staff is responsible for the quality of their work and for ensuring the quality of the College's provision.

8. MONITORING, REVIEW AND EVALUATION

8.1 The Quality & Standards Manager will be responsible for monitoring, reviewing, and approving the Quality Policy

8.2 The Quality & Standards Manager will review the policy annually.

