ESL – Quality Assurance

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1. QUALITY STATEMENT

ESL's Quality Manual comprises of a Management Reporting System that has been produced to define the organisation and procedures through Policies that commit the company to standards of a high quality.

The Quality System consists of strategies, policies and processes, work instructions and working documents to ensure that all members of staff are aware of the requirements. ESL strive to adhere to centre of excellence criteria as an education provider by implementing & maintaining this management system that is tested annually and assessed as part of the Self Assessment and Quality Improvement process for the continuous improvement to the provision of service as outlined in ESL's Development Plan. ESL's management, employees and associates aim to provide a high standard of service to all learners and other clients, so that they have the opportunity to develop to their full potential, supporting them in their search for employment/employment, learning and everyday life.

The high standard of service is maintained by the quality and experience of ESL's management, employees and associates as follows:

- Each year we carry out self-assessment involving employees, associates, employers and learners to identify our strengths and areas for improvement.

- We base our quality improvement plan around these findings and we use this to manage the improvements that will impact on our success to bring about the measures we are aiming for.

- Our Development Plan is reviewed annually and used as a strategic tool in the forecast of long-term development growth and improvement targets for infrastructure as well as achievement targets and this is cross referenced to the Self Assessment Report

- Audits are produced in accordance with the reporting schedules to identify issues and good practice and inform training requirements and sharing of good practice

- An Observation Procedure and schedule are in place to ensure that all staff are observed at least annually internally plus externally by partners and receive one to one supervision every six months. The findings are evaluated quarterly to identify areas for improvement, good practice and inform training requirements.

- All processes and documents are held centrally on the server and are password protected, only the Director is authorised to implement changes and/or extend authority to ESL personnel.

- Suggestions for changes to processes and paperwork are submitted to the Principal who reviews them on a 6 monthly basis and. All changes must be authorized by the Director.

2. QUALITY PROCEDURES

To ensure continuous improvement ESL address quality assurance and improvement procedures that concentrate on key learning processes during monthly standardization meetings. A compliments and complaints policy is in place and the ESL Charter is issued to all learners. Processes are in place to analyse feedback, which is published along with the improvements that have been made as a result of actions taken.

A quality review survey is carried out to seek learners' feedback on the standard of Information, advice and guidance they receive and the learning they receive at induction and during the learning programme. We also ask learners on exit for their views on the experience that they have had through the Exit review process.

A quality review of employers is also carried out to ensure that the learning we provide is meeting their requirements. We also ask for suggestions for ways to improve what we deliver and ideas to make the learning between on and off the job of more value.

ESL defines the key learning processes through simple written procedures that are reviewed each year. They are as follows:

- Recruitment and Selection
- Initial Assessment
- Induction
- Employer Engagement
- Assessment and Planning
- Learner Reviews
- Internal Verification
- Exit and Progression

Observations are carried out on staff and associate provision to monitor the service delivery within each area of the learning processes. This includes initial assessment, induction, Health

and Safety vetting, progress & quality reviews of learners, teaching and assessment, training and information advice and guidance throughout the programme. We hold informal and formal meetings and have a structured communication line within the organisation.

We collect documentary evidence from associates to ensure that they continue to meet the requirements of our organisational polices and procedures.

Tracking and monitoring of learners is carried out, information is analysed by occupational area and programme to gain knowledge of trends.

3. RESPONSIBILITIES

The responsibility for quality and implementation of Company Policies and Quality Procedures rests with all employees with the following personnel having particular responsibilities:

- **Director (Strategic planning and development)** is responsible for the strategic management of the company, the operational decisions for allocations of resources, the appointment, discipline and welfare of staff, determining the company's activities and services, assuring quality processes through reports from managers of departments from their observations and feedback and all aspects of the management of the business finances

- **Finance Manager** is responsible for ensuring that ESL's book keeping accounts and staff payroll and invoices are checked and paid when authorized by the Director. To reconcile all partner payments against activity and to present findings to enable planning and budgeting to take place by the Director.

- **Principal** is responsible for ensuring ESL's compliance with all the contracts, advising staff on provision of learning contract requirements to satisfy the prerequisite of the authority and the quality system. Ensuring up to date sector knowledge and compliance with educational developments on funding and legal fronts

- **Head of academics is** responsible for assisting the Director with reviewing quality procedures, through collation of key findings and evaluation of observations, feedback from associates, staff, employers and learners, data analysis and evaluation reports, implementing the quality reporting schedule and keeping up dated with new legislation and circulating information to all staff and delivering Health & Safety training to learners.

- **Programme Leader** is responsible for coordinating the Programme Team to manage timely and accurate delivery of Programmes. Carrying out 1-1 bi-monthly meetings with staff and organising team meetings and giving feedback to the Director.

- **Lead Internal Verifier** is responsible for the quality of learning carried out in the company through observations, supportive actions and timely management of verification duties. Ensure workshops are managed and a level of standards produced to give consistency and quality of learning, carry out one-to-one meetings with the team of assessors and give support as and when required. Keep up-dated with awarding body initiatives and contribute to the continual improvement of company procedures. Work with the External Verifiers in raising the quality standards of the qualification process. To ensure that all records and documents are maintained accurately and completed to satisfy the awarding body, funding body and quality systems.

- **Assessors / Tutors -**Carry out assessment and training with a portfolio of candidates and are responsible to the Director/ Lead Internal Verifier in ensuring that the development/ action plans and targets of the company are met.

Responsibilities for the learning processes are carried out according to the requirements of the awarding body, funding body and quality system through the Director/Lead Internal Verifier's guidelines. Assessment Visits and reviewing progress of learners in employment or in centre. Identifying support needs, and arranging specialist support if required, teaching and assessing/training of learners. Contributing to and maximising employment opportunities as part of the assessment process and ensuring that all records and documentation are maintained and completely satisfy the requirements of the funding body and the quality system.

- **Safeguarding Officer** is responsible to the Director for ensuring that safeguarding policies and procedures are embedded in the organization, maintaining the safeguarding systems and reporting any safeguarding issues to the safeguarding board and other relevant authorities,

keeping up dated with new legislation and circulating information to staff and delivering Safeguarding and Equality and Diversity training to staff.

- **Information Co-ordinator** is responsible for the maintenance of the ESL's learner and employer database, checking all funding paperwork and sending it to the relevant funding partners together with qualification and framework registration and claims.

- **Employer Engagement Team** is responsible for assisting the Director with the marketing plan and coordinating recruitment to ensure that information advice and guidance is given to learners accordingly, starts are recruited in line with targets and the necessary paperwork is completed, giving feedback to the Director about progress towards targets, recruiting learners through interviews as well as initial assessment of learners and placement of learners into employment where appropriate, carrying out induction of the learners to the programme which includes health and safety and equal opportunity training as well as quality reviews of learners, vetting of the employers' quality health and safety systems and ensuring that all records and documentation are maintained accurately .

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4. DIVISION OF QUALITY SYSTEM

The Quality Policies:

This is the manual of policies for the quality assurance of ESL systems and is kept on the shared drive on the computer network system. This is protected by a password; access on a read only basis is available to all staff. A hard copy of each document is kept in the Master file. Up-dates are made to the main copy and this is disseminated through team meetings. Anyone taking photocopies of the main copy will be responsible for ensuring that they are in possession of the latest issue.

The Quality Manual:

This manual is a combination of the processes, work instructions and working documents for the quality assurance of company systems and is kept on the shared drive on the computer network system and is write protected. Access on a read only basis is available to all staff. A hard copy of each document is kept in the Master file. Up -dates are made to the main copy and this is disseminated through team meetings. Anyone taking photocopies of the main copy will be responsible for ensuring that they are in possession of the latest issue.

The Management Information System Database:

This is an electronic operating system that holds all information of learners on programme, the contract details and funding values. It has the ability to analyse information and can be manipulated to produce statistics on specific areas to give key findings for evaluation of company performance.

5. RELATED DOCUMENTS

Self Assessment Annual Cycle:

The company has a cycle of scheduled events and reports throughout the year that set out activities to be performed and those responsible for the actions. The events can then be checked at each stage to ensure completion of the Self Assessment Report and that the Quality Improvement Plan is on target.

Quality Standardisation of Observation of Process:

The company schedules observations of all staff to ensure the quality of work and quality of learning against impact is to a quality standard and identify areas for improvement.

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