

# Quality Assurance Policy

## Articulacy UK Ltd Statement

This quality assurance policy outlines our belief and commitment to ensuring that ongoing quality improvement is an integral part of our organization.

Articulacy UK Ltd will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help learners achieve the highest possible standards.

- Articulacy aims to be the first choice for high quality education and training within its community.
- The purpose of the Quality Assurance Policy is to ensure such continuous improvement through a process of self-evaluation and action planning.
- The Quality Assurance Policy and associated procedures will involve all employees, freelancers and associates, 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 action plans.
- The quality assurance procedures will be founded in a process of regular self-evaluation by Directors, Business Manager and Tutors, internal & external audits and observations, in addition to employer and client feedback.
- The quality procedures will seek the views and perceptions of learners and other stake holders for whom the services of Articulacy UK Ltd exist.
- Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated.

## Responsibility for Implementation

- All employees, freelancers or other associates are responsible for the implementation of the Quality Assurance Policy.
- It is the Business Manager's responsibility to ensure there is an annual review of the policy.
- It is the responsibility of all to engage positively in that review and ensure implementation.

## Focus of Quality Assurance

### Adult Curriculum

- To encourage continuous improvement in the quality of all teaching and learning programmes, thereby making learning an enjoyable activity and through this, increasing learner retention and the achievement of individual learning aims.
- To develop and sustain a range of programmes which provide opportunities for progression and which provide learners with experiences and wherever appropriate, qualifications suited to their learning aims.
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards of external validating agencies.
- To provide information which supports strategic planning for Articulacy's business development.
- To monitor and evaluate the procedure for advising, interviewing and counselling learners at entry and throughout their time with Articulacy UK Ltd.
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all learners.



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## Staff

- To review regularly the performance, training and developmental needs of all employees through the operation of Articulacy's annual review and appraisal scheme.
- Through the Continuing Professional Development Plan, to offer training and development to individuals from Induction and throughout their employment.
- To monitor and evaluate performance and developmental needs throughout the year through observation and feedback.
- To monitor and evaluate the effectiveness of the training and development against Articulacy's strategic goals.

## Learners

- All learners will be made aware of the quality standards at Articulacy.
- All learner feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon.
- All learners' performance will be monitored and evaluated.

## Procedure

- The process of quality control requires all staff to meet on a regular basis to review their work, set standards and monitor learner perceptions and achievements.
- Quality control will be carried out against agreed criteria which will incorporate performance indicators.
- Statistical analysis will be carried out against agreed criteria which will incorporate performance indicators.
- Review will be supported by analysis of learner, employees and stakeholder views and perception, gathered via questionnaires, surveys and review meetings.

## The outcome of these processes will provide information:

- To inform the process of Articulacy self-assessment and development planning.
- To action plan for improvement at Articulacy team level.
- To highlight issues that need consideration by Articulacy.
- That supports Articulacy business and strategic planning cycle.
- That supports Articulacy's contract compliance to an exemplary standard.

Feedback on actions resulting from this quality review process will be communicated to employees via regular team and/or individual meetings.

The outcomes and action plans which result from the process will form the basis of the annual Articulacy review.

**This policy was last reviewed by Articulacy on 25<sup>th</sup> September 2018**

Signed on behalf of Articulacy



Print name here

Leanne Fennell

Date

25<sup>th</sup> September 2018



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