

Quality Assurance Policy Statement

Scope

Presidency London College (PLC) recognises the importance of a controlled quality assurance policy to ensure that standards are maintained, to innovate methods, make training enjoyable and constructive.

Introduction

It is policy of PLC to focus on long-term quality improvement by reviewing all policies and procedures continuously and as appropriate.

As a provider of learning service, tuition, assessment and verification, as well as funded and non-government funded learners, we have other stakeholders including parents/carers, employers, contract holders, awarding bodies, inspectorates, the local community, and staff.

PLC is committed to supporting staff to achieve their individual potential through appraisals, performance reviews and identification of training and development opportunities. Individual skills and aspirations are balanced against the needs of the company.

A quality improvement for all stages of the learners' experience includes recognition of:

- Information Advice and Guidance as identified.
- Skills for life across all activities.

Quality Improvement Methods

Listed below are the key Quality Assurance activities that are undertaken to support this policy.

Quality improvement is focused on the key learning processes and associated standards of good practice as identified by PLC

1. Collection and Use of Learner/Employer/Staff Support & Supervision Feedback.

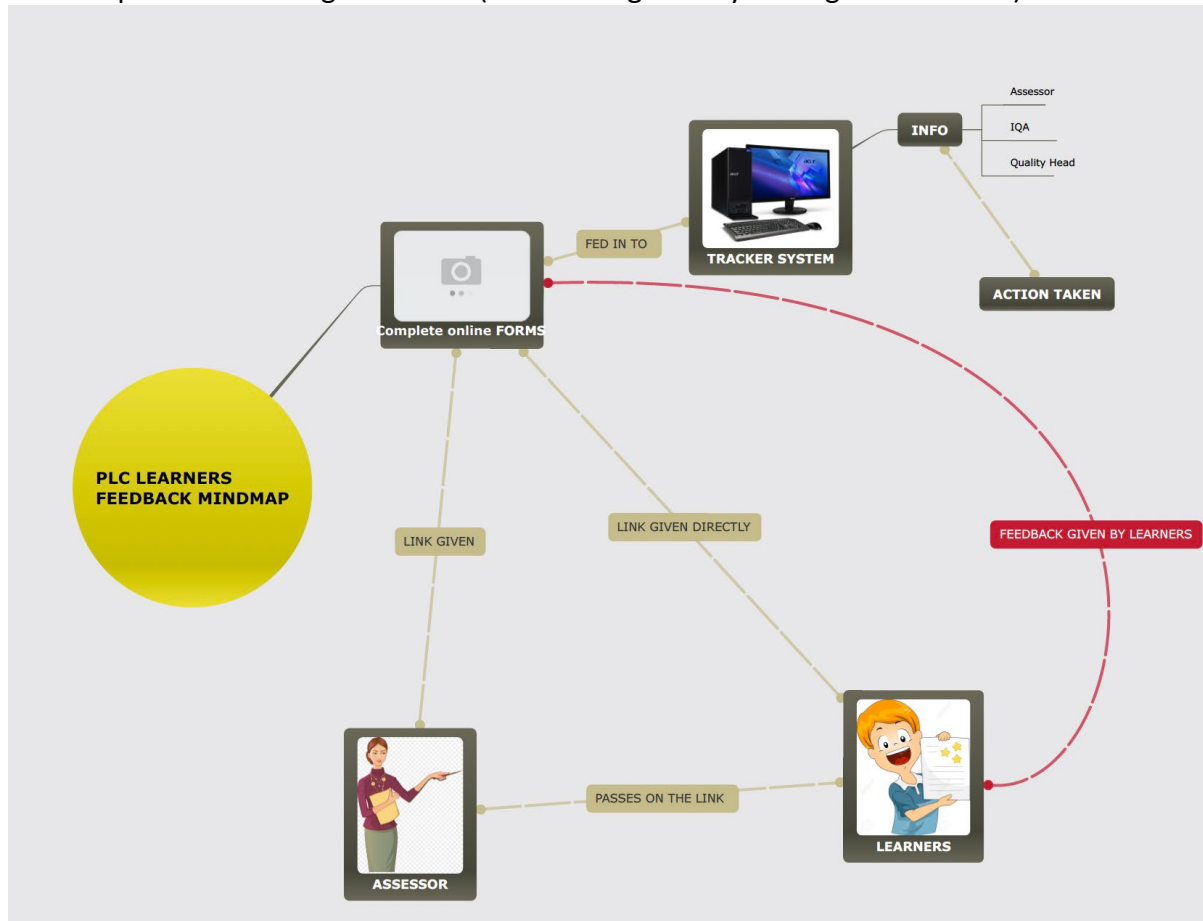
Feedback is collected and evaluated to establish if we are meeting the expectations and needs of learners and employers. This highlights how we can improve provision and enable us to respond to and implement suggestions, as appropriate.

Feedback is received in a number of ways including unsolicited, workshops evaluations, discreet surveys. Additional surveys may be incorporated at any given time where a need is identified.

The links below will be shared with the relevant parties, the link below will take you to our specific questions:

Session feedback by learners:	https://forms.office.com/e/5yUUX45j7T
Learner course completion feedback	https://forms.office.com/e/HPhBGruD6B
Staff Support & Feedback	See below
Employer Feedback on Learners	See below

Mindmap after collecting feedback: (maintaining Quality Management at PLC):



2. Collection and Use of Feedback from Other Stakeholders

PLC also receives external feedback on the quality of our provision from:

- Awarding Bodies
- Local Businesses/Network Partners

Feedback from stakeholders is used to evaluate and improve all key processes.

3. Observation of Practice

Observation of delivery is undertaken to ensure that each stage of the learners' journey from enrolment is positive and productive.

Observation is planned to take place across the following key processes:

- Recruitment interviews
- Induction
- Initial assessment and provision of learning support
- Progress and exit reviews
- Assessment
- Internal Verification
- Teaching

4. Internal Verification

Internal verification is planned to, as a minimum to meet the requirements of Awarding Bodies in accordance with the QCA Code of Practice and to check that all assessment is conducted fairly and efficiently for the learner.

5. Internal Audits

Internal audit is planned to, as a minimum to meet the requirements of the funding organisations and is identified as a key quality improvement activity to check that learners are effectively supported and making appropriate progress against their Individual Learning Plan (ILP).

6. Sharing of Good Practice

Staff are actively encouraged to seek out and share examples of good practice within the company and from external sources, providing continuous improvement opportunities.

7. Staff Support & Supervision Feedback:

A complete form will be used, however this is a template which has been added to this document.

Staff Feedback & Supervision Support

Name of staff:	
Name of supervisor/line manager:	
Date:	

Action(s) set from previous meeting

Outstanding action(s) from the previous meeting

What has been my biggest achievement since my last supervision?

How do I continue to display the values of the organisation in my everyday work?

What challenges have I faced since my last supervision and how have I managed and overcome them?

Are there any challenges that remain? If so, what is needed to help me overcome them?

8. Employer Feedback on Learners/Trainees:

Type here]



EMPLOYER Feedback ASSESSMENT on Trainee's		
Learner name:	Employer & Company name:	Date:
Rating R = Significant improvement needed A = Some improvement needed G = Good Give examples to explain your ratings		
Attendance	R ☐ A ☐ G ☐	
Punctuality	R ☐ A ☐ G ☐	
Quality of Work	R ☐ A ☐ G ☐	
Commitment	R ☐ A ☐ G ☐	
Communication (in the workplace)	R ☐ A ☐ G ☐	
Initiative	R ☐ A ☐ G ☐	
Flexibility	R ☐ A ☐ G ☐	
Accuracy	R ☐ A ☐ G ☐	
Working relationships	R ☐ A ☐ G ☐	
Self-motivation/ Enthusiasm	R ☐ A ☐ G ☐	
Conduct	R ☐ A ☐ G ☐	
Please rate your overall experience with the training provider: 1. Excellent ☐ 2. Satisfactory ☐ 3. Room for Improvement ☐		

Can you give an example of how your trainee/learner has added value to your business i.e. developed a new process, become a valuable member of the team etc. Please comment below:

Employer PRINT name:

Signature: