



## Quality Assurance Framework

### Introduction

The Learning Support Centre and Jotters Quality Assurance Framework is comprised of eleven processes which are reviewed annually (at least) to ensure we deliver a quality service to all stakeholders in line with our company vision and mission statement.

1. Recruitment and screening
2. Policy and procedure
3. Training and Continual Professional Development
4. Publication of clear role descriptors relating to support workers
5. Matching rationale
6. Communication and record keeping
7. Clear and transparent charging structure
8. Feedback
9. Complaint and change management
10. Auditing and quality marks
11. Proactively supporting development of quality provision for disabled people in the education and employment sector.

### Company Vision:

Midlands specialist disability services, providing a one-stop shop and one point of contact for disabled people to ensure independence in education and the workplace

### Company Mission:

The Learning Support Centre and Jotters are passionate and innovative about the provision of quality support for disabled people.



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## Stakeholders

It is essential that our Quality Assurance Framework applies to all stakeholders.

A stakeholder is a person, group or organisation that has interest or concern in The Learning Support Centre and Jotters.

Stakeholders can affect or be affected by the organisation's actions, objectives and policies.

Some examples of key stakeholders are:

- Clients – Students, Applicants, Access to Work Clients, HEI Personnel, FEI's Personnel.
- Staff
- Student Loans Company
- NHS student bursaries
- Social Workers
- Parents
- Contractors – Air IT, Purpose Media
- Suppliers
- Accountants
- Bank
- Care Quality Commission (CQC)
- Community
- YMCA
- Job Centre Plus
- Leicester Centre for Integrated Living (LCIL)

***This list is not exhaustive***





## Action Plan 2013-2014

### 1. Recruitment and screening – Ensure recruitment process is robust and that procedures are effective in ensuring quality personal are appointed to appropriate roles

Quality objective	Action	Responsible	Review date	Measure
Advertisements must reach a diverse range of applicants with the essential skills and qualifications for the role	Advertisements are placed in varied sector specific mediums.	Donna Welburn Operations Manager	July 2014	Data analysis of applicants and where they viewed the advertisement
Applications are processed in line with our Equality Policy	All applications are emailed to <a href="mailto:jobs@learningsupportcentre.com">jobs@learningsupportcentre.com</a>  Shortlisting is anonymous in line with The Learning Support Centre and Jotters Equality Policy  Applicants who do not meet essential requirements are not shortlisted	Tasha Suratwala Assistant Administrator	July 2014	Internal audit
Clients have the right to know that they are being supported by qualified and competent support workers	Ensure copies of certificates relating to qualifications are seen and kept on record.	Joanne Hancock Administrator	July 2014	Sample check of staff records
Satisfy Legal framework for Right to Work	View and retain copies of passport or alternative proof of identification in line with Right to Work 2006 Act			
All support workers should be selected specifically for the role in which they will work. Competency	Academic Support Workers complete a spelling and written test before applicants commence to stage 2 of	Mala Cohan Jotters Support Coordinator Donna Welburn	July 2014	Customer feedback  Sample of staff records



is assessed during interview.	interview	Operations Manager Laura Cook Director		
	Study Skills Tutors demonstrate an effective strategy used when supporting a dyslexic learner	Donna Welburn Operations Manager Hazel Neal Director Laura Cook Director	July 2014	Customer feedback Sample of staff records Observations
	Assistive Technology Trainers guide interview panel through one piece of assistive technology	Donna Welburn Operations Manager Hazel Neal Director Laura Cook Director	July 2014	Customer feedback Sample of staff records
	Mentors presentation on mental health awareness	Laura Cook Director Donna Welburn Operations Manager Mala Chohan Jotters Support Coordinator Sarah Morgan Senior Mentor	July 2014	Customer feedback Sample of staff records
Ensure applicants have evidence to support their application to work	Two references are taken	Joanne Hancock Administrator	July 2014	Customer feedback Sample of staff records
Reduce to risk to lone worker in a 121 situation if they are carrying out a regulated activity	DBS check all staff undertaking regulated activities  Annual recheck	Amy Deignan LSC Support Coordinator	July 2014	Customer feedback Sample of staff records



## 2. Policy and procedures development and decisions are consulted on with staff and clients where appropriate, are reviewed annually, are active and appropriate

Quality objective	Action	Responsible	Review date	Measure
All support workers are fully insured	Ensure we have comprehensive Public and Employer liability and Professional Indemnity insurance for all activities undertaken	Donna Welburn Operations Manager	September 2013	All up-to-date certificates should be displayed
Processes and practices are in place to ensure the health and safety of all stakeholders	All staff have read and understood The Learning Support Centre and Jotters Health and Safety policy and procedure.  The policy is kept up-to-date.  Relevant risk assessments are carried out and actions are followed.	Donna Welburn Operations Manager	May 2014	External audit via ELAS  Certificate
Students and Support workers must have easy access to a complaints policy and procedure	All staff are given the grievance procedure with their contract  All students are given a copy of The Learning Support Centre and Jotters complaints procedure with their Welcome Pack.	Donna Welburn Operations Manager  Joanne Hancock Administrator Mala Chohan Jotters Support Coordinator Amy Deignan LSC Support Coordinator	July 2014	Website Staff feedback  Customer feedback Literature
All policy and procedures should support workers in providing a	The following procedures should be circulated, read and acknowledged	Donna Welburn Operations Manager	July/August 2013	Staff feedback



<p>quality service</p>	<p>as understood by all The Learning Support Centre and Jotters staff team.</p> <ul style="list-style-type: none"> <li>• Health and Safety</li> <li>• Complaints</li> <li>• Data Protection</li> <li>• Equality</li> <li>• Contingency</li> <li>• Safeguarding</li> <li>• Whistleblowing</li> <li>• Lone Working</li> <li>• Equality Duty</li> <li>• Environmental</li> <li>• Disciplinary</li> </ul>			<p>Inspection of literature and Dropbox</p>
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### 3. Training and Continual Professional Development is undertaken and reviewed to ensure quality provision

Quality objective	Action	Responsible	Review date	Measure
Provide on-going support and diversify The Learning Support Centre and Jotters team skill base	<p>All staff to undertake Continual Professional development (CPD) and keep an up to date log</p> <p>Ensure all Personal Development Reviewers collect and monitor CPD logs and update them on the system.</p> <ul style="list-style-type: none"> <li>• Laura Cook</li> <li>• Mala Chohan</li> <li>• Sarah Morgan</li> <li>• Amy Leyshon</li> <li>• Donna Welburn</li> </ul> <p>Staff not undertaking CPD should be flagged with Donna Welburn.</p>	Donna Welburn Operations Manager	July 2014	Inspection of staff files Staff feedback
All staff should receive guidance and training which facilitates the client experience	<p>All staff should receive a copy of the staff handbook and have acknowledged reading and understanding of this.</p> <p>All staff are offered training 3 times per academic year.</p> <p>Guidance will be accessible online to ensure updates can be accessed immediately.</p>	Donna Welburn Operations Manager	July 2014	Inspection of staff training records Customer feedback Staff satisfaction survey results
All clients have the right to be supported by support workers	All staff will receive a bespoke induction and essential training	Donna Welburn Operations Manager	July 2014	Inspection of staff training records Customer feedback





<p>with training in and an understanding of the role that they are delivering.</p>	<p>prior to commencing their role.</p> <p>Annual internal and external training will be arranged in September, December and May based on recommendations of clients needs assessment reports and support worker feedback via supervision and observation.</p>			<p>Staff satisfaction survey results</p>
<p>Invest in continual professional development</p>	<p>Set and manage a budget and manage requests for continual professional development.</p> <p>A Continual Professional Development budget should be spent on the following each year</p> <ul style="list-style-type: none"> <li>• Professional Membership to sector organisations such as National Association to Disability Practitioners (NADP), Association of Dyslexia Specialists in Higher Education (ADSHE), Leicestershire Centre for integrated Living LCIL</li> <li>• Attendance at sector conferences / training</li> <li>• Supervision and personal development reviews</li> <li>• Set up of in house and</li> </ul>	<p>Donna Welburn Operations Manager</p>	<p>July 2014</p>	<p>Inspection of staff training records Customer feedback Staff satisfaction survey results Certificates Event attendance logs</p>



	external training courses			
Demonstrate investment in people to ensure retention and attract high quality applicants	The Learning Support Centre and Jotters are committed to working towards Investors in people status	Donna Welburn Operations Manager	December 2014	Certificate

#### 4. Publication of clear role descriptors relating to support workers

Quality objective	Action	Responsible	Review date	Measure
<p>Clients and support workers should be clear on the different support roles to avoid boundary issues and ensure realistic expectation of support.</p> <p>Role descriptors are available to support both the clients experience and the support worker in their role</p>	<p>Role descriptors should be added to the drop box and be in Student Info Pack as a downloadable PDF and updated when appropriate.</p> <p>Role descriptors should appear in both the Student Welcome Pack and Staff Handbook which are emailed, posted or on the drop box</p>	<p>Laura Cook Director</p> <p>Donna Welburn Operations Manager</p>	<p>July 2013</p> <p>July 2013</p>	<p>Website</p> <p>Literature</p>

#### 5. Matching rationale

Quality objective	Action	Responsible	Review date	Measure
Ensure students are matched	Use a defined matching rationale in	Mala Chohan – Jotters	July 2013	Client feedback



appropriately with support workers inline with their individual needs assessment report and can access support at the optimal time for them	relation to skills, qualifications, experience and availability.	Joanne Hancock – SS / ATT Amy Leyshon- Care		Internal Audit
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**6. Communication and record keeping** should have continuity, consistency and be considered.

Quality objective	Action	Responsible	Review date	Measure
Clear, detailed and accurate records are kept in real time relation to all clients and stakeholders Information can be accessed promptly if a Data request is made under the Data Protection Act	All staff are effectively using our CRM Maximizer software  Use of phone, notebooks on each desk. To ensure handwritten messages do not get lost	Donna Welburn Operations Manager	July 2013	Internal Audit Client feedback Internal evidence, track a client
Stakeholder enquires must be dealt with promptly	The office telephone should always be answered from 9am – 5pm Monday to Friday.  All stakeholder enquiries made during the working week via voicemail, text, email and letters should receive a response within 24 hours to both acknowledge the enquiry and provide an answer if possible. If you can only acknowledge the query, it should be resolved satisfactorily within 48 hours. If this	Donna Welburn Operations Manager	July 2013	Turn around times set KPIs agreed and reviewed



	<p>is problematic please report to your line manager.</p> <p>If on annual leave it is the individuals' responsibility to ensure a colleague appropriately covers calls, texts, and emails.</p> <p>Technology and systems should be in place and staff trained effectively to allow real time contact logging.</p> <p>Task management should be carried out via hotlist to aid Time Management of customer relationships</p>			
<p>All referrals for support should be actioned as soon as possible</p>	<p>Referrals will be processed and students contacted via telephone / email and text within 24 hours. Unless individual requirements specify preferred contact. For example student is phone phobic.</p> <p>A referral should be contacted no more than 3 times on the telephone at the point of first referral within a two-week period. All methods of contact should be tried in the order below;</p>	<p>Mala Chohan Jotters Support Coordinator Joanne Hancock Administrator Amy Leyshon The Learning Support Centre Support Coordinator</p>	<p>July 2014</p>	<p>Student feedback Observation</p>



	<ol style="list-style-type: none"> <li>1 • Telephone</li> <li>2 • Email</li> <li>3 • Text</li> <li>4 • Letter include leaflets</li> </ol>			
Support should be provided within clients individual budgets and spend monitored.	Monitoring of individual support budgets via our invoice / booking software and academic support staff. <b>This won't be ready for 10/14</b>	Donna Welburn	October 2013	Internal audit Volume of funding body queries relating to overspend

## 7. Clear and transparent charging structure

Quality objective	Action	Responsible	Review date	Measure
Stakeholders feel that the support constitutes 'Value for Money' As noted by the Audit Commission (2009), value for money is about obtaining the maximum benefit over time with the resources available. Decisions about value for money are a daily reality in all our lives. We are constantly choosing which items or services to buy, and judging the right balance for us	Clear and transparent charging structure. Defined by company on costs.  Available on request to stakeholders.	Hazel Neal Director Laura Cook Director	July 2013	Internal audit  Measure of stakeholder requests



<p>between quality and cost. It is about achieving the right local balance between the 3Es: economy, efficiency and effectiveness, spending less, spending well and spending wisely. This means that value for money not only measures the cost of goods and services but also takes account of the mix of cost with quality, resource use, fitness for purpose and timeliness to judge whether or not, together, they constitute good value. (AMOSSHE Value and Impact Toolkit: <a href="http://www.vip.amosshe.org/">http://www.vip.amosshe.org/</a>)</p>				
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## 8. Feedback

Quality objective	Action	Responsible	Review date	Measure
<p>Student feedback is sought to improve the quality of provision and ensure students are satisfied with their support package, thus enabling The Learning Support Centre and Jotters team to problem solve potential issues</p>	<p>Telephone/Paper survey (December and May.)</p>	<p>Donna Welburn Operations Manager</p>	<p>July 2013</p>	<p>Number of responses Self audit</p>
<p>Stakeholders (who do not sit in student or staff groups) feedback is sought to improve development of practices, processes and general</p>	<p>Survey monkey (August)</p>	<p>Laura Cook Director</p>	<p>July 2014</p>	<p>Number of responses Self audit</p>



customer service				
Feedback is sought from all members of The Learning Support Centre and Jotters team at the different stages of employment to ensure the team influence decisions and change in the improvement of the organisation	<p>Feedback is collated after training and induction sessions</p> <p>Annual and anonymous staff satisfaction survey (June)</p> <p>Exit interviews are conducted with leavers to gain feedback on staff experience. This feedback is then given to the Operations Manager to aid review.</p> <p>Team meetings are organised monthly during term time, where Seniors feedback support workers views, to ensure everyone is represented.</p>	Donna Welburn Operations Manager	July 2013	Number of responses Self audit
Feedback should be collated, considered and where appropriate inform and action organisational change	Feedback should be both qualitative and quantitative. Both data types should be presented at quartile review meetings to inform organisational change and development.	Donna Welburn Operations Manager	July 2013	Self audit Improvement of quantitative data



## 9. Complaint and change management

Quality objective	Action	Responsible	Review date	Measure
It is not the complaint but how it is dealt with that matters.	All complaints should be processed in accordance to our complaints procedure.  Donna Welburn, Operations Manager, should be made aware of all complaints and escalate to the Directors where appropriate.	Whole team	July 2013	Number of complaints and resolution
Concerns relating to managers, coordinators or seniors should be dealt with and resolved promptly.	See Whistleblowing policy and procedure.	Donna Welburn Operations Manager	July 2013	Number of complaints and resolution
Any change within the organisation that effects support provision or staff in what may be perceived in a negative light should be consulted on and communicated	Proposed changes to policy and procedures should be circulated to staff via email for feedback.  All change should be communicated via email/staff newsletter	Donna Welburn Operations Manager	July 2013	

## 10. Auditing and quality marks

Quality objective	Action	Responsible	Review date	Measure
Work in line with Care Quality Commission standards	Care coordinator in post to ensure standards are met  Twice per annum Internal audit	Laura Cook Director	July 2013	CQC external annual audit  Certificates
Work in line with and achieve DISC Standard	Assigned project manager	Donna Welburn Operations Manager	July 2014	External audit  Certificates





Work in line with and achieve Investors in People	Assigned project manager	Laura Cook Director	July 2014	External audit  Certificates
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## 11. Proactive in supporting development of quality provision for disabled people in the sector

Quality objective	Action	Responsible	Review date	Measure
Proactively promote quality across the disability sector	<p>Work in line with the NMH Charter to ensure we are in line with sector standards <a href="http://www.nadp-uk.org/docs/resources/NMH-Charter.pdf">http://www.nadp-uk.org/docs/resources/NMH-Charter.pdf</a></p> <p>Ensure staff team hold membership within sector organisations and attend relevant AGMs e.g. NADP, LCIL, ADSHE</p> <p>Provision of consultation services and disability awareness training</p>	Laura Cook		<p>Website and literature</p> <p>Meeting / conference attendance</p> <p>Certificates</p>

## Supporting documents and policies

- NMH Charter <http://www.nadp-uk.org/docs/resources/NMH-Charter.pdf>
- The Learning Support Centre and Jotters Continual Professional Development Programme
- The Learning Support Centre and Jotters organisational chart
- The Learning Support Centre and Jotters Whistleblowing Policy and Procedure