

Policy Title	Quality Review Policy for accredited course
Issue date (m/y)	03/2016
Author	Donna Welburn, Operations Manager
Approved by	Laura Cook, Director
Review date (m/y)	07/2018
Last Reviewed (m/y)	08/2017

Policy Statement

This policy runs in line with The Learning Support Centre's Quality Assurance Policy and Procedure. Awarding body centre moderators (CMs) monitor The Learning Support Centre's courses and have an important role in suggesting improvements and highlighting any problems that need to be addressed. This is part of The Learning Support Centre's ongoing evaluation process for raising quality year on year. Awarding bodies Quality Engagement reports are an integral part of The Learning Support Centre's quality assurance processes and feed into the Quality Assurance Policy and Procedure.

Principles

- The Learning Support Centre recognises that quality review systems offered by the awarding body are built on an ethos of support and trust
- All learners and relevant staff will be provided with information relating to any awarding bodies' quality engagement processes that may involve them.
- The Learning Support Centre has a commitment to working positively and openly with any appointed awarding body moderator.
- The Learning Support Centre will provide the awarding body with access to all relevant information and facilitate access to learners as required.
- The Learning Support Centre will conduct learner and tutor evaluations of courses run and act on information suggesting how improvements can be made.

The Quality Assurance Group (QAG)

The Learning Support Centre QAG meets each semester

Members include:

- Directors
- Training Coordinator
- Lead Trainer/Assessor
- Lead Internal Verifier
- Quality Lead
- 2 Service users

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Feedback is provided from staff and learner surveys, quality reviews and reports carried out throughout the year. Actions for amendments to course and services will be agreed and assigned by the QAG. Minutes are circulated after each meeting so the team are aware of any amendments and actions.

The Learning Support Centre's training coordinator will circulate all Quality Engagement reports to the:

- Operations Director
- Quality Lead
- Lead Internal Verifier
- Training Lead

The quality lead will ensure the recommended actions are taken within one month, and feed into the QAG agenda.

Relevant Documents

Quality Assurance Policy and Procedure
Assessment Policy