

Hartlepool Jobs and Skills Service



Quality Assurance Policy

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Contents:

1. Purpose 3

2. Procedure..... 3

3. Quality Assurance Framework..... 3

4. Quality Improvement 4

1. PURPOSE

The Hartlepool Jobs and Skills Service has a set of processes to ensure quality will be experienced consistently across all aspects of the department's operations (Quality Assurance) and support the service in a continuous improvement cycle and rising standards (Quality Improvement). At the heart of the cycle is self-assessment.

The aim is to achieve quality improvements that are learner-focused and that have a positive impact on the learner experience:

- The Quality of Teaching, Learning and Assessment
- The Environment, including Resources
- The Jobs and Skills Services and Operations

2. PROCEDURES

The processes that support quality are detailed and available on the Hartlepool Jobs and Skills website. From induction onwards, all staff are introduced to and trained in these processes. Implementation is monitored to ensure staff understand and comply and that all aspects of the procedures are effective.

Feedback is regularly sought from learners, tutors and assessors concerning the quality of their experience of the Hartlepool Jobs and Skills service. This feedback is evaluated by the management team and used to improve the quality of the Jobs and Skills operations.

3. QUALITY ASSURANCE FRAMEWORK

The Hartlepool Jobs and Skills Service has in place a range of systems and procedures that combine to provide a quality assurance framework.

- A service-wide annual self-assessment matched to OFSTED inspection judgements
- Annual observation of teaching, learning and assessment (OTLA) cycle
- Standardisation of OTLA ratings and processes
- Review of staff development needs following OTLA
- Learning Walks
- Peer observations and quality visits from the Lead Officer – Skills, Service Manager and Head of Service
- Support for tutors working towards a recognised teaching qualification
- Probation and mentoring scheme for new tutors
- Course review and evaluation
- Learner and Staff induction programmes
- Learner involvement via feedback
- A customer care policy, with complaints and issues of concern investigated by the relevant manager

- Quality Assurance Folders (QAFs) for all courses
- All policies and procedures that support the quality framework are available via the Jobs and Skills website.
- A range of external quality standards includes Investors in Careers, Investors in People (Gold Award), Investors in Volunteering, Better Health at Work (Silver Award) and Matrix Accreditation.

4. QUALITY IMPROVEMENT

A cycle of review, evaluation, planning and reporting is in place to identify priority areas for continuous improvement and development. The review cycle arises from the following:

- The Community Hubs Strategy 2023-2028
- The Hartlepool Jobs and Skills Service Service Plan
- Area of learning quality improvement plans with specific targets
- Observation of teaching, learning and assessment – action planning and support procedure
- Use of target setting – service-wide and subject area using SMART
- Staff appraisal and regular “Work in progress” review meetings.
- Sharing of good practice through team meetings, networking and learning walks
- Use of feedback – learner surveys, please tell Us how we are doing leaflets, complaints, compliments and social media platforms such as Twitter, Instagram and Facebook.
- Learner mid-course and end-of-course reviews
- Analysis of learner data on enrolment, retention, achievement and satisfaction to identify trends and areas requiring improvements or a change in policy or procedure.
- Use of national, local and internal benchmarking data to identify priority areas for improvement
- Peer Review and development, working with other departments within the Hartlepool Jobs and Skills service to measure the calibre of observations and share good practices.