Empowering Futures

# Quality Assurance Course Review Policy and Procedure

## Purpose:

The purpose of this policy is to ensure that all courses delivered by Empowering Futures are regularly reviewed, monitored, and improved through robust quality assurance practices. The policy outlines how we evaluate course delivery, monitor learner progress, gather and act on feedback, and embed continuous improvement across all programmes.

## Scope:

This policy applies to all accredited and non-accredited courses delivered by Empowering Futures, including alternative provision, adult education, teacher training, functional skills, and vocational programmes. It includes all sites and delivery modes (online, face-to-face, and blended learning).

## Policy Statement:

Empowering Futures is committed to delivering high-quality, learner-centred programmes that meet the needs of learners, employers, commissioners, and awarding organisations. We achieve this through systematic course review processes that ensure course content, delivery, assessment, and support remain effective, engaging, and responsive to feedback.

## Objectives:

- To monitor learner progress, attainment, and engagement throughout the course.  
- To evaluate the effectiveness of teaching, learning, and assessment methods.  
- To gather feedback from learners, staff, and external stakeholders.  
- To identify good practice and areas for development.  
- To implement timely improvements to enhance learner outcomes.

## Procedures:

1. 1. Monitoring Learner Progress:

- Tutors conduct formal progress reviews every 4–6 weeks, including attendance, assessment completion, and individual support needs.  
- Learners have individual learning plans (ILPs) which are updated regularly to reflect their goals, progress, and any additional support provided.  
- Functional skills, personal development, and vocational targets are monitored holistically.  
- Tutors and key workers meet weekly to discuss learner progress and escalate concerns.

1. 2. Teaching and Learning Observation:

- Observations of teaching and assessment are carried out termly by the Quality Team using standardised criteria.  
- Observation feedback is used to inform staff development, share good practice, and address areas for improvement.  
- Peer observations are encouraged to foster a reflective learning community.

1. 3. Learner Feedback Collection:

- Learners complete structured feedback forms at the mid-point and end of their programme.  
- Informal feedback is gathered weekly through group discussions and tutorials.  
- Exit interviews are conducted where appropriate to understand learner experiences and destination outcomes.

1. 4. Staff and Stakeholder Input:

- Tutors submit course reflections and improvement suggestions at the end of each delivery cycle.  
- External partners, employers, and commissioners are invited to contribute to course reviews through surveys or review panels.  
- CPD needs identified through IQA, observation, or learner feedback are actioned via the Staff Development Plan.

1. 5. Formal Course Review Meetings:

- End-of-course review meetings are chaired by the Curriculum Lead or Quality Manager.  
- Review discussions cover:  
 - Learner retention and achievement data  
 - Tutor performance and CPD  
 - Assessment methods and learner outcomes  
 - Safeguarding, SEND, and learner support issues  
- Action plans are developed with clear responsibilities and timelines.

1. 6. Quality Improvement Planning:

- Findings from course reviews inform the organisation’s Quality Improvement Plan (QIP).  
- Termly quality reports summarise trends and key improvements.  
- Actions are monitored and reported to the Senior Leadership Team.

## Roles and Responsibilities:

- Tutors: Monitor learner progress, complete reviews, and support learners to meet targets.  
- Quality Team: Coordinate course reviews, observe delivery, analyse data, and lead action planning.  
- Curriculum Lead: Oversee programme design, delivery quality, and improvement implementation.  
- Learners: Engage in feedback processes and take ownership of personal progress.

## Monitoring and Review:

- This policy is reviewed annually by the Quality Lead.  
- Results of course reviews are monitored monthly by the Senior Leadership Team.  
- Internal and external quality assurance outcomes inform future improvements.

## Approval and Review:

Date of Implementation: April 2025  
Next Review Date: March 2026  
Approved by: Rhean White - Director