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Signed by Director:	<i>E. Barnett</i>

Version control:

Version number	Details of change	Date	Next Review	Approver	Signed
2.0	Update to format to give consistency across policies. Inclusion of reference to Flick Learning platform for CPD.	31/05/2025	May 2028	Eloise Barnett	<i>E. Barnett</i>

Quality Assurance and CPD Policy

Policy Statement

As a self-improving organisation, we are fully committed to continuously reviewing and evaluating all our practices and procedures to ensure we provide the highest quality of education possible for all our learners. Our commitment to review and evaluate all our practices also enables us to constantly monitor the quality of support, training and continued professional development (CPD) that we offer the staff at Phoenix ND Education Ltd.

Self-evaluation processes enable us to gain knowledge of our current strengths, as well as highlighting areas for further development – but the process does not end there. We are committed to developing strategies and structures that support staff to develop their skills and knowledge to impact on the constant improvement of teaching, learning and high-quality educational provision.

Phoenix ND Education Ltd will regularly review its practices to continually improve its effectiveness at all levels.

Quality assurance and self-evaluation procedures will operate at an individual, team and whole organisation level and will always frame review processes within a simple structure:

- How well am I/are we doing?
- How do I/we know?
- What are my/our strengths or weaknesses?
- What should I/we do to improve?

Who Does This Policy Apply To?

This policy applies to all Phoenix ND Education Ltd Staff, to young people; to parents/carers and community members as users of the organisation's services.

Who Is Responsible for Carrying Out This Policy?

The implementation of this policy will be monitored by the director and remain under constant review by the management team.

Procedures

Review and Evaluation at Whole Provision Level

The manager will regularly review and evaluate Phoenix ND Education Ltd practice through:

- Regular liaison with the management team.
- Regular involvement in the evaluation of relevant data
- Weekly meetings with the management team
- Annual appraisals of staff

The Manager will regularly review and evaluate Phoenix ND Education Ltd practice through:

- Regular line management meetings with mentors
- The evaluation of relevant data
- Leading team reviews
- Performance management meetings with mentors – including lesson observations.
- Review and Evaluate Teaching & Learning

Review and Evaluation at Individual Level (Teaching and Learning)

All mentors will regularly review and evaluate their practice through:

- Continual day to day reflection on the effectiveness of their practice
- The evaluation of relevant data
- Meetings with their manager
- Performance management meetings with their manager.

Additional Quality Assurance Procedures

Additional specific procedures that are part of the above generic list might include:

- Self-Assessment-Company improvement plan (monitoring strengths and weaknesses)
- Additional observations of colleagues at work
- The sampling of students' work

- Reviews of teams or individuals by external consultants/ professionals.
- Student Voice
- Parental Questionnaires
- Community Liaison

Learners

The quality of the learner experience is at the heart of the Quality Assurance process.

- All learner feedback at learner's meetings, reviews, termly evaluations and exit questionnaires will be discussed by Staff and acted upon appropriately.
- All learners' performance will be monitored according to our recording systems.
- All learners' files will be continuously assessed for quality.
- Attendance & Monitoring data will be used as part of the QA process.

Staff CPD (Continuing & Professional Development)

Phoenix is committed to supporting staff in their Continuing Professional Development by sourcing and offering training throughout their employment. Staff are required to undergo specific statutory training (initial & refreshers). This will be provided mainly through utilising

They are also required to attend staff meetings, provider meetings and professional meetings (e.g. CAFs, Child Protection and Educational Placement review meetings). All of these activities can accrue hours towards staff CPD targets.

Staff are expected to plan additional CPD hours, to ensure that they meet minimum targets. This can include both generic and subject specialist training opportunities and courses, which Phoenix will endeavour to fund where appropriate. It is the responsibility of individual staff members to monitor and record their CPD annually, however the provision manager keeps ongoing records of all staff training and when updates are required.

The range of CPD activities

In order to meet the needs of staff and to maximise the impact on teaching and learning within Phoenix ND Education Ltd, a range of approaches to CPD will be used.

These CPD approaches will include:

- Attendance at a course or conference
- In-house training using the expertise available within Phoenix ND Education Ltd
- In-house training through accessing an external consultant or relevant expert
- Visit to observe or participate in good and successful practice
- Distance learning
- Practical opportunities e.g. contribute to a training programme, co-ordinating or supporting a learning forum or network, involvement in local or national networks
- Job enrichment/enlargement e.g. acting roles, shadowing
- Coaching and mentoring

Use of Flick Learning for CPD

At Phoenix ND Education Ltd, we are committed to ongoing professional development that is accessible, relevant, and responsive to the needs of our staff. All education staff have access to the Flick Learning platform, an online CPD resource that offers a wide range of accredited training modules.

The platform is used to support both statutory training requirements and personal professional growth. Courses include, but are not limited to, safeguarding, SEND awareness, behaviour management, mental health, equality and diversity, and GDPR compliance.

Staff are required to complete mandatory modules within set timeframes and to explore additional courses aligned with their individual roles or development interests. Training progress is monitored centrally to ensure compliance and to support reflective practice and performance development conversations.

Regular Statutory Quality Assurance Procedures

Additional statutory annual procedures are followed to ensure we meet agreed national standards in:

- Health and Safety (Including fire safety)
- Safeguarding Children

Review

The policy will be reviewed every three years, unless lessons learnt or new legislation, national or local guidance suggests the need for an earlier date of review.