



# Quality Policy

## 1. Introduction

EDLounge Ltd is committed to maintaining and improving the quality of its businesses processes including teaching, learning and assessment, through the processes of continuous improvement and quality assurance.

The policy applies to all staff, partners, associates, all learners and other stakeholders.

The objective is to establish high standards and embed effective quality processes that are rigorously implemented to foster a culture of continuous improvement.

**The aims of this policy are to:**

- Develop a range of innovative products to meet the diverse needs of learners, employers and other customers
- Ensure our delivery is cutting edge, personalised and responsive resulting in successful outcomes
- Share our success to benefit and develop our local communities
- Ensuring that we are recognised for what we do, and the way that we do it.

**The quality activities employed support EDLounge Ltd by:**

Ensuring the quality of teaching, learning and assessment is consistently meeting learners' needs

- Meeting standards set by Ofsted/Common Inspection Framework
- Meeting the priorities of the Funding Agencies (e.g. ESFA)
- Meeting the requirements of internal and external audits
- Meeting Awarding Body requirements
- Ensuring quality assurance of assessment processes
- Making best use of the talents and energies of our staff
- Meeting employers' needs
- Identifying strategies for improvement
- Ensuring that teachers design the delivery of our programmes to ensure all individual needs are met.

**2. Policy**

**EDLounge Ltd is committed to improving the quality of its provision by:**

- Ensuring high standards of professional performance
- Implementing a rigorous self-assessment process
- Embedding effective policies and procedures
- Measuring and analysing performance
- Ensuring all staff employed by EDLounge Ltd are aware of their responsibility for improving the quality of provision.

The quality process involves a cycle of activities of which *Self-Assessment Report* and *Quality Improvement Plan* are major parts.

**The major elements are:**

- Identifying key priorities, informed by the EDLounge Ltd Business Plan and SAR
- Establishing performance indicators/targets/standards against which provision is judged
- Collecting and effectively using data in order to measure performance
- Analysing performance against benchmarks and performance indicators
- Implementing and monitoring quality improvement plans with individual teams
- Issuing reports on quality and standards to inform senior leadership team

**3. Implementation and tools**

The self-assessment process is supported by a series of activities, procedures and practices:

- The Leadership Team will work with staff across all businesses ensuring input at all levels to ~~identify the Strategic Priorities for EDLounge Ltd in response to internal and external~~ demands and initiatives.
- One-to-one reviews of staff will be held on a quarterly basis to support monitoring and sharing of best practice.
- Observations of teaching, learning and assessment will be carried out and used to support the raising of standards throughout our provision.
- The monitoring of all aspects of provision including that of which is delivered through our supply chain will be conducted to a specified schedule and results used to support the raising of standards.
- Quality Improvement Plans (QIP) will be frequently monitored against impact (monthly as a minimum).
- Policies and associated standards, procedures, guidelines and strategies will be reviewed by appropriate teams at all levels annually as a minimum.
- Staff will be involved in the self-assessment of their area of provision and contribute to the EDLounge Ltd Self-Assessment Report ensuring it is wholly inclusive.
- An organisational training and development plan will support staff development and performance.
- Customer feedback will be used to evaluate satisfaction and support the improvement of systems and programmes.
- Awarding Body reports are monitored and used to raise standards.
- Compliments and complaints are reviewed quarterly to ensure improvements are made promptly where required.
- Data is used effectively to ensure achievement gaps are narrowed, learners are retained, are achieving and progressing.
- All staff are responsible for the quality of their work and for ensuring the quality of EDLounge Ltd provision.

#### **4. Monitoring, Review and Evaluation**

The EDLounge Ltd Quality Manager will lead on the review of the Quality Policy annually and update accordingly.

Version No	Purpose / Change	Lead	Inception/ Review Date	Next Review Date
1	Document Inception	Mick Farrar Quality Manager	June 201	May 2019
2	Document review update	Mick Farrar Quality Manager	May 2019	April 2020
3	Document review update	Mick Farrar Quality Manager	April 2020	April 2021