

## **Birthlight Quality Assurance Policy**

### **Introduction**

Birthlight has in place a set of processes to ensure quality will be experienced consistently across all aspects of its training courses (Quality Assurance) and support Birthlight tutors in a cycle of continuous improvement and rising standards (Quality Improvement). At the heart of the cycle is self-assessment

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

- The quality of teaching, learning and assessment
- The learning environment, including resources
- Birthlight services and operations

### **Our Procedures**

All staff, from induction and probation onwards, are introduced and trained in the processes to maintain high quality and consistency in teaching and assessment 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 and employers with regard to the quality of their experience of Birthlight. This feedback is evaluated by the management team and used to improve the quality of Birthlight's operations.

### **Quality Assurance Framework**

The College has in place a range of systems and procedures that combine to provide a quality assurance framework.

- Tutor's self-assessment by area of learning.
- Annual observation of teaching, learning and assessment cycle
- Moderation of observation of teaching, learning and assessment grades and process
- Annual staff development plan
- Tutor appraisals
- All new tutors are encouraged to gain or to be working towards further teaching qualifications and CPDs
- Probation and mentoring scheme for new tutors
- A master practitioner scheme to support tutors in moving from a "satisfactory" grade to "good" in lesson observations
- Annual course review and evaluation by subject sector category
- A customer care policy, with complaints and issues of concern investigated by the Director.

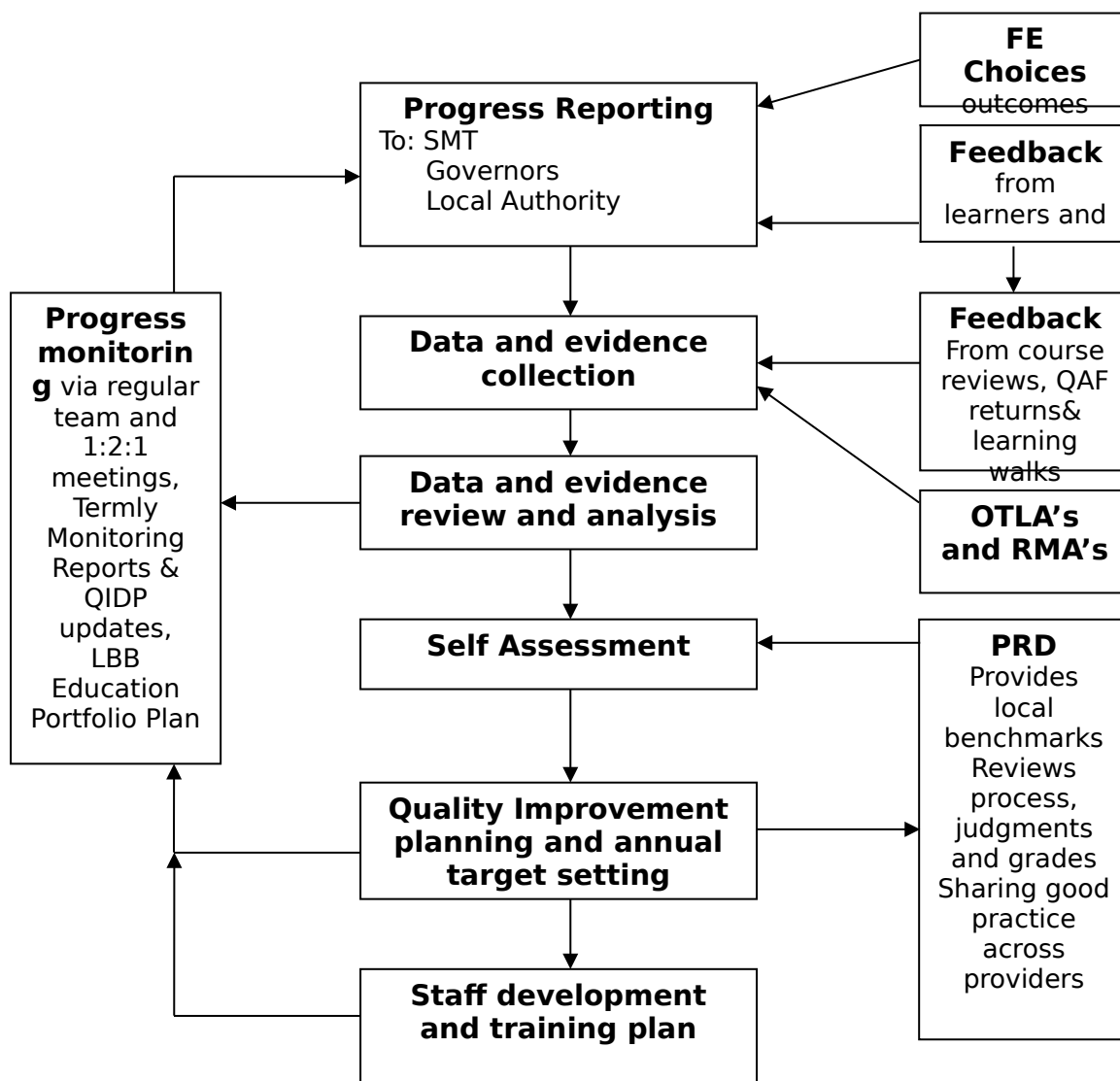
### **Quality Improvement**

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 Birthlight mission statement

- Annual Quality Improvement and Development Plan
- Area of learning quality improvement plans with specific targets
- Observation of teaching, learning and assessment – action planning and coaching process
- Sharing of good practice through team meetings, networking and debriefing.
- Use of post course feedback – student surveys (student focus groups, complaints, compliments).
- Learner end of course reviews and mid course reviews where relevant
- Analysis of learner data on enrolment, retention, achievement and satisfaction to identify trends and sections requiring improvements or a change in policy or procedure.
- Peer Review and development, working with Tutors self-assessment, share good practice.

## Summary of how Self Assessment fits into the 2015/16 Quality Cycle



This policy can be obtained from

- The College Intranet
- The College website
- Reception at the three BAEC designated Centres