**Quality Evaluation Process**

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| **Document Version** | **Date** | **Policy Author(s)** | **Review Date** |
| Version 1.0 | March 2018 | Judith Wayne | March 2019 |
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# **Introduction**

This process details how Simply One Stop Ltd t/a Learn Plus Us evaluates the quality of training and outcomes.

# **Scope**

This policy applies to all Apprenticeships delivered by Simply One Stop Ltd t/a Learn Plus Us including Frameworks and Standards at Level 2 and above.

# **Out of scope**

Simply One Stop Ltd t/a Learn Plus Us works closely with a range of employers nationally. Our policy is to be employer led so this process will vary as led by individual employers. These process variations are out of scope of this process. Other funding streams are also out of scope of this policy.

# **Performance measures**

As an apprentice training provider under scope for Ofsted we have decided as an organisation to utilise the tools available to us and measure our organisation against the Ofsted Common Inspection Framework (NB: Education Inspection Framework from September 2019).

We believe that using this tool will give us the opportunity to measure our whole organisation against the standard which is most relevant in our industry. We measure these four parts of our business:

* Effectiveness of leadership and management
* Quality of teaching and learning
* Personal development, behaviours and welfare of our learners (including Apprentices)
* Outcomes for learners (including Apprentices)

We measure our performance and agree the grade profile below:

1. Outstanding
2. Good
3. Requires improvement
4. Inadequate

# **Continuous Improvement and Feedback**

To enable a relevant and honest appraisal of our organisation we request feedback from ALL stakeholders, these include:

* Learners (including Apprentices)
* Employers
* Staff and Volunteers

We will request feedback on an annual basis through the proviso of online surveys, telephone calls, evaluation forms and face to face interviews and as a result of this will analyse the responses to create a ‘you said, we did’ report to show progression and continuous improvement. Should any feedback require a response our Senior Management Team will respond within 14 days.

# **Address underperformance**

As a result of this process we identify areas for improvement and agree a Quality Improvement Plan with responsibilities, deadlines and impact measures to ensure we are monitoring our continuous improvement cycle on a regular (at least monthly) basis.