Policy_10: #THEWRD Quality Assurance Policy

General Statement of the Policy

This Quality Assurance Policy is the means by which #TheWrd satisfies the requirements of its stakeholders with particular regard to Quality Assurance and Enhancement (herein QAE) across all Further Education (FE) academic provision. #TheWrd makes all best efforts to ensure that this Quality Assurance Policy is understood by its students, partners and employees, and that its procedures are implemented and maintained at all times.

#TheWrd aims to provide the highest level of education and in doing so has a quality assurance programme to ensure best practices are adhered to across our provision, our colleges and partnerships.

The strategic approach to standards and quality is decided upon at the #TheWrd Academic Board (AB).

Quality Planner: A Quality Planner (QP) is designed before the start of the academic year to ensure a cycle of departmental meetings are upheld so communication across the college is consistent and cross departmental communication can be easily organised.

Education Management Team: Weekly Education Management Team meetings take place throughout the Academic year, chaired by the Chief Education and Learning Officer, with Course Leader, Student Service Officer, Exams Officer and the College Principal, along with representatives of Partner Colleges. The Management meeting overseas all aspects of Education Quality and monitors a Student Academic Risk Register (SARR). Retention, attendance and achievement reporting will be undertaken at each meeting, using real-time data supplied by Parkr.

#THE WRD.

Education Polices & Procedures

Student Reps: One Rep will be elected per Partner College and from that cohort one Rep manager will be selected. The student representatives are in place to assist with closing the loop of communication between #TheWrd and the student body. Student reps are tasked with gathering student feedback to enable rapid response to areas of concern, identify areas of good practice and give the student body a voice. #TheWrd's revolutionary AI Mentor Parkr will be useful to the students in this regard.

Board of Studies: Termly meetings where student feedback is openly discussed, and where possible resolved, otherwise actions are agreed and carried forward. Student feedback at this level ensures the quality of courses are upheld and ensures students' needs and satisfaction levels can be monitored. #TheWrd's revolutionary AI Mentor Parkr will be useful to the students in this regard.

Exit Questionnaires: Exit questionnaires are conducted by #Parkr.. This process provides another (anonymous if requested) form of student feedback, and is especially helpful in recording destination data and student satisfaction. #TheWrd's revolutionary AI Mentor #Parkr will be useful in this regard.

Quality Forum: Meetings to take place each term. The Quality Forum has some rolling agenda items, retention, achievement, attendance, focus groups and tutorials. All members of the Student Support team are asked to submit reports relating to their areas, retention reports, attendance comparison reports and focus group responses. This is our opportunity to monitor #TheWrd's revolutionary AI Mentor Parkr.

Self-Assessment Reviews – SAR reports are required for partner colleges, they have an invaluable function and give the opportunity to reflect on the previous academic year and evaluate good practice and identify areas of weakness. A SAR day is organised at the end of the academic year in week

31. The Quality Nominee should generate statistical data and student feedback for each department so they can have the opportunity to fill in the SAR report. The SAR report creates the Quality Improvement Planner which is used to plan improvements and set targets for the coming academic year.

Teaching and Learning Observations are conducted throughout the academic year to ensure consistently high levels of teaching practice. All new members of teaching staff should be observed within two weeks of starting teaching. The Head of Education will ensure an observations programme is made for the coming year. All tutors that receive a grade of three or below will have to be re-observed within two weeks. All teaching staff will be asked to attend tutorial training workshops which will be rolled out every academic year for new staff performing tutorials. Observation reports also feed into the Quality Forum and SAR. Partner colleges may do observation audits at short or no warning.

Assessment, Internal Moderation, Standardisation and preparation for External Moderation.
The process of internal moderation and standardisation is detailed below:

1. Student hands in work
2. Automated Marking
3. Tutor Marking
4. Internal sampling Moderation/Standardisation across markers
5. External Moderation
6. Marks agreement and release

#THEWRD will be vigilant regarding internal verification to ensure the validity of assessment materials and marking, and where any malpractice occurs it will be investigated thoroughly and dealt with in an open and fair manner. This procedure is for guidance and is compulsory only when QA has identified an area as not meeting minimum acceptable standards arising from internal verification. Assessment events are scheduled at

various times through the year and led by a Lead Assessor who is assisted and observed by at least one other assessor for the purpose of assuring consistency in assessment practice. It is #THEWRD policy to sample every unit, assessor, a range of achievement, a range of work from every assessment and every site. This process is as follows:

1. #THEWRD's Lead Internal Verifier stipulates in the Internal Verification Planner the size of the sample to be verified for each assessment event. The Lead IV will then arrange for the sampling to be undertaken in good time prior to feedback being issued to students. All assignment briefs are internally verified in advance of being issued to students.

2. A marking workshop is delivered at the start of each year for all markers, to cover grading criteria, assessment feedback and assessment protocol. Examples of good and poor marking practice are used to inform training. Training materials, including videos, are also made available for #THEWRD team members to view.

3. All practical-based assessments and/or live performance are recorded by video, for internal verification or standards verification purposes.

4. The Lead IV will ensure timely meetings with the IV team are scheduled and minuted. All IV documentation is stored by the Lead IV on the server and reported to QA regular basis.

Approved by Academic Board 30/06/20