Bromley Adult Education College
Quality Assurance Policy 2023-2024

Introduction
Bromley Adult Education College (BAEC) has in place a set of processes to ensure that quality will be experienced consistently across all aspects of BAEC operations (Quality Assurance) and support BAEC 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:
● BAEC quality of education (intent/implementation/impact, behaviour and attitudes, personal development)
● BAEC environment, including resources
● BAEC services and operations

Our procedures
The processes that support quality are set out in detail in BAEC policies and procedures.

All staff, from induction and probation onwards, are introduced and trained in how to use all BAEC quality assurance documents and follow the appropriate 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 staff with regard to the quality of their experience of BAEC. This feedback is evaluated by the management team and used to improve the quality of BAEC operations.

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

● BAEC annual self-assessment report, matched to OFSTED Education Inspection Framework
● Quality Improvement Plan
● Annual observation of teaching, learning and assessment (OTLA) cycle
● Standardisation of OTLA RAG ratings and processes
● Review of staff development needs following OTLA, to match updates in policy, expectations and standards in teaching and subject specialism, and on demand according to individual needs
● Staff CPD
● Learning Walks
● Deep Dives

- Peer moderation, benchmarking, training opportunities with local adult education providers
- Probation and mentoring scheme for new tutors
- Course review and evaluation
- Learner and staff induction programmes
- Learner feedback via course evaluations, case studies, Deep Dives, surveys and 'themed' Google forms
- A customer care policy, with complaints and issues of concern investigated by the customer care team
- Quality Assurance Folders (QAFs) for all courses, collating evidence of Quality Assurance processes
- Matrix accreditation (achieved November 2020)
- Internal Quality Assurance (IQA) reviews for portfolio based and internally assessed qualification courses; IQA standardisation meetings
- External Quality Assurance (EQA) reports for portfolio based and internally assessed qualification courses

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:

- BAEC mission statement
- BAEC strategic priorities and annual targets
- Quality Improvement Plans with subject specific targets (both college wide and for specific curriculum areas)
- Observation of teaching, learning and assessment – action planning and support procedures
- Regular reviews of staff training and development needs
- Sharing of good practice through team meetings and networking
- Learner feedback via course evaluations, case studies, Deep Dives, surveys and 'themed' Google forms, complaints, compliments and social media platforms such as Twitter, Instagram and Facebook.
- Learner mid-course and end of course evaluations
- Analysis of learner data on enrolment, retention, achievement and satisfaction to identify trends and areas requiring improvements or a change in policy or procedure.
- Use of national, local and internal benchmarking data to identify priority areas for improvement
- Peer Review and development, working with local adult learning providers to measure the calibre of observations and share good practice.
- Internal Quality Assurance (IQA) reviews for portfolio based and internally assessed qualification courses; IQA standardisation meetings
- External Quality Assurance (EQA) reports for portfolio based and internally assessed qualification courses

Summary of how Self Assessment fits into the 2023/24 Quality Cycle

Progress Reporting
To: Management Team
Local Authority
BALB

GLA & Government Surveys outcomes

Feedback from learners

Data and evidence collection

Feedback From course reviews, QAF returns & learning walks

Progress monitoring via regular team and 1:2:1 meetings, BAEC Briefing Papers, QIP updates, LBB Education Portfolio Plan

Data and evidence review and analysis

OTLAs

Self Assessment

PRD Provides local benchmarks Reviews process, judgments and grades. Sharing good practice across providers

Quality Improvement planning and annual target setting

Staff development and training plan