

Quality Assurance Policy

Information

Opps Training has a duty to all its stakeholders to secure and maintain the highest standards of service. The organisation is subject to external quality assurance regulations through:

- Ofsted
- ESFA
- Awarding bodies
- Matrix

however, in order to achieve standards that support its activities well, Opps must undertake its own internal and external activities of quality assurance against regulated standards and against its own principles.

Aim

To open opportunity to individuals and organisations in meeting their potential through innovative, effective and fair training.

Objectives

To establish and maintain measurable standards against all aspects of Opps activities as an organisation through:

1. Sharing of information
2. Recruitment of learners and organisations
3. Delivery of training
4. Resources
5. Supporting the wellbeing of learners
6. Internal quality assurance activities
7. Evaluation of activities
8. Producing a Self Assessment Report detailing areas of improvement and where areas of strength must be maintained
9. Producing and implementing an annual cycle of improvement
10. Ensuring that all team members engage in continual professional development activities

Method

1. Sharing of information
 - All stakeholders should be informed of Opps Data Protection Policy and how their information sits within our organisation
 - All forms of communication to stakeholders should be in a clear format and of accessible language; offering alternative methods of communication if needed
 - All information should be current and supportive of Opps' ethos of equality and diversity
2. Recruitment of learners and organisations
 - Opps must ensure that the recruitment process reflects its ethos of transparency and support, in particular to those who may be disadvantaged.

- The needs of the individual learners and organisations should be identified in a non-intrusive but supportive manner.
- Opps' offer of training to each individual and organisation should reflect their needs.
- Opps' records should reflect how and why a particular course and method of delivery were chosen by the individual or the organisation.

3. Delivery of training

The method of delivery and the resources in support of achievement should exploit all forms of accessibility to ensure all learners can participate fully:

- The use of a virtual learning environment
- Written training materials accessible to those with dyslexia or visual impairment
- Venues that are accessible, safe and healthy
- Trainers should be fully competent in their curriculum area and able to plan deliver and assess training in a 1:1 or workshop environment

4. Resources

In addition to teaching resource Opps must ensure that its operations are fully supported by an operations team which can fully comply with the regulations of all stakeholders and support the internal quality assurance activities. Included in those activities are:

- Ensuring health and safety requirements are maintained
- Participants and staff are equipped with the tools they need to progress
- Communication is inclusive, speedy and supportive
- Sustainable methods are implemented and measured

5. Supporting the wellbeing of learners:

- Opps should support learners by raising their personal aspirations and support them in planning and attaining them through learning new skills and competencies
- Opps should ensure that learners and organisations are able to keep themselves safe from harm, including how to protect themselves from cyber-bullying
- Opps should ensure that all stakeholders are aware of how radicalisation is undertaken, in particular with those who are vulnerable
- Opps should ensure that learners and organisations treat others fairly and without inappropriate bias

6. Produce a Self Assessment Report detailing areas of improvement and where areas of strength must be maintained

7. Evaluation of activities:

- Evaluation of activities with individuals and organisations against all Opps' activities and the learner journey
- All Opps team members to contribute to self-assessment
- Maintaining internal quality assurance activities against assessment judgements

- Observing teaching and learning
 - Auditing and maintaining timely progress of learners
 - Evaluating the safety and wellbeing of learners
 - Evaluating how fairly individuals and organisations are treated by Opps
 - Monitoring the currency and implementation of Opps policies
8. Producing a Self Assessment Report detailing areas of improvement and where areas of strength must be maintained
 9. Produce and implement an annual cycle of improvement
 10. Ensure that all team members engage in continual professional development activities

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