

# Quality Assurance and Improvement Policy

August 2020

(Next review date August 2021)

## Quality Assurance and Improvement

At the core of SupaJam Education in Music and Media's Quality Assurance and Improvement Policy is a focus on continuous improvement.

Underpinned by a robust and rigorous self-assessment process, SupaJam Education in Music and Media is committed to improving the quality of all the services that we provide. This will be done in a co-ordinated, systematic and self-critical way which takes into account all factors that affect the quality of our services and involves all members of staff in its implementation.

The aims of the Policy are:

- A. To maximise the potential for each student to fully achieve the aims of their learning agreement with SupaJam Education in Music and Media.
- B. To ensure that anyone in contact or making use of the services provided by SupaJam Education in Music and Media receives a high quality service in all aspects of their contact.

To achieve these aims, all SupaJam Education in Music and Media services are engaged in the self-assessment process. The overall monitoring of this is conducted by CEOs David Court and Nick Stillwell, and the Director of Programmes. This process includes:

- a) Agreed performance indicators and targets for all members of staff to ensure students' needs are identified and realised.
- b) Key performance indicators are agreed with staff to include, but are not limited to, enrolment, attendance, retention, achievement, success, destinations, student satisfaction and equality and diversity measures.
- c) Annual Quality Improvement Plans and Self Assessment documents are completed with an honest and rigorous approach, highlighting areas of improvement and strategies to improve.
- d) An IQA cycle completed by qualified IQA staff, to include: internal moderation of student work, internal moderation of teacher lesson plans and group profiles, lesson observations with feedback (including peer observations), termly team and standardisation meetings, student and staff feedback, department meetings, regular communication with external organisations and awarding bodies (Such as the ESFA, OfQual, NCFE, RSL and Ofsted) ensuring that all practices are in line with awarding bodies and the Education Inspection Framework.

The continuous improvement process will:

- a) Review our provision and services
- b) Ensure that all teams and individual members of staff participate fully in the self-assessment process
- c) Value and develop the potential and contribution of all our staff
- d) Value an ethos of self-criticism, co-operation and teamwork

- e) Have training and development priorities linked directly to the outcomes of self-assessment

## **Equality and Diversity**

In accordance with the Equality Act 2010 and its precursor, the Equality Act 2006, all public, private and employment services must give equal treatment to those accessing these services regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, and sexual orientation. It requires services and employers to make all reasonable adjustments to allow access to all individuals without discrimination.

SupaJam Education in Music and Media ensures that we meet the Equality Act 2010 and that students and staff receive fair and equal treatment at all times within all aspects of our provision and employment. Should anyone feel that they have been treated unfairly, they are able to raise a complaint through the Staff Grievances policy and the Student Complaints and Appeals Policy and refer to the Equality Act which is available for all staff and students to read. SupaJam Education in Music and Media treats equality and diversity with the utmost importance and ensures that all practices and procedures follow our Equality and Diversity policy. For more information, please refer to our full Equality and Diversity policy.

## **Quality Assurers**

All curriculum Quality Assurance and improvement arrangements are centralised through the Director of Programmes. With the support of the FS and GCSE Manager and the Teaching, Learning and Assessment Manager, they act as a central point of contact for all awarding bodies, ensuring a standardised and consistent approach.