



Quality Assurance Policy

1. Principles

- 1.1 Nova is committed to providing a quality learning experience for all learners by:
- identifying key processes and systems
 - developing effective organisational arrangements
 - focusing on internal processes which are bound up with aims and objectives
 - fostering ownership and commitment among staff

2. General Aims

- 2.1 Nova seeks to provide the best quality learning experience for every learner by continuously improving the quality of Nova's provision and resources.
- 2.2 A commitment to quality means that Nova will ensure a match between each learner's skills and knowledge acquisition with an appropriate course, through interview, appropriate guidance, diagnostic assessment and induction.
- 2.3 In order to do this it is vital that Nova regularly evaluates all aspects of provision by systematically:
- sharing good practice
 - participating in staff development
 - monitoring and reviewing as part of self-assessment and development planning
 - participating with RBKC in RARPA and SAR

3. Implementation

To implement this policy, Nova will:

- 3.1 Actively work towards involving everyone in the sharing of ownership of quality services and provision.
- 3.2 Require all staff to contribute towards an annual self-assessment report and development plan which links their areas self-assessment and development plans.
- 3.3 Compare performance indicators with benchmarks to review provision and set annual targets.
- 3.4 Use Standards Fund to help address weaknesses and raise standards.
- 3.5 Carry out annual internal observation of teaching and learning.
- 3.6 Carry out annual staff appraisals.
- 3.7 Develop and monitor service standards for each service team.

- 3.8 Carry out learner, parent, employer and staff satisfaction surveys, benchmarked nationally where possible.
- 3.9 Design procedures for MIS data to ensure that student data is accurate and owned by the teaching team.
- 3.10 Design procedures which will ensure that external verifier reports are analysed, key messages identified, with priorities for action and monitored by the administration management.
- 3.11 Ensure that all Nova staff understand Nova's mission and objectives.

4. Focus of the policy

4.1 The NOVA quality processes will operate at four levels:

- a. Strategically through the Management Committee Board of Trustees
- b. At course level through the teaching team
- c. At student level through the student support systems
- d. Cross Nova through the department heads.

4.2 Curriculum and Service Quality Committee:

- The Committee will receive reports from team meeting minutes. These will include action plans from the team development boards.
- The Committee will receive Nova annual self-assessment report and will monitor the action points included in the development plan, as well as any targets set for enrolment, retention and achievement.

4.3 Cross Nova quality assurance:

- All service areas will hold an annual review where they review their Service Level Agreements and/or Service Standards and draw up action plans and/or operating statements. There will be a set agenda for these meetings, and the reviews should involve all staff in the area as well as representatives from other teams.

4.4 Course Quality Assurance:

- Education **Management staff** will meet termly to review all areas of their course operation. There will be a set agenda with formal minutes and action plans.
- All courses will hold an **annual review** comprising of the details of course reviews held throughout the year and to confirm that course documentation has been completed, procedures followed, and action points addressed

4.5 Student Level:

- Every personal tutor is requested to review learners' progress regularly against an Individual Learning Plan (ILP) which has details of qualifications on entry and personal targets for achievements. There should be a minimum of 3 ILP reviews per year.
- Formal complaints by students will be made through the **complaints/ suggestion process** as outlined in the student handbook.
- All students will have the opportunity to complete **student feedback surveys** at key times during their programme usually after, usually after enrolment and Induction, and then later, usually during last two weeks of the course.
- Nova will encourage the integration of **students with disabilities** into the organisation. Students with learning difficulties will be offered individualised support programmes of study to assist them where necessary in line with the organisation's Equal Opportunities Policy.

5. Development, monitoring and evaluation of this policy

5.1 Nova's management team will systematically monitor and evaluate progress against an annual action plan and will be responsible to the Board for continued development and review of this policy.

Updated March 2021

Last review date: March 2025

Next review date: March 2027