Quality Assurance Policy

We are committed to reviewing our policy and good practice annually.
This policy was last reviewed on: 15th February 2024

Rationale

Switch Midlands aims to ensure that every referral that we work with enjoys a safe, enjoyable, quality experience during their programme and achieves their full potential. As a result, it is the policy of Switch Midlands to continuously review, evaluate and improve what we do; ensuring that all stakeholders' reasonable expectations are met and wherever possible, exceeded. As part of this, quality assurance is an important aspect to developing our service, whilst supporting the progress of those referrals we work with.

Purpose

Quality assurance is about developing excellence in service and improving the delivery of all staff involved in programme delivery. Quality assurance looks to share best practice; offer recommendations for improvement and monitor performance to ensure that staff are supported to deliver a service that is attuned to the needs of the referrals and wider stakeholders that they work with.

Quality assurance has to identify and act on performance that requires development and ensure that at all times that the integrity of any programme delivery is maintained. Quality assurance activities protect the company's reputation as a consistent, reliable provider of support services and to this end; quality assurance will evaluate the company's performance against every aspect of a referral's experience. In short this includes:

- Striving to ensure all stakeholders experience a service that provides high quality, positive outcomes.
- Involving all staff in critically evaluating performance against criteria laid down by the Switch Midlands Quality Assurance Framework (QAF), referring organisations, commissioners, funders, awarding organisations, and/or other appropriate bodies and to use the information gained to inform strategic and operational planning.
- Reviewing services systematically in order to ensure the responsiveness and effectiveness of our services.

Principles

- All staff will contribute to quality standards and the quality of service provided.
- Staff will all participate in review, evaluation and action planning for improvement.
- Where appropriate, stakeholders will be invited to contribute to quality improvement processes through evaluation and feedback opportunities.
- Procedures will be comprehensive, robust, rigorous and consistent across the organisation.

Responsibility and Process for Quality Assurance (QA)
The CEO will have overall responsibility for Quality, but may delegate responsibility to a named Compliance & Quality Assurance Officer where appropriate.

Responsibilities include – but not limited to:

- Oversee the implementation, monitoring and review of quality assurance policies and procedures within the organisation.
- To review and evaluate programmes annually
- To monitor the progress of referrals through Internal Quality Assurance (IQA) processes
- To make recommendations and disseminate to all staff
- The planning and delivery of staff inductions
- The planning of Continuing Professional Development (CPD)

The CEO contact details are: Tim Wakefield, Switch Midlands, Ryefield, Pendeford, Wolverhampton, WV8 1TX
Email: tim@switchmidlands.com
Telephone: 01902 5522288

Organisational Quality Review
Continuous improvement is a vital component of Switch Midlands. Regular reviews of organisational progress are set against a Quality Assurance Framework (QAF) that is updated annually. It is the responsibility of the CEO to ensure that an annual review of the QAF is carried out to demonstrate organisational progress and achievement.

Staffing and Facilities
Switch Midlands staff roles and responsibilities are clearly defined and meet our programmes requirements. Our staff are appropriately trained and have suitable experience for the support being delivered. In addition, our facilities are fit for purpose for our programmes and provide an environment that is conducive to the nurturing, relationship building and learning our programmes require.

Transparency
Switch Midlands will ensure that information provided to all stakeholders is relevant, accurate and clear to understand. Implementation of processes will ensure a culture of openness and allow ease of access for all key stakeholders to monitor and review internal policies and procedures.

Identifying Appropriate Referrals
Switch Midlands has a referral process in place to ensure appropriate children and young people are appropriately identified for our programmes. There is an Initial assessment completed to identify children and young peoples' requirements, aspirations and goals - highlighting support needs and learning styles. The accessibility of our programmes and learning is assured for all referrals.

Delivery and Resources

Our programmes are clearly planned and structured to achieve a range of objectives and targets. Our activities are all designed to meet individual referral's aspirations; learning styles; support needs and abilities

Our programmes have clear and meaningful objectives/purpose which are relevant to our referrals. The outcomes enable referrals to develop the personal, social and emotional skills that have been identified to support them to get their desired destination.

Monitoring Progress of Referrals on our Programmes

- All Internal Quality Assurance (IQA) of referrals' progress must be regular and communicated effectively across the staff team in a planned and timely fashion via team meetings. Team meetings are about sharing best practice and identifying and solving problems within the centre or relevant qualification area. Team meetings are also suitable opportunities to discuss ideas for improved teaching and assessment activity.
- IQA should be well planned and offer the opportunity for every referral to work towards positive outcomes against a set of agreed SMART targets.
- IQA is based on an effective plan that takes into account the needs of every referral. IQA must include observations of all components of the referral's journey which are accurately documented by staff and used to inform how support is personalised to best meet ongoing needs.
- Evidence of our programmes are consistently recorded to demonstrate progress and achievement.
- Every referral should be given regular updates and feedback on their progress towards meeting their agreed SMART targets, and opportunities to address any issues that might arise.
- Every referral should be given the opportunity to regularly evaluate and feedback their own experience on a programme.
- Achievements are always celebrated.