

OTLA Policy, Process and Strategy

It is a requirement for all delivery staff to be observed and monitored in their teaching and assessment practice, across all programs within the business. This supports consistency of quality and ensures Floorskills Limited's training is teaching in line with local, national, and regulatory body requirements.

Purpose

The purpose of the policy is to ensure that there is a consistent and fair approach to the way in which observation of teaching and learning take place.

Scope

This policy applies to organisation's employees, management, and volunteers. This policy describes the organisation's procedure for observations and monitoring of teaching, learning and assessment.

Procedure

1. All team members will be observed within 3 months of starting with the Floorskills Limited team.
2. Observations will be planned by the quality team with an appropriate observer within the organisation.
3. The observer will give a minimum of 2 days' notice for the observation to go ahead, including the time the observation will take place.
4. The Tutors, Trainers and Assessors should make sure that the observer is provided with the address of the venue the observation will take place in and will also ensure they are working with the most up to date lesson plan/session plan on the day of the observation.
5. The Tutors, Trainers and Assessors should inform their learners that a visitor will be observing part of the session.
6. The observation will be no shorter than 40 minutes and no longer than 1 hour in length.
7. Observers will be looking at several key aspects across the session, in line with Floorskills Limited's quality and teaching and learning strategies.
8. Following the observation, the observer will give the Tutors, Trainers and Assessors feedback in no less than 24 hours and no more than 72 hours.
9. The observer will include a grading for the observation in this feedback and any give recommendations for further development to the observed Tutors, Trainers and Assessors.
10. The observer will also inform the Tutors, Trainers and Assessors direct manager/supervisor of the result and ensure any recommendations and support needs are discussed in full, with realistic time frames for actions to be taken.
11. It will then be the manager's responsibility to make sure the appropriate support plan is actioned in the agreed time frame.
12. The result will be recorded by the quality team using the grading system detailed below.

13. This will also be used within Tutors, Trainers and Assessors KPIs, in support of the use of the traffic light system already in use to monitor performance.
14. The quality team will ensure that observers are prompted to complete allocated observations within the identified time frame, following initial observations.

Observations will consider:

- Tutors preparation of resources and environment
- Tutors ability to accuracy following lesson plan and schemes of work
- Tutors ability to support differentiation and identified needs
- Tutors ability to correct follow processes
- Embedding of Health & Safety, Equality & Diversity, Prevent and Functional Skills
- Learner engagement
- Tutors ability to stretch and challenge learners

Observations will be in line with current awarding body and OFSTED requirements and will be graded as follows:

OFSTED GRADING	ACTION
1 - Outstanding	Tutor will be observed 12–15 months after initial observation
2 - Good	Tutor will be observed 9–12 months after initial observation
3 - Requires Improvement	Tutor will be observed within 6 months of initial observation
4 - Inadequate	Tutor will be observed within 3 months of initial observation

Disputes

All observers will be fully trained to ensure standardised approach across all delivery programs within Floorskills Limited. Should a staff member wish to dispute their grading they should do so by following the below stages.

Stage 1

- The Tutors, Trainers and Assessors should initially discuss their grading with their observer, who can take them through their decision in full, using Floorskills Limited’s grading information.

Stage 2

- If this meeting results in further dispute the Tutors, Trainers and Assessors can contact the Quality Manager, who will go over the evidence for the decision and decide if there are grounds for further dispute.
- The Quality Manager will also ensure that the Tutors, Trainers and Assessors line manager is fully informed of all decisions made.

Stage 3

- If disputes are unable to be settled at the 2nd stage it may be necessary for another observation to take place, or a paired observation to be completed.
- The decision from this secondary observation will be final.

Paired Observation and Standardisation

All trained observers will be required to complete a paired observation initially, before observing tutors on their own. As part of the quality monitoring process paired observations will also be done throughout the observer's time with Floorskills Limited, at appropriate times, to ensure a standardised approach. Observers will also be required to attend standardisation meetings, when identified by the Quality Team, to fully update on current and best practice.

Spot Checks

As part of Floorskills Limited's ongoing quality improvement, the management team reserve the right to complete spot checks of teaching and assessment across all sections of the business. Spot checks will be completed irrespective of previous grading and in line with Floorskills Limited's OTLA sampling plan. Spot checks will be unannounced and will be completed using the standard OTLA records.

Responsibilities

Leaders & Management

- Design appropriate OTLA forms
- Approve policy
- Provide training for work force, where needed, to ensure fair observation
- Enforce sanctions if observations and/or monitoring is not completed
- Designate a quality manager
- Perform spot checks where appropriate

Quality Manager / Operations Manager

- Develop privacy policies and procedures in line with the Data Protection Act
- Coordinates and implements policy through organisation's departments
- Oversees training
- Identify and keep track of schedule for standardisation meetings
- Monitors complaints in line with the dispute stages
- Monitor observation schedule

- Ensures retention of all collected feedback to facilitate improvements

Employee responsibilities

- Read, understand, and comply with organisation's policies regarding the gathering of feedback
- Ensure all learners involved in the observation process are informed of the visit before it takes place
- Familiarise themselves with the key aspects to be observed
- Ensure that they liaise with the observer and make themselves available for observation within the given time scale
- Attend relevant training

Observer responsibilities

- To complete observations and monitoring activities within the time scale identified
- Complete all relevant documentation to record observations and monitoring activities
- Attend all standardisation meetings as identified by the quality manager
- Deal with complaints in line with the dispute stages
- Attend all relevant training