

## Quality Assurance Policy

### Introduction

FloorSkills Quality Assurance plan runs alongside the FloorSkills IQA policy and the current SAR policy. FloorSkills has in place a set of processes to ensure quality will be experienced consistently across all aspects of the FloorSkills operations (Quality Assurance) and support the FloorSkills in a cycle of continuous improvement and rising standards (Quality Improvement). At the heart of the cycle is self-assessment report (SAR)

The aim is to achieve quality improvements that are learner focussed and that have a positive impact on the learner experience:

- The quality of teaching, learning and assessment
- The FloorSkills environment, including resources
- The FloorSkills services and operations

### Our Procedures

FloorSkills operates under a family run Management, which determines much of its policies and procedures. This includes specification of quality improvement, customer care, health and safety and budget and financial regulations.

All staff, from induction and probation onwards, are introduced and trained in the required processes around FloorSkills. Implementation is monitored to ensure staff understand and comply and that all aspects of the procedures are effective.

Feedback is regularly sought from learners and employers with regard to the quality of their experience of FloorSkills. This feedback is evaluated by the relevant management team and used to improve the quality of FloorSkills operations.

### Quality Assurance

FloorSkills has in place a range of systems and procedures that combine to provide a quality assurance.

- Annual observation of teaching, learning and assessment cycle
- Moderation of observation of teaching, learning and assessment grades and process

- All new tutors are encouraged to gain or to be working towards a recognised teaching qualification during their first year of employment
- All new tutors part time tutors are requested to gain or to be working towards a recognised teaching qualification during their first two years of teaching.
- Probation and mentoring scheme for new tutors
- A master installer scheme to support tutors and quality insure all instructors are installing to the highest standards
- Annual course review and evaluation by feedback and monitoring
- A customer care policy, with complaints and issues of concern investigated by management.
- Student and staff induction programmes
- Board of Governors that meets formally three times per year
- All FloorSkills policies and procedures that support the quality of management are visible on the FloorSkills website.
- Matrix accreditation (achieved yearly)

### **Quality Improvement**

A cycle of review, evaluation, planning and reporting is in place to identify priority areas for continuous improvement and development. The review cycle arises from:

- The FloorSkills mission statement
- Annual Quality Improvement and Development Plan (arising from the Self-Assessment process)
- Area of learning quality improvement plans with specific targets (when identified)
- Observation of teaching, learning and assessment – action planning and coaching process
- Sharing of good practice through standardisation training
- Use of feedback – student surveys, complaints, compliments and “Tell us how we are doing” campaigns, social media platforms such as Twitter and Facebook.
- Learner reviews
- Analysis of learner data on enrolment, retention, achievement and satisfaction to identify trends and sections requiring improvements or a change in policy or procedure.
- Use of national, local and internal benchmarking data to identify priority areas for improvement.