



SUPAJAM EDUCATION IN MUSIC AND MEDIA

Quality Assurance and Improvement Policy

September 2019

(Next review date September 2020)

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/customer 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 tutor 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) and ensuring that all practices are in line with awarding bodies and the Common Inspection Framework.

The continuous improvement process will:

- a) Review our provision and services involving student and other key stakeholders
- 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 complaints 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 and the Operations Manager, both trained in Internal Quality Assurance. With the support of the FS and GCSE Manager, they act as a central point of contact for all awarding bodies, ensuring a standardised and consistent approach.