

## **Subcontracting and Delivery Partner Teaching and Learning Quality Management Framework Policy**

### **Version 3.2**

This document sets out the Subcontracting and Delivery Partner Teaching and Learning Quality Management Framework Policy for Magic Beans Group Limited

Document Responsibility	<i>CEO</i>	Created	<i>23/03/21</i>
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## Introduction

This framework is a controlled document and forms part of Qdos Training's Quality Assurance procedures for subcontractors and delivery partners' provision. This framework sets out standards for subcontractors and delivery partners and gives guidance on the completion of documentation and should be used in conjunction with Qdos Training's subcontractor/delivery partner contract, policies and procedures and DFE funding rules.

This guidance has been produced to ensure all subcontractors and delivery partners are aware of their commitment when entering into any delivery arrangements with Qdos Training.

It is the responsibility of the subcontractor/delivery partner to ensure that this framework is read and implemented accordingly by all members of staff involved in the management and delivery of learning programmes.

Compliance with the framework will ensure Qdos Training meets its Vision, Mission and Core Values, and that these are shared with all subcontractors and delivery partners.

As part of ours and your delivery responsibilities, you are expected to follow Information Security Management Systems. A copy of Qdos' Training's ISMS policy will be issued at the point of your contract issue.

## Our Vision

To deliver a quality provision to all learners equally with learners at the heart of everything we do.

## Our Mission

To ensure all learners, employers and staff receive quality training and support to enable them to develop a better quality of life.

We want to deliver the best possible learning and development and we want to be a great place to work and thrive.

We will empower our staff, learners and partners to find ways to improve what we do, delivering better and more efficient services with quality at its heart.

## Our Core Principles

**How we work and what we set out to achieve will be driven by our intent to deliver to the highest possible standards.**

**This means that our work and the way we develop a single vision is underpinned by four core principles:**

- Putting customers and users at the heart of what we do
- Delivering quality training
- Supporting our colleagues to develop the skills they need to succeed

- We have aligned our principles in all companies within the Magic Beans Group to ensure exceptional service and quality for all



## Employer Premises – Health and Safety

Health and Safety checks must be conducted on the employer's or site premises to ensure learning is delivered in a safe working environment prior to start of learning. A completed Health and Safety Vetting Form must be satisfactorily completed, accompanied by a copy of the Employers Liability Insurance certificate and sent to Qdos Training for approval by the Quality and Compliance Director.

A completed Employer Premises Health and Safety Vetting form is required for all new employers, and an Employer Health and Safety Annual Update thereafter. It is the subcontractors and delivery partners responsibility to ensure all Health and Safety checks are conducted as planned, and that the Employers Liability Insurance (ELI) remains in date.

If either of these lapse for more than a month, Qdos Training will make the necessary arrangements to conduct these checks. However, this may result in the subcontractor or delivery partner being charged the relevant staff costs.

## Registering Learners with Awarding Organisations

All learners must be registered with the relevant awarding organisation within 8 weeks of their start date.

## iCQ E-Portfolio

Qdos Training uses iCQ as their awarding organisation and e-portfolio platform. There are a wide range of qualifications already uploaded. However, if a subcontractor or delivery partner wishes to deliver a qualification that is not currently uploaded, they are responsible for any additional costs this may incur. They must also provide evidence of direct claims status for each qualification.

Learners must be allocated an e-portfolio. Learners registered with iCQ will automatically be allocated a portfolio once they have been registered (as one triggers the other).

Subcontractors and partners responsible for registering their learners must produce evidence of registration (registration number) prior to an e-portfolio being allocated on iCQ.

Subcontractors and partners who are responsible for registering and using their own e-portfolio platforms for example, One File, must provide access to the system for the Internal Quality Assurer's to enable monitoring of learner progress.

## Progress Reviews

Original paper versions of all progress reviews are required to trigger on-programme payments and must be received by the deadline of 15th of each month, to enable them to be processed and payment authorised by the last day of each month. It is the responsibility of the subcontractor or partner to ensure they post or scan the reviews in plenty of time to ensure sufficient time for processing prior to the deadline. Any reviews received after the deadline, will be processed for the following month.

- Progress reviews must be fully completed at least once a month with each learner.
- Each partner is required to scan each review before sending in the post to ensure an electronic copy exists for safekeeping and in case of any issues with the postal system.
- Payment will only be generated once a review has been received and quality audited to ensure it meets all the quality requirements of the Group.

## Original Documentation

All original documents, such as sign-up paperwork, initial assessments, must be posted to the office via recorded, signed-for delivery.

A detailed tracking log itemising each document must be included and you must keep a copy of this as evidence.

Once received, the administration team will check each item and provide you with confirmation. A copy of our tracking log can be provided.

## Monthly On-Programme Payments

Monthly on-programme payments will be linked to the progress reviews submitted by the subcontractor/delivery partner and must meet the following quality audit checks:

- Planned face to face visits must take place with the learner. If the visit does not take place for any reason, then payment for that month will be suspended and added on to the end. (This will allow payment for extra visits (within the 90 days) past the planned end date to ensure the learner achieves timely).
- Visits must be a minimum of 1.5 hours and the time used effectively to progress learning.
- Observations in the workplace can be referenced from the reviews but will not be accepted for payment unless evidence of teaching and learning has also taken place.
- Progress reviews have been planned over the period of the programme, and the correct review must be submitted in line with the stage in learning.
- Reviews must evidence that teaching and learning is taking place during the visit, and that SMART targets are being set to be achieved between visits.
- Off-the-job training must be recorded on the review and be in line with the guidance.

- Feedback from the learner and employer must be completed.
- Functional skills progression must be recorded (where applicable).

This information will be shared with you via encrypted email and a password will be provided.

## **Delivery Data Return**

Delivery data returns of learner tracking for each period must be completed by the subcontractor and delivery partner and returned to the Quality and Compliance Director by the 15th of each month. It is the responsibility of the subcontractor and delivery partner to ensure the information submitted is correct and is a true reflection of the delivery that is taking place.

This information will be shared with you either via encrypted email and a password will be provided, or via secure Sharepoint.

## **Missed and Cancelled Visits**

All visits that have been arranged and then either cancelled by the Tutor/Assessor, learner or employer must be logged on the Delivery Data Return spreadsheet and returned as above.

## **Learner Progress**

Learner progress will be closely monitored. The percentage completed on the progress reviews must be the same as that on the e-portfolio, within a tolerance of 10%

Learners must achieve by their planned end date.

All partner providers are given a learning tracking spreadsheet which must be completed and submitted each month with accurate information.

## **PPED/Unfunded Learners**

Subcontractors and delivery partners are contracted to ensure learners achieve as planned. Failure to do this, will impact on Qualification Achievement Rates (QARs) and a financial penalty may be imposed.

## **Withdrawn Learners**

Qdos Training must be notified within 1 month of an apprentice withdrawing from their programme. Late notification of withdrawals will result in clawback of funding.

## Functional Skills

Functional skills must be achieved as part of the Standard or Traineeship if applicable. It is expected that all functional skills will be completed within the first year of an apprenticeship. Regardless of funding stream, the functional skills must be delivered in line with the specified delivery plan.

## Additional Learning Support Funding from the Department for Education (DFE)

Learning support funding is available to help provide additional support activity (over and above what is usually delivered by the Trainer/Assessor) to meet individual learning needs of Apprentices.

This will enable them to achieve their learning goal and make the most of their potential. It can include, for example, support with a learning difficulty (including difficulties with English and maths), specific learning difficulties such as dyslexia, and to help meet the cost of reasonable adjustments as set out in the Equality Act 2010 (such as the purchase of equipment which will prevent a disabled person from being at a substantial disadvantage). The learner does not have to be registered disabled or have a formal learning difficulty as long as we have evidence of the need.

Learning support is **not** to be used to deal with everyday difficulties that are not directly associated with a learner's learning on the programme.

## DFE Funding Rules and Evidence Requirements

The fund is flexible and is paid monthly, (according to the start and end dates set against the additional funding section on the ILR). It is monitored and audited by the DFE to ensure good value for money.

As a provider we must evidence that we:

- Carry out a robust assessment of the needs, and record the outcomes to **identify the learning need**.
- **Plan the support** to be delivered and the **period** for which the additional support is required. **Deliver the support** to meet the needs and review the progress and continuing needs/funding requirement.

The evidence is required even if the learner achieves the whole standard. The initial assessment documents and **Additional Learning Support Plan** and proof of support visits will form the basis of the evidence within the learner's Learning Agreement.

The support can be triggered at any point during the programme, though in most cases it is anticipated that it will be identified at the start of programme, particularly where support with functional skills is required, as all learners will have completed an initial assessment and diagnostic. It will be 'turned off' early if the learner no longer needs the support.



## Support for Functional Skills

Additional maths, English and ICT support may be appropriate where the learner is working at the level below that which is being undertaken on the programme as determined by a diagnostic assessment. For example, if an apprentice is working at/has a recommended level of Entry Level 3 and is undertaking a Level 1 Functional Skill, the apprentice may need additional funding (after looking at the results in more detail).

The Trainer/Assessor will consider what needs to be done over and above the support they already offer as part of all Apprenticeships. The 'extra' does not include extra work for the learner but means extra support the Trainer/Assessor (or other specialist staff) is giving.

Additional learning support funding is not to be used to replace the need for a learner to complete ESOL, where this would be a more appropriate learning route.

The planned period of support for English, maths and ICT will usually mirror the length of time planned for the Functional Skill itself (on the ILR) but can be for a shorter time.

**Any ALN/S requested by subcontractors and delivery partners must be directed to the Quality and Compliance Director for approval before delivery taking place.**

## Off the Job Training Requirements

According to the DFE's apprenticeship funding rules, all standards must contain at least 6 hours a week off-the-job training as of the 1<sup>st</sup> August 2022. The new minimum Off the Job training requirement for a full-time apprentice is 20% of a 30 hour week (even where the apprentice works more than 30 hours per week for an employer); this equates to an average of 6 hours a week.

The DFE has defined off-the-job as "learning which is undertaken outside of the normal day-to-day working environment and leads towards the achievement of an apprenticeship."

The following can be used towards the 6 hours per week:

- Theory – such as lectures, role playing, online learning, simulation exercises or training.
- Practical training apprentices wouldn't usually do during the week – such as shadowing, mentoring, industry visits or competitions.
- Learning support and time spent writing assignments.

The following cannot be used:

- English and maths (up to level two) which is funded separately.
- Progress reviews or on-programme assessments that are required in the apprenticeship standards.
- Training that takes place outside the apprentice's paid working hours.

The off-the-job calculator must be updated monthly to reflect actual OTJ training taking place and be in line with that recorded on the Progress Reviews.

## Observations of Learning

All delivery staff will be observed by Qdos Training's Quality team initially within the first three months of delivery, and then every six months thereafter, in addition to any internal schedules to ensure high standards of delivery are maintained.

In addition to observations of teaching and learning, Qdos Training will observe IAG and exam invigilation sessions to ensure compliance with funding and awarding organisations requirements.

### Types of Formal Observations

<b>IAG</b>	Observed against set criteria to be met; Preparation and Planning, Materials and Resources, IAG Process, Induction/Introduction to the Programme, Initial Assessments, ALS/N/Disabilities, Skills Scans, On and Off the Job training, Policies and Procedures, Planned Learning (ERR), Learner Handbook, Funding Paperwork.
<b>OTLA</b>	Observed against Ofsted's Education Inspection Framework (EIF), incorporating the awarding organisations requirements for Observations of Assessment Practice (OAP), and Progress Reviews.
<b>Invigilation of Examination</b>	Observed against the Joint Council for Qualifications (JCQ) standards to ensure compliance with all awarding organisation requirements; Examination Accommodation, Verification of Identity, Learners with Particular Assessment Requirements and Conduct of Examination.

### Types of Peer Support/Developmental Observations

<b>Paired Observations</b>	Paired observations are a vital element in supporting the development of observers' skills and in standardising judgements.
<b>Peer Observations</b>	The aim of these observations is to encourage and facilitate interactions between staff that promote sharing of good practice and support development.
<b>Drop in/Unannounced</b>	Can take place at any time and notice is not normally given. These observations would normally focus on a theme to be explored for example, promotion of independent learning, equality and diversity and embedding English and maths into session

The Observation team will:

- Have appropriate and relevant teaching/training/assessing qualifications.
- Be experienced and skilled practitioners who are respected by their peers.
- Have undergone observation training which is updated annually or when necessary.
- Have a good understanding of Ofsted's Education Inspection Framework (EIF).
- Be able to make accurate judgements based on evidence.
- Be skilled at giving feedback and coaching staff to improve.

The Quality/Observation team will determine what sessions are to be observed. All observations will last for a minimum of **45 minutes** with no maximum, and all observations will be measured against Ofsted's Education Inspection Framework (EIF), and the Joint Council for Qualifications (JCQ) criteria, which in turn, complies with the Learning and Skills Act (2000) using the four judgements:

- Outstanding
- Good
- Requires Improvement
- Inadequate

The overall quality will be judged on how well IAG, teaching, training, assessment and resources promote learning; address the full range of the learners' needs and meet the programme requirements. The observations of learning will focus on the progress being made by learners.

Staff are required to provide the observers with the following documentation prior to the observation if applicable:

- Scheme of Work and Session Plan
- Register and Learner Profile(s)
- Resources/Handouts used during session
- Any other useful information

Observation would normally be planned according to the Observation Calendar/Tracker; however, the Quality team may decide to conduct unannounced/drop in/learning walk observations that can take place at any time, and notice is not normally given.

**Subcontractors/partners must address any observations deemed to 'require improvements' or 'inadequate' and must have appropriate processes in place to provide additional support. Failure to comply with this requirement may result in the contract to deliver being withdrawn.**

## Self-Assessment and Improvement Planning

Qdos Training's Self-assessment process is an integral part of the organisations and is effectively led and managed. A culture of self-evaluation focusing on teaching and learning is embedded across all delivery including subcontracted and partner delivery, and all staff are expected to participate.

The process in place is structured in line with Ofsted's Education Inspection Framework (EIF), and the judgements made for each section will be; Outstanding, Good, Satisfactory and Inadequate.

Subcontractors and delivery partners are required to participate in our self- assessment process and will be expected to complete and return the template reflecting their performance against each criterion.

Subcontractors and Delivery Partners are expected to produce their overall SAR/QIP based on their overall organisation's performance across all delivery.

The template for Qdos Training is to be completed relating to the learners delivered to as part of the contract/SLA in place. This will then enable comparison to be made between the two.

As well as identifying qualifications improvements, self-assessment should also include the following:

- Incident reporting – Health and Safety, Safeguarding, Prevent and Equal Opportunities
- Feedback (employers, learners and other stakeholders) analysis including complaints
- Observations of Teaching, Learning and Assessment outcomes
- External audits – EV Visits, reports, positive feedback and any improvement actions
- Staff performance, qualifications, CPD and total caseloads

### **Self-Assessment and Improvement Planning Cycle – Key Dates**

- 1st August to 31st July – Contract year
- 31st July – 31st October – 90 days window for timely completions
- August-October – completed Self-assessment and draft Quality Improvement Plan
- December – Final Quality Improvement Plans to be received

### **Reporting Periods**

1st August to the 31st July – contract year just completed

3-year trends/comparisons – this contract year compared to two years previous performance

### **Quality Cycle/Calendar**

The Quality Cycle/Calendar is included in this process and must be kept up to date with internal quality improvement activities conducted across the organisation.

Evidence gathered as a result of these processes will be used to inform the judgements made in the SAR/QIP.

### **Quarterly Updates**

September, December, March, June

## Feedback (Learners, Employers and Other Stakeholders)

All sub-contractors/partners are required to participate in the DFE annual learner surveys

**Initial Survey** – All learners complete a questionnaire at sign up.

**Progress Reviews** – Feedback from the learner and employer is gathered as part of the review process.

**Initial, Mid and End Surveys** – are attached to the progress reviews at month 1, 6 and 12 (month 18 for a level 3), and longer programmes.

**Annual Survey** – All learners are surveyed via email from Qdos Training.

**Telephone Surveys (as and when)** – Will be conducted by Qdos Training on an ad- hoc basis covering all subcontracting/partner delivery throughout the programme.

All feedback gathered by Qdos Training will be used to inform our self-assessment and continuous improvement processes. Analysis reports will be shared with subcontractors/partners.

**Subcontractors/partners are required to share any survey results as part of their internal processes with Qdos Training.**

## Incident Reporting

Subcontractors and delivery partners are responsible for reporting all of the following incidents to Qdos Training on a monthly basis via the form:

- Safeguarding
- Prevent
- Equality and Diversity
- Health and Safety
- Complaints

Qdos Training employs qualified and experienced staff covering all the above topics and will support any subcontractor or delivery partner to resolve any of the above issues relating to learners if required.

As part of our commitment to learners, Qdos Training Ltd operate a confidential telephone and email service. Learners can contact the safeguarding number 07855 061140 or email [jane@qdostraining.com](mailto:jane@qdostraining.com). Within our sites, if a learner had a concern or issues they want to discuss confidentially, then they can tell any member of staff that they would like to speak to Jane; they will be taken to a confidential area.

## Quality Monitoring Visits

Quality Monitoring visits will be arranged normally every quarter, or when necessary. It is the subcontractors and delivery partners responsibility to nominate a senior member of staff who will be

responsible for attending these meetings and will have the authority to ensure any actions are addressed.

A Quality Monitoring Report will be completed at each meeting. Subcontractors and delivery partners will be quality assured, and risk rated through a range of verification activities comprising observation, evaluation, internal audit and self- assessment; the outcomes of which will be recorded in the report.

All subcontractors and delivery partners will receive an initial quality monitoring meeting following which a judgement will be applied; Outstanding, Good, Requires Improvement or Inadequate. This will determine the frequency of future visits/monitoring based on the findings.

## Annual Performance Review

All subcontractors and delivery partners will be invited to attend an Annual Performance Review during June and deliver a presentation based on their performance over the last 12 months. The purpose of this presentation is an opportunity for subcontractors and delivery partners to showcase their performance and the results will be taken into consideration when applying for further funding/contract arrangements with Qdos Training.

Each presentation should include the following:

### Organisational Chart

#### By Qualifications:

- Starts
- Group Profiles – how are IA results used to plan learning?
- Number of ALS/N learners
- Progress of Learners – Distance Travelled
- Functional Skills Progress
- Leavers
  - Early Leavers (within the first 6 weeks)
  - Leavers (after 6 weeks)
- Retention Rate
- QARs (Timely and Overall) against the National Average rates
- Destinations
- At least one Case Study

### Self-assessment and Continuous Improvement Outcomes (Strengths and Areas for Improvement)

- Incident reporting – Health and Safety, Safeguarding, Prevent and Equal Opportunities
- Feedback (employers, learners and other stakeholders) analysis including complaints
- Observations of Teaching, Learning and Assessment outcomes
- External audits – EV Visits, reports, positive feedback and any improvement actions
- Staff performance, qualifications, CPD and total caseloads

## Continuity of Learning

In some circumstances, the contract may be terminated early. This can occur for the following reasons, although this list is not exhaustive:

- Inadequate Ofsted grading
- Irregular delivery activities
- Irregular financial activities
- Non-delivery of training when funds have been paid
- Sanctions imposed by awarding organisations
- Allegations of fraud
- Allegations or complaints by apprentices, employers, staff members or other relevant parties

When the decision has been made to terminate the contract, it is expected that partners will fully cooperate with Qdos Training staff at all times and respond to requests for information and support in a professional manner. A named contact must be provided to us to ensure that Qdos Training's staff can continue the delivery of qualifications. Full access to all learner records and portfolios will be expected as part of this. A handover process and schedule will be determined based on the situation and number of learners affected.

## Services Provided

The services provided by Qdos Training Ltd include due diligence checks, eligibility of learner checks, ongoing performance monitoring and safeguarding of learners.

Due diligence and provider information is completed by all our partners prior to contact agreement. The due diligence we require includes policies, procedures, staff and qualification information as well as organisation history. A credit check must be completed just prior to the start of the contract (at the point where funding is due to start for learners; it is the responsibility of the partner to provide this. Due diligence must be updated annually. The due diligence process allows Qdos Training Ltd to carry out risk management and ensure high quality delivery. Findings from the auditing of due diligence information must be consistent with Qdos Training's expectations, our outcomes and partner's previous records.

Once approved, your contract will be issued. Within this, the agreed management fee will be stated. This fee is used by Qdos Training to carry out the following functions to uphold our high-quality delivery:

- Administration of sign up, on programme and completion documents- this is a requirement for us to be able to provide funding
- Checks that learners exist and are eligible for funding- this allows us to ensure that funding is being correctly and appropriately used for relevant qualification, learning support and legal entitlement of learning
- Registration and certification fees (unless otherwise agreed)
- Quality checks of progress reviews- this allows us to monitor learners' progress, development, feedback and satisfaction and identify any issues

- Internal Quality Assurance samples- formative and summative- this allows us to monitor the quality of work being produced by learners, checking this against the standards and criteria to ensure that delivery is in-depth
- Health and safety vetting of employer premises (as discussed earlier within this document) to ensure all learning sites and relevant work placements are safe and suitable for the delivery
- E-portfolio registration
- Quality Monitoring Visits- both planned and short notice inspection, including interviews with staff. This allows us to carry out information gathering, review practices and procedures and support you with any issues
- Observation of Initial Information, Advice and Guidance- this allows us to check that learners receive good quality advice about their programme, the delivery, expected outcomes and also that they know funding is provided by Qdos Training Ltd
- Observations of Teaching, Learning and Assessment- these allow us to observe teaching and assessment sessions and identify areas of good practice or provide further support if needed
- Support and review of self-assessment process- this process allows you to identify what went well or needs improvement from the previous year. Your self-assessment feeds directly into ours and we can work with you to create your improvement plan
- Learner and employer voice monitoring- this allows us to hear directly from learners and employers about their experiences

As an example of the usage of the management fee charge, for a typical fee of 20% we would use this fee for:

#### **Management of Subcontractor – 2%**

- Health and safety vetting of employer premises (as discussed earlier within this document)
- Support and review of self-assessment process- this process allows you to identify what went well or needs improvement from the previous year. Your self-assessment feeds directly into ours and we can work with you to create your improvement plan
- Quarterly meetings with subcontractor reviewing all processes and policies for due diligence, learners, data, any ongoing issues and compliments/complaints

#### **Administration – 10%**

- Administration of sign up, on programme and completion documents- this is a requirement for us to be able to provide funding
- Checks that learners exist and are eligible for funding- this allows us to ensure that funding is being correctly and appropriately used
- Registration and certification fees (unless otherwise agreed)
- E-portfolio registration

#### **Quality and Compliance – 3%**

- Quality checks of progress reviews- this allows us to monitor learners' progress, development, feedback and satisfaction and identify any issues



- Internal Quality Assurance samples- formative and summative- this allows us to monitor the quality of work being produced by learners, checking this against the standards and criteria to ensure that delivery is in-depth
- Learner and employer voice monitoring- this allows us to hear directly from learners and employers about their experiences
- Good practice and sharing of resources

### Quality of Education – 5%

- Quality Monitoring Visits - both planned and short notice inspection, including interviews with staff. This allows us to carry out information gathering, review practices and procedures and support you with any issues
- Observation of Initial Information, Advice and Guidance- this allows us to check that learners receive good quality advice about their programme, the delivery, expected outcomes and also that they know funding is provided by Qdos Training Ltd
- Observations of Teaching, Learning and Assessment- these allow us to observe teaching and assessment sessions and identify areas of good practice or provide further support if needed

## Policy Revision and Review

Version No	Revision Description	Section	Date of Revision	Approved By
3.0	Policy Format Update	All Policy Update	24/03/2023	CEO
3.2	Replaced ESFA with DFE	All Policy Update	24/04/2025	Operations Director