

North West Network

Learning and Skills Council Qualified Provider Framework

Quality Assurance

Quality Assurance

- **What is a quality assurance system?**
- Formal management system, Strengthen your organisation, Raise standards of work, Everything is done consistently and setting out expectations that a quality organisation should meet
- Following are the stages that organisations implementing Quality Assurance systems follow:
- **Agree on standards.** What staff, trustees and users expect from the organisation
- **Carry out a self-assessment.** This means that you compare how well you are doing against these expectations.
- **Draw up an action plan.** This will include what needs to be done, who will do it, how it will be done, and when
- **Implement.** Do the work
- **Review.** At this stage, you check what changes have been made and whether they have made the difference you were hoping to achieve.
- Examples of QA Systems: ISO9001:2000, PQASSO, MATRIX, IIP, Charter Mark / Customer Service Excellence

Quality Assurance

ISO 9001:2000

The system covers HR, Service Delivery, Management, Continuous Improvement, Document Control, Supplier Relations, Customer Focus, Management reviews and internal auditing to achieve corrective and preventative actions in case of an NCR (Non compliance report)

Purchase of basic quality manual + ½ day initial visit - **£765**
Assistance in completing ISO9001:2000 - per full day - **£415**
- per half day - **£295**

ISO9001 Certification Audit **£1575**, includes:

- Document review
- 2 stage audit process
- Certification fee

Quality Assurance

PQASSO

- Planning, Governance, Leadership and Management, User-centred service, Managing People, Learning and Development, Managing Money, Managing Resources, Communications and Promotion, Working with others, Monitoring and Evaluation and Results
- Organisations with 1 to 5 full-time equivalent staff, applying for the PQASSO Quality Mark at level 1
£1,055 + expenses
- Organisations with 1 to 5 full-time equivalent staff, applying for the PQASSO Quality Mark at level 2
£1,255 + expenses
- Organisations with 6 to 15 full-time equivalent staff, applying for the PQASSO Quality Mark at level 1 or 2
£1,855 + expenses

Quality Assurance

Matrix

- People are made aware of the service and how to engage with it
- People's use of the service is defined and understood
- People are provided with access to information and support in using it
- People are supported in exploring options and making choices
- Service delivery is planned and maintained
- Staff competence and support they are given are sufficient to deliver the service
- Feedback on the quality of the service is obtained
- Continuous quality improvement is ensured through monitoring, evaluation and action
- Each organisation varies but, on average, from the point an organisation makes the commitment to working towards the Matrix Standard to being Assessed takes between 6 to 9 months
- **£550 - £750** Dependent on days required by consultant, usually 2-3 days plus accreditation process could take another 1.5 days @ **£750** – shop around!

Quality Assurance

IIP

- IIP (System developed which focuses more on the workforce which in turn results in efficient working)
- Business strategy, Learning and development strategy, People management strategy, Leadership and management strategy, Management effectiveness, Recognition and reward, Involvement and empowerment, Learning and development, Performance measurement and Continuous improvement
- **£550 - £750** Depending on the days required for consultancy. After the consultancy has been undertaken it will separately cost for the accreditation audit usually the same cost for consultancy

Quality Assurance

Charter Mark

- Set standards and perform well, actively engage with you customers- partners and staff, be fair and accessible to everyone and promote choice, continuously develop and improve, use your resources effectively and imaginatively, contribute to improving opportunities and quality of life in the communities you serve.

Customer Service Excellence

- Customer Insight, The Culture of the Organisation, Information and Access, Delivery, Timeliness and Quality of Service.

Quality Assurance

Framework for Excellence

- Responsiveness – responsiveness to learners
- Responsiveness – responsiveness to employers
- Effectiveness – quality of outcomes
- Effectiveness – quality of provision
- Finance – financial health
- Finance – financial control
- Finance – use of resources

Quality Assurance

Framework for Excellence

- Framework for Excellence (FfE) is a comprehensive performance assessment tool for the FE sector
- It aims to give a balanced assessment of performance for providers
- FfE will support moves towards a demand-led funding system
- FfE will be an important part of the self-improvement process

Quality Assurance

Framework for Excellence

Benefits to Learners:

- More information available to learners/careers advisors/IAG providers
- Judgements on responsiveness and quality

Benefits to Employers:

- Purchasing power
- Decisions regarding sectors/courses/levels
- Measure responsiveness
- Ability to benchmark education and training

Quality Assurance

Framework for Excellence

- The Framework will measure the quality and responsiveness of provision in the FE system for all learners and employers
- The outcomes of the Framework **WILL BE PUBLISHED**
- The outcomes of the Framework will be used to make purchasing decisions by agencies and employers
- The outcomes of the Framework will affect where learners choose to learn

Quality Assurance

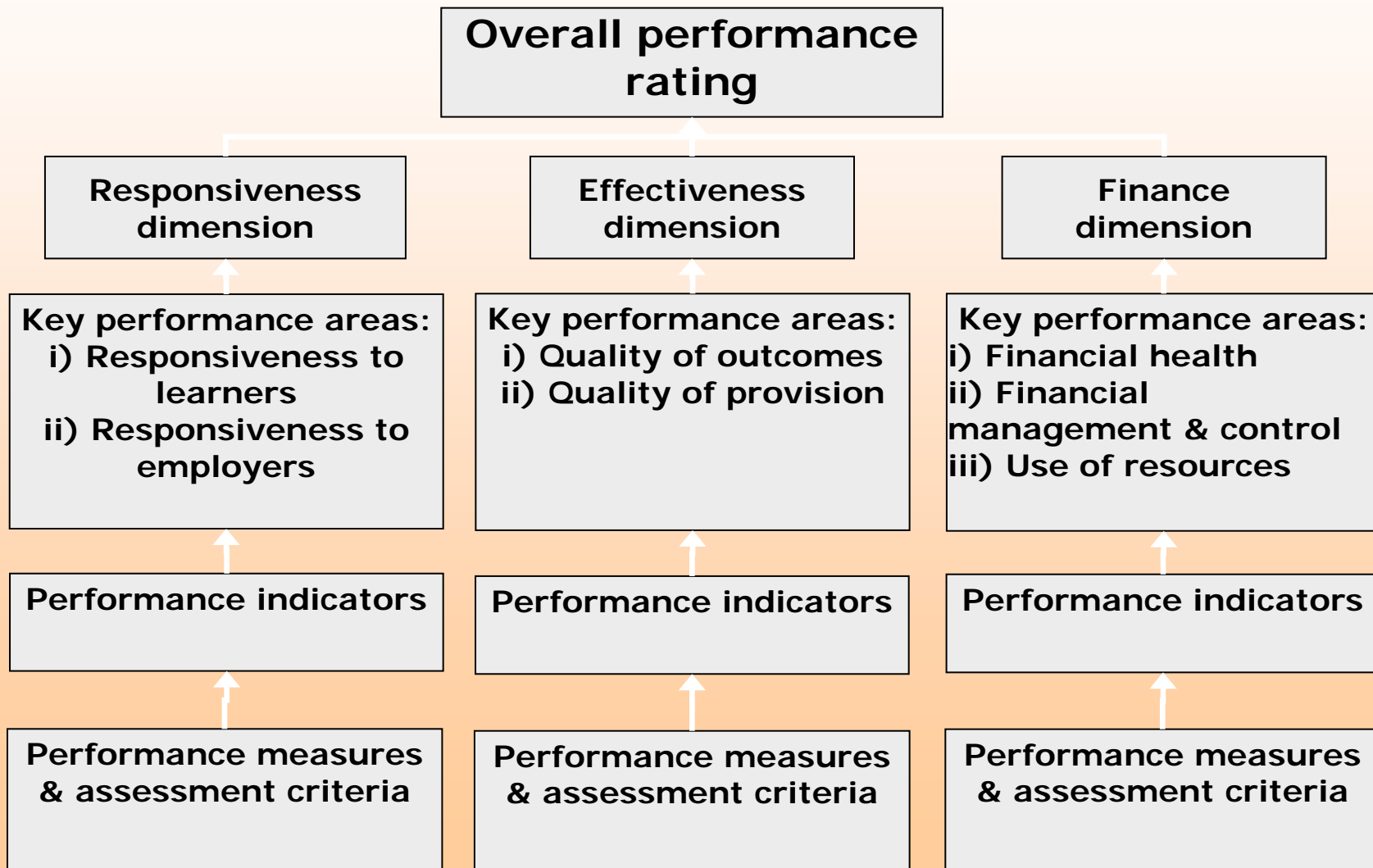
The published Overall Performance Rating (OPR) will be a grade that is:

- Outstanding
- Good
- Satisfactory
- Inadequate

The Framework for Excellence focuses on:

- Finance
- Learner and Employer Responsiveness
- Effectiveness

Quality Assurance





European Union
European Social Fund
Investing in jobs and skills

Quality Assurance



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Quality Assurance

On the web

- ISO 9001:2000 - www.iso.org/iso/home.htm
- PQASSO – www.pqassoqualitymark.org.uk
- Matrix – www.matrixstandard.com
- IIP – www.investorsinpeople.co.uk/Contact/Pages/liPCentres.aspx
- Charter Mark – www.cabinetoffice.gov.uk/chartermark.aspx
- Customer Service Excellence – www.cse.cabinetoffice.gov.uk
- Framework for Excellence – <http://ffe.lsc.gov.uk/ffe/>

Questions ?