

Quality Assurance Policy

Executive Statement

Qualified Tutor is committed to *raising standards in tutoring together* through training, community and an independent quality mark.

We have policies and procedures in place to ensure that we are constantly evaluating our effectiveness and making continual improvements. We are committed to meeting the requirements of all our learners, and of Highfield as our awarding body.

Responsibilities of Centre Personnel

Founder and CEO – Julia Silver, BA, QTS, NPQH

Responsible for:

- Overseeing training and professional development
- Overseeing sales, marketing and community activities
- Overseeing administrative and compliance activities
- Invoicing and financial planning
- Designated Safeguarding Lead
- Recruitment and Retention, including Performance Management

CoFounder and Business Development – Odette Wohlman

Responsible for:

- Events, sales, marketing and community activities

Administrator, Facilitator and Compliance, IQA – Hannah Liversidge

Responsible for:

- Tracking Learners' progress
- Compliance, including maintaining policies and procedures
- Member support
- Checking evidence for tutor certification

Methods of Communication

- Daily check-ins, emails and weekly meetings between Julia and each member of the team to communicate ongoing changes and improvements.
- Shared Google Drive to track and maintain up-to-date documentation.
- Shared management system to support and track learners' progress.
- Ongoing reflection between Facilitators during and after each workshop to make adjustments and improvements in light of Learners' behaviour, responses and feedback.

Internal Quality Assurance (IQA)

The IQAs will

- Moderate a random sample of certification, accreditation, and learner tasks and assessments weekly
- Read course evaluations forms and make recommendations based on these to facilitators and CEO
- Suggest or make reasonable adjustments to accessibility, including offering various workshop dates, modes of learning, adjusted learning resource

