Virtual Learning uk

TITLE	VERSION
Quality Assurance and Improvement Policy 2026-2027	6

APPROVAL BODY	DATE	REVIEW DATE
Board of Governors	August 2026	August 2027

LEAD PERSON	FE Senior Quality Lead(s)

POLICY STATEMENT

VLUK is committed to a policy of continuous quality assurance leading to quality improvement. This means robust, accurate and ongoing self-assessment which leads to real improvement in the quality of provision and learner experience and success.

BACKGROUND

VLUK is a National Independent Training Provider, delivering education in the 16-19 FE sector. It is part of The Oxford Virtual Education Group. VLUK is led by a Chief Executive Officer, accountable to a Board of Governors and Group Chief Executive Officer and supported by an Executive team and a Senior Leadership Team (SLT). Accountable to the SLT is a layer of middle management located throughout the country. The Middle Leadership team is responsible for tutors and enrichment staff.

PURPOSE

The purpose of this policy is to ensure that VLUK provides a quality learning experience for all learners. This policy relates to all aspects of the quality of education including:

- **Intent:** how the curriculum is planned and sequenced to meet the needs of learners as well as meeting local employer and community requirements.
- **Implementation:** how the curriculum is delivered including standards of teaching, learning and assessment.
- **Impact:** the outcomes of the curriculum including progress from starting points, achievement and destinations.

SCOPE

This policy applies to all staff at VLUK from Governors, Executive & Senior Leadership Team, Middle Leaders, Tutors and Support Staff and confirms VLUK approach to Quality Assurance and Improvement.

DEFINITIONS

SAR-Self Assessment Report
KPIs-Key Performance Indicators
QIP-Quality Improvement Plan
FEAB-Further Education Academic Board
OTLA-Observation of Teaching, Learning and Assessment

RESPONSIBILITIES

Board of Governors	The Governing Board or a delegated committee review and challenge the effectiveness of the internal controls and the management of risk detailed in this policy.

Chief Executive	Overall responsibility and oversight of this policy, ensuring KPIs are met and that resources are used effectively and appropriately.
Executive & Senior Leadership Teams	Responsible for holding the Lead Person(s) to account with regard to Quality Assurance and Improvement and the benefits to the organisation and staff.
Lead Person(s)	Responsible for the implementation and delivery of this policy, ensuring the policy aligns with regulatory requirements and best practice.
All Line Managers	Responsible for ensuring all line managed employees are aware of and follow this policy.
All Employees and Volunteers	To understand and uphold the principles of this policy, in line with professional standards.

POLICY - AIMS AND OBJECTIVES

The overall aims and objectives of the VLUK Quality Assurance and Improvement Policy are to:

- Ensure effective curriculum planning that meets the diverse needs of learners and is informed where necessary by stakeholder involvement including employers.
- Create and maintain high standards and performance for teaching, learning and assessment.
- Implement a robust process of quality assurance review including the use of Campus Reviews, SLT & Executive reviews and performance reviews including deep dives to assess and monitor the quality of education across the curriculum and that utilises quantitative and qualitative data to review performance.
- Report to the Executive Leadership Team and Governors any programmes that are underperforming in terms of quality and standards and ensure the required actions are in place to ensure improvement.
- Survey the views of learners, parents/carers and employers to inform action by managers to improve the quality of education.
- Require all external reports from Further Education Awarding Organisations and Institutions to be logged and monitored.
- Produce an annual company wide self-assessment report that provides judgements against the Ofsted Toolkit and grades all curriculum areas.
- Produce an annual company wide quality improvement plan, which addresses the key issues identified in the annual self-assessment report.
- Ensure programmes meet the guidance provided by the Ofsted Tool Kit.

The Quality Monitoring and Assurance activities cover all elements of the learner experience and links with many other areas such as learners personal development, behaviours and attitudes and progress therefore, the details provided within this document do link to a number of other policies within VLUK, these are detailed further on in this document.

POLICY - QUALITY ASSURANCE AND IMPROVEMENT MEASURES

To implement this policy, we carry out a range of quality monitoring and assurance activities within all areas of the provision through the following procedures:

Self - Assessment

The self-assessment process is a whole organisation process which involves all VLUK learners and staff. Self-assessment is validated through Self-Assessment Report (SAR) and Quality Improvement Plan (QIP) review meetings and other review meetings held by key groups such as the Executive and Senior Leadership team, internal academic board and Governors. Updates are reported to Governors and staff through the further education academic boards, regular SLT and Executive meetings and monthly governance meetings. External evaluation of the VLUK Quality Assurance processes also takes place. This allows performance and documentation to be challenged.

Quality Improvement Calendar

The Quality Improvement Calendar is an annually updated resource used to monitor quality assurance activities and interventions. This is shared with all key stakeholders at the start of the academic year.

Deep Dives
Campus deep dives are unannounced campus visits to assure that learners are receiving appropriate provision; these visits review all aspects of the Quality of Education and provide a more holistic approach to assessing the overall learner experience and campus performance.

Campus Reviews and Data Management
Campus reviews are completed at three points throughout the year, these are linked to progress checkpoints and are referred to as part of the deep dives. The campus review document and process involves analysing campus data, self assessing against KPIs and identifying strengths and areas for improvement. Following the completion of the campus review documentation, a meeting between the Head of Campus (HoC) and the Senior Quality Lead reviews and updates the campus action plan and implements necessary support and action for improvement.

Quality of Teaching, Learning and Assessment
A range of activities are used to capture and monitor the overall learner experience alongside the quality of Teaching, Learning and Assessment (TLA). These include learner experience walks, walkthroughs, advisory lesson observations and peer to peer reviews. All teaching staff will also participate in one graded lesson visit (OTLA) throughout the year and as per the Quality Improvement calendar. Alongside this, the Individual Learner Profiles and marked work is audited and checked to identify best practice and areas for development.

Quality of Assessment and Verification
The Quality of Assessment and Verification policy ensures that all VLUK learners receive a fair and valid assessment and provides a robust procedure to ensure consistent, effective quality assurance of assessment and verification that meet external compliances.

Continuous Professional Development
It is VLUK policy that all staff are expected to engage with a minimum of five hours of internal CPD across the academic year, this is in addition to the 'Face-to-Face HoC campus cluster days. CPD can be made up from attending sessions, action research and peer lesson visits, and logged on Performance Management documents.

COMPLAINTS
Complaints about Quality Assurance and Improvements at VLUK should be made to the Senior Quality Leads danny.holmes@vluk.org , marley.lodge@vluk.org and amie.dovey@vluk.org in the first instance. Following this and if required please refer to the VLUK comments and complaints policy.

REFERENCES
Quality of Assessment and Verification Policy
Continued Professional Development Policy
Behaviour Policy
Attendance Policy
Learner Support Policy
SEND Policy
Comments and Complaints Policy

SIGNATORIES



Chief Executive Officer
15th August 2026

Chair of Governors
15th August 2026