



# FUTURE CONNECT TRAINING INSTITUTE

Produced by Jagruti Patel , Sr. Manager of Curriculum and

Quality Approved by Palwi Sood , Managing Director

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Person/s responsible: SLT, all management and delivery staff

Signed : Jagruti Patel

Signed : Palwi Sood

**Policy owner: Jagruti Patel**

## **QUALITY POLICY**

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## 1. POLICY STATEMENT

FC Training & Recruitment Ltd is committed to delivering high-quality education, training, and employment support through a robust quality assurance framework. This policy ensures that quality standards are not only met but continuously improved to align with global quality assurance processes.

We ensure:

- **Commitment to continuous improvement**, embedded in our strategic and operational framework. Regular reviews, feedback mechanisms, and a culture of learning are promoted to ensure that quality standards evolve to meet emerging educational and employment trends.
- **A clear vision for quality** that aligns with regulatory and industry expectations. This vision is reflected in our mission statement, operational strategies, and engagement with stakeholders.
- **Structured KPIs and performance monitoring** that ensure a measurable impact on education quality. Metrics such as learner success rates, employer feedback, and staff training participation are rigorously tracked.
- **Regular curriculum evaluations, deep dives, and quality reviews** to enhance learner outcomes. These reviews involve detailed curriculum mapping, assessment validation, and feedback loops to ensure that training remains relevant.
- **Stakeholder engagement through surveys, focus groups, and advisory panels.** We actively engage learners, employers, and staff to shape training provision.
- **A self-assessment process integrated with SMART goal setting.** This ensures that continuous improvement is tracked through structured milestones.

## **2. VISION FOR QUALITY & CONTINUOUS IMPROVEMENT**

Our vision is to establish a learner-centered, innovative, and data-driven approach to education quality. Our strategic objectives include:

- Embedding quality assurance cycles through structured review and audit mechanisms that include self-assessment reports, internal audits, and compliance monitoring.
- Enhancing curriculum effectiveness by aligning training with real-world applications through employer engagement, market research, and job market analytics.
- Improving teaching quality by using a peer observation and mentoring system that pairs less experienced tutors with senior professionals for coaching and skill development.
- Strengthening stakeholder engagement by collecting feedback at all learning stages through structured meetings, surveys, and learner representation panels.
- Ensuring regulatory compliance through annual governance audits and risk assessment processes, keeping up with WMCA FPS standards and national frameworks.

### **3. KEY PERFORMANCE INDICATORS (KPIs) & MONITORING FRAMEWORK**

#### **3.1 Lesson Observations & Teaching Standards**

- Twice-yearly graded lesson observations ensure that at least 85% of teaching is rated Good or Outstanding. Detailed evaluation criteria are used to measure instructional quality.
- Teaching mentors assigned to support continuous improvement where needed. A structured mentoring program supports tutors in developing pedagogical skills.
- Monthly peer observation sessions for professional development, where staff review each other's teaching to identify strengths and areas for improvement.

#### **3.2 Learner Retention & Achievement**

- Above 90% learner completion rate is maintained through proactive learner support, early intervention strategies, and flexible learning pathways.
- A minimum 80% pass rate across all assessed qualifications is achieved by embedding tailored learning plans, additional tutoring, and progress tracking.

#### **3.3 Employer & Stakeholder Satisfaction**

- Quarterly employer engagement meetings to adapt programs based on labor market needs and gain insights into required skills.
- Annual satisfaction surveys targeting 80% positive feedback, ensuring that training remains relevant and meets employer and learner expectations.

## **4. TEACHING, LEARNING, AND ASSESSMENT QUALITY ASSURANCE**

### **4.1 Lesson Observations & Peer Reviews**

- Structured observation framework identifies strengths and areas for improvement using a rating scale aligned with Ofsted criteria.
- Paired observations with senior staff encourage collaborative learning and best practice sharing.

### **4.2 Teaching Development & CPD Implementation**

- Targeted CPD based on observation outcomes, with staff required to complete at least two CPD training sessions per year.
- Mandatory annual training in digital learning techniques, ensuring that tutors remain competent in delivering hybrid and online learning programs.

### **4.3 Quality Improvement Plans (QIPs) and Action Tracking**

- Monthly monitoring of QIP progress, ensuring continuous updates to teaching and learning strategies.
- SMART objectives defined for teaching staff, ensuring personalized improvement goals are measurable and achievable.

## **5. STAKEHOLDER ENGAGEMENT & LEARNER VOICE**

### **5.1 Employer Forums & Industry Alignment**

- **Quarterly employer panels** to ensure training meets workforce demands and reflects industry trends.

### **5.2 Learner Feedback Mechanisms & Focus Groups**

At Future Connect Training & Recruitment Ltd, we recognize that capturing the learner voice is a fundamental part of the quality assurance process. Learner feedback provides valuable insights into teaching effectiveness, curriculum relevance, and overall learning experience. We use a structured, multi-layered approach to ensure that learners' viewpoints are collected, analyzed, and actively shape continuous improvement.

#### **Methods of Capturing Learner Feedback:**

##### **1. Learner Satisfaction Surveys (Termly):**

- Conducted at the end of each term to assess overall satisfaction with course content, tutor effectiveness, and available learning support.
- Includes quantitative rating scales and open-ended responses to capture nuanced feedback.
- Results are analyzed by the Quality Assurance Team and used to identify trends and improvement areas.

##### **2. Focus Groups & Learner Councils:**

- Conducted quarterly to gather detailed feedback on teaching quality, curriculum design, and student support services.
- Led by an impartial facilitator to ensure all learner voices are heard.
- Outcomes are reported to Senior Leadership for action, ensuring that learner concerns and suggestions are addressed in policy updates and curriculum adjustments.

##### **3. Lesson Evaluations & Course-Level Feedback:**

- Learners provide direct feedback on lesson delivery, engagement, and tutor effectiveness.
- These evaluations help tutors adjust teaching methods to better align with student needs.
- The data is used in staff performance reviews and CPD planning.

##### **4. Anonymous Feedback Channels:**

- Online anonymous feedback forms enable students to share concerns without fear of bias or retaliation.
- Physical suggestion boxes are available at training centers for learners who prefer to submit handwritten feedback.

##### **5. One-to-One Learner Meetings:**

- Students meet with tutors or learner engagement officers to discuss challenges and progress in a confidential setting.
- Early intervention strategies are put in place for learners facing academic difficulties or needing additional support.

### **How Learner Feedback Informs Quality Assurance:**

- **Actionable Curriculum Adjustments:** Course content is revised based on learner feedback trends, ensuring alignment with employer needs and industry standards.
- **Teaching & CPD Improvements:** Learner feedback identifies areas where tutors may need additional training, feeding into structured CPD sessions.
- **Integration into Self-Assessment Reports (SARs):** Learner insights are included in annual SARs and quality improvement planning (QIP).
- **Improved Learner Support Services:** Student concerns around wellbeing, employability, and access to learning resources are acted upon to enhance support structures.

### **5.3 Resolution & Complaint Handling Process**

- **Dedicated complaint handling unit** ensuring response within 5 working days, with a structured escalation process if required.

## **6. SELF-ASSESSMENT, DEEP DIVES & QUALITY IMPROVEMENT**

### **6.1 Annual Self-Assessment Reports (SARs) & EIF Compliance**

Future Connect Training & Recruitment Ltd adheres to the Education Inspection Framework (EIF) established by Ofsted. This ensures that all training and educational provisions meet high standards of quality, engagement, and learner outcomes. The EIF is structured into four key areas:

- Quality of Education – Ensuring that curriculum intent, implementation, and impact align with employer expectations, industry standards, and national qualifications.
- Behaviour and Attitudes – Promoting an inclusive learning environment where learners are motivated, professional, and engaged in their development.
- Personal Development – Encouraging career progression, life skills, and independent learning, with a focus on employability and career-readiness.
- Leadership & Management – Developing effective governance structures, staff development strategies, and clear accountability measures.

#### **How FC Training Ensures EIF Compliance:**

1. Learner-Centered Curriculum Design: Courses are structured to align with industry requirements, ensuring that learners develop skills that enhance employability.
2. Lesson Observations & CPD: Tutors undergo biannual lesson observations, with structured CPD plans addressing development needs.
3. Stakeholder Feedback Integration: Employer and learner feedback is systematically collected and reviewed to ensure course content remains relevant.
4. Assessment & Benchmarking: Learner outcomes are tracked against national averages to measure effectiveness and identify improvements.
5. Regular Self-Assessments (SARs): Conducted annually, SARs involve a review of learner progress, employer feedback, staff performance, and compliance audits.
6. Actionable Quality Improvement Plans (QIPs): Findings from SARs are translated into measurable QIPs to ensure continuous improvement.

### **6.2 Structured Curriculum Deep Dives & Learner Work Scrutiny**

Curriculum deep dives are an essential part of Future Connect Training & Recruitment Ltd's quality assurance process, ensuring that course content is rigorous, engaging, and aligned with industry expectations.

#### **Deep Dive Methodology:**

##### **1. Curriculum Mapping Review:**

- Ensures each module contributes to overall learning objectives and learner outcomes.

- Identifies gaps in industry alignment and areas requiring curriculum enhancement.

## **2. Lesson Observations & Work Scrutiny:**

- Tutors are observed in real-time teaching scenarios.
- Learner work samples are analyzed to assess grading consistency, quality of tutor feedback, and alignment with learning outcomes.
- A standardized assessment verification process ensures that assessment grading is fair, consistent, and meets awarding body requirements.

## **3. Tutor & Learner Interviews:**

- Tutors provide insights into curriculum delivery effectiveness, challenges, and best practices.
- Learners give structured feedback on lesson engagement, content clarity, and the relevance of their coursework to real-world applications.

## **4. Learner Work Scrutiny & Standardization:**

- A formalized review of learner portfolios, assessments, and graded assignments is conducted quarterly.
- A peer moderation process ensures grading fairness across different instructors.
- Tutors are provided with CPD sessions on effective assessment and feedback techniques to enhance learner progress.

## **5. Employer & Industry Consultation:**

- External validation is conducted to ensure courses remain aligned with current job market needs.
- Industry panels provide recommendations to keep learning content competitive and relevant.

## **6. Findings Report & Action Plan:**

- A comprehensive deep dive report is developed, outlining strengths, weaknesses, and improvement strategies.
- Recommendations are integrated into curriculum planning for the next academic cycle.

### **6.3 SMART Goal Setting & Action Plans**

Future Connect Training & Recruitment Ltd employs SMART Goal Setting (Specific, Measurable, Achievable, Relevant, and Time-bound) to drive continuous improvement across all operational areas.

#### **SMART Goal Categories:**

1. Learner Achievement & Retention:
  - Increase pass rates by 5% over the next 12 months by implementing additional academic support programs.
  - Reduce learner dropout rates through early intervention strategies and learner engagement initiatives.
2. Teaching Quality & CPD:
  - Achieve 90%+ lesson observation scores through targeted CPD, coaching, and mentoring.
  - Mandatory quarterly training for tutors to address emerging teaching trends and assessment methodologies.
3. Employer & Industry Engagement:
  - Expand employer partnerships by developing at least five new industry collaborations per year.
  - Introduce structured employer feedback surveys for continuous curriculum adaptation.
4. Operational & Compliance Improvements:
  - Ensure 100% compliance with EIF & FPS standards through quarterly internal audits.
  - Streamline quality assurance processes by integrating digital tools for real-time data tracking and performance monitoring.

#### **SMART Goal Implementation Strategy:**

1. Set Clear Objectives – Identify specific performance targets across teaching, learning, and operations.
2. Assign Responsibilities – Allocate accountability to departments, leadership teams, and key stakeholders.
3. Define Timelines – Establish short-term (quarterly) and long-term (annual) milestones.
4. Monitor Progress & Adjust Strategies – Conduct biannual progress reviews and modify action plans as necessary.
5. Integrate Feedback Loops – Leverage learner, tutor, and employer feedback to refine and adjust SMART goals.

SMART Criteria	Goal	Target Completion Date	Monitoring & Evaluation	Responsible Team
Specific	Increase learner retention rate from 85% to 92% by improving individual learning support.	July 31, 2026	Quarterly learner progression reports & feedback surveys.	Quality Assurance Team & Tutors
Measurable	Enhance CPD training by ensuring each tutor completes 30+ hours of industry-relevant training.	March 31, 2026	Training logs, observation reports & feedback.	HR & Professional Development Team
Achievable	Implement a structured employer engagement program, increasing employer partnerships by 40%.	December 15, 2025	Employer satisfaction surveys & feedback.	Business Development Team
Relevant	Improve assessment turnaround time from 10 to 5 working days to enhance learner experience.	May 30, 2026	Regular assessment audits & learner feedback.	Assessment & Curriculum Team
Time-Bound	Achieve 95% learner satisfaction rates in course delivery & support services.	July 31, 2026	Annual satisfaction surveys & focus group evaluations.	Learner Support & Quality Team

## 7. ACCOUNTABILITY FRAMEWORK & GOVERNANCE

Future Connect Training & Recruitment Ltd has implemented a structured accountability framework that ensures clear roles, responsibilities, and governance oversight at all levels of the organization. This framework fosters a culture of ownership, transparency, and continuous improvement, ensuring that all staff, from senior leadership to frontline educators, are actively engaged in quality assurance and compliance.

### 7.1 Defined Leadership & Quality Roles

The accountability structure clearly defines who is responsible for key quality assurance and operational functions within Future Connect Training:

Role	Responsibilities
Senior Leadership Team (SLT)	Provides strategic direction, ensures FPS compliance, and oversees policy implementation.
Quality Assurance Manager	Leads quality monitoring, lesson observations, SARs, and QIP reviews.
Curriculum Leads	Oversees curriculum deep dives, teaching standards, and assessment quality.
Learner Engagement Officers	Captures learner feedback, manages focus groups, and supports student welfare.
Employer Engagement Team	Conducts employer forums, ensures training aligns with workforce demands.
Tutors & Assessors	Deliver high-quality instruction, integrate learner feedback, and continuously improve teaching.

Each individual and team has defined deliverables that are monitored through monthly performance reviews, ensuring accountability at all levels.

### 7.2 Governance Review & Compliance Oversight

To maintain organizational integrity and regulatory compliance, Future Connect Training has established a governance review structure that ensures:

- Quarterly Leadership Meetings:
  - Review performance data, learner outcomes, and compliance updates.
  - Identify trends and areas for improvement.
  - Oversee Quality Improvement Plan (QIP) progress.
- Annual External Compliance Audits:
  - Independent auditors review FPS compliance, teaching quality, and financial governance.

- Findings are incorporated into self-assessment reports (SARs) and continuous improvement strategies.
- Accountability Reporting Mechanisms:
  - Escalation process for quality concerns – Tutors and staff report quality issues to curriculum leads, which are then escalated to the Quality Assurance Manager if unresolved.
  - Formal documentation of all quality assurance actions to track improvement progress.

### **7.3 External Auditing & Quality Benchmarking**

To reinforce transparency and credibility, Future Connect Training participates in:

- Third-party audits conducted by FPS regulators and Ofsted.
- Benchmarking initiatives comparing performance with sector-leading training providers.
- Industry panel reviews to ensure training remains competitive and responsive to employer needs.

By embedding a culture of accountability, governance, and quality monitoring, Future Connect Training ensures long-term compliance, high teaching standards, and a structured approach to continuous improvement.

## Quality Assurance Activity Calander

Activity	Frequency	Responsibility	Purpose
<b>Lesson Observations</b>	Biannual (Term 1 & 3)	Lead Tutors & Quality Manager	To assess teaching effectiveness and learning outcomes.
<b>Learner Surveys</b>	Termly	Student Engagement Team	To capture learner experience and identify improvement areas.
<b>Employer Feedback Review</b>	Quarterly	Employer Engagement Team	To ensure training aligns with workforce demands.
<b>CPD &amp; Tutor Training</b>	Monthly	Training & Development Team	To enhance tutor competencies and instructional quality.
<b>Self-Assessment Reports (SARs)</b>	Annually	Quality Assurance Team	To evaluate performance against EIF & FPS standards.
<b>Deep Dive Curriculum Review</b>	Biannual (Term 2 & 4)	Curriculum Leads & Senior Tutors	To assess curriculum effectiveness and learner progress.
<b>Quality Improvement Plan (QIP) Updates</b>	Quarterly	Senior Leadership Team	To ensure that action plans are progressing towards measurable targets.
<b>Compliance Audits</b>	Twice a Year	Governance & Compliance Team	To monitor regulatory adherence and funding body requirements.