

Quality Assurance Policy

Positive Smiles C.I.C.

Document control

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Version	Change Detail	Latest Review Date	Date of Next Review	Updated By:
1.1	Annual Review	03/12/2019	03/12/2020	Shabir Siddiq
1.2	Annual Review & Policy Amended	03/12/2020	03/12/2021	Shabir Siddiq
1.3	Annual Review & Policy Amended	07/12/2021	07/12/2022	Shabir Siddiq
1.4	Annual Review & Policy Amended	07/12/2022	07/12/2023	Shabir Siddiq
1.5	Annual Review Changed to Academic Year Start & Policy Amended	01/08/2023	31/07/2024	Shabir Siddiq
1.6	Annual Review	01/08/2024	31/07/2025	Shabir Siddiq
1.7	Annual Review, name change colour coding & header logo change	01/08/2025	31/07/2026	Shabir Siddiq
1.8	Annual review, Positive Smiles rebrand and realignment to adult services	01/08/2026	31/07/2027	Shabir Siddiq

1. PURPOSE

Positive Smiles C.I.C. is committed to delivering high-quality community learning, wellbeing and employability support that meets the needs of participants, our funders and commissioners, and the communities we serve. This policy sets out our commitment to continuous improvement, effective quality assurance (QA) and high standards in everything we deliver.-

This policy reflects our own quality standards, the requirements of our funders and commissioners, and relevant legislation.

2. SCOPE

This policy applies to:

- Wellbeing and mental health activities
- Skills for life and work, including ESOL, employability support and non-accredited community learning
- Connected Communities activities, including Fab after Fifty and the Haslingden community hub
- All Directors, staff and volunteers involved in the design, delivery and quality assurance of our work, including line managers and tutors

3. QUALITY STATEMENT

Positive Smiles aims to:

- Provide consistently high-quality experiences that help participants reach their full potential-
- Make sure all activities are fit for purpose, meet funder requirements and respond to participants' needs
- Build a culture of continuous improvement based on quality assurance and self-assessment-
- Promote equality, diversity, inclusion, and safeguarding in all aspects of delivery

Quality is everyone's responsibility, supported by clear roles, accountability, and effective systems.

4. QUALITY ASSURANCE FRAMEWORK

Positive Smiles has a Quality Assurance framework that covers:

- Planning and design of courses and activities
- Teaching and delivery practice
- Participant progress, outcomes and next steps
- Meeting funder, contract and legal requirements
- Continuous improvement through review and evaluation

Quality assurance activities are both formative (supporting improvement during delivery) and summative (evaluating performance and outcomes).

5. QUALITY ASSURANCE ACTIVITIES

Key QA activities include:

5.1 Session Observation

- Planned and risk-based observations of sessions led by tutors, staff and volunteers-
- Constructive feedback with clear actions for improvement
- Follow-up observations where required-

5.2 Checking Participant Records and Progress

- Sampling of participant records across all activities
- Review of session planning, feedback to participants and evidence of progress
- Monitoring of tutor practice for consistency
- Making sure records of progress are accurate, complete and up to date

5.3 Sharing Good Practice

- Regular team meetings for tutors and delivery staff
- Sharing of good practice and updates
- Making sure delivery and records are consistent across activities

5.4 Participant and Stakeholder Feedback

- Collection of feedback through surveys, conversations and progress reviews
- Analysis of participant satisfaction and how well our support is working
- Use of feedback to inform quality improvement actions

5.5 Data Monitoring and Performance Review

- Monitoring of attendance, retention, outcomes and progression
- Review of participant progress against their goals
- Analysis of gaps in performance and achievement

5.6 Compliance and Audit

- Regular internal checks against funder and contract requirements
- Action planning to address any risks or unmet requirements-
- Preparation for funder monitoring visits and external reviews

6. ROLES AND RESPONSIBILITIES

6.1 Directors

- Set strategic direction for quality and continuous improvement
- Ensure adequate resources, systems, and staff development
- Review quality performance and risk
- Oversee the Quality Assurance framework
- Manage session observations and record checks

- Lead the Self-Assessment Report (SAR) and Quality Improvement Plan (QIP)-
- Ensure actions are implemented and monitored

6.2 Tutors, Staff and Volunteers

Tutors, staff and volunteers who deliver sessions are responsible for:

- Delivering high-quality sessions and activities-
- Planning sessions that are suitable, inclusive and well timed
- Giving participants clear, constructive and timely feedback
- Keeping accurate and up-to-date participant records--
- Taking part in team meetings, observations and CPD
- Acting on feedback from observations and participants

6.3 Participants

Participants are expected to:

- Take an active part in sessions and activities
- Give honest feedback on their experience
- Take responsibility for their own progress and development

7. CONTINUOUS IMPROVEMENT

Positive Smiles is committed to continuous improvement through:

- An annual Self-Assessment Report (SAR)-
- Quality Improvement Plan (QIP) with clear actions, owners, and timescales
- Use of performance data, feedback, and QA findings
- Regular review meetings for each activity and for the organisation
- Staff development informed by identified quality needs

Improvements are monitored throughout the year and evaluated for impact.

8. CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

Positive Smiles ensures that all staff:

- Are suitably qualified and competent for their role
- Engage in ongoing CPD relevant to their role
- Receive training on quality standards, safeguarding, EDI, and compliance

CPD needs are identified through QA activities, appraisals, and performance reviews.

9. EQUALITY, DIVERSITY, INCLUSION AND SAFEGUARDING

Quality assurance processes actively promote:

- Fairness, accessibility, and inclusion
- Compliance with Equality Act requirements
- A safe environment for all participants

Any safeguarding or EDI concerns identified through QA activities are escalated and addressed promptly.

This section sets out Key Performance Indicators (KPIs) and quality activities to monitor, evaluate and improve the effectiveness and impact of Positive Smiles' work. It supports continuous improvement and better outcomes for participants across all our activities.

The framework reflects our own quality standards and the requirements of our funders and commissioners.

11. KEY QUALITY ASSURANCE KPIS

11.1 Participant Outcomes and Progression

KPI	Measure	Target / Indicator
Retention rate	% participants who stay on their course or activity	In line with funder targets
Goal achievement	% participants achieving their agreed goals	Year-on-year improvement
Course completion	% participants completing their course	Continuous improvement
Progress against milestones	% participants meeting their planned review targets	≥ 90%
Positive destination outcomes	% participants moving into work or further learning	Sustained improvement

11.2 Course and Activity Design

KPI	Measure	Target / Indicator
Course plan quality	Review of course aims, order of content and relevance to participants' needs	100% reviewed annually
Relevance to local needs	Evidence that participant and community feedback shapes course design	Evidenced across all activities
Course currency	Content kept up to date	Reviewed at least annually
Inclusion and accessibility	Reasonable adjustments and inclusive design	Evident in all course plans

Targeted QA Activities:

- Formal review of course plans
- Participant consultation

11.3 Teaching and Delivery (see Session Observation Policy)

KPI	Measure	Target / Indicator
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Session observation outcomes	% of sessions fully meeting our quality standards	≥ 90%
Participant engagement	Attendance and participation data	Positive trend
Quality of feedback	Participant feedback and record checks	Consistently effective
Checking progress	Range and suitability of methods	Evidenced across provision

Targeted QA Activities:

- Detailed session observations (planned and risk-based)
- Thematic analysis of observation feedback
- Peer observation and coaching

11.4 Participant Records and Monitoring

KPI	Measure	Target / Indicator
Record sampling coverage	% of tutors and activities sampled	100% annually
Accuracy of participant records	Findings from record checks	Minimal corrective actions
Consistency of delivery	Consistency across tutors	Evidenced improvement
Funder monitoring outcomes	Actions or concerns raised by funders	No high-risk actions

Targeted QA Activities:

- Risk-based sampling of participant records
- Team meetings to share good practice
- Review of progress records and feedback

11.5 Participant Voice and Stakeholder Engagement

KPI	Measure	Target / Indicator
Participant satisfaction	Survey results	≥ 90% positive
Stakeholder satisfaction	Feedback and reviews	≥ 90% positive
Participant voice engagement	Participation rates	Increasing trend
Responsiveness to feedback	Actions implemented	Evidenced and timely

Targeted QA Activities:

- Participant surveys
- Participant focus groups
- Stakeholder feedback and reviews

11.6 Quality Leadership and Staff Development

KPI	Measure	Target / Indicator
Staff qualification compliance	% staff meeting role requirements	100%
CPD participation	Average CPD hours per staff member	Minimum annual target met
Impact of CPD	Improvement in QA outcomes	Evidenced
Staff engagement	Staff survey results	Positive trend

Targeted QA Activities:

- Annual CPD needs analysis
- Targeted training linked to QA findings
- Appraisal and performance review

12. IN-DEPTH QUALITY ACTIVITIES

12.1 Course Reviews

- Annual review of course aims, delivery and impact
- Review of content order, challenge and relevance to participants

12.2 Quality Deep Dives

- Planned deep dives into selected activities or themes
- Focus on course design, delivery, participant experience and outcomes
- Evidence drawn from data, observations, participant work and feedback

12.3 Scrutiny and Quality Review

- Checking participant records and progress evidence
- Review of individual learning plans and progress reviews

12.4 Focus Groups

- Participant and staff focus groups
- Thematic analysis to identify strengths and areas for improvement

12.5 Participant Voice

- Structured participant feedback at key points in their time with us
- Clear 'You said, we did' communication

12.6 Session Observation

- Developmental observations
- Action planning and follow-up support

12.7 Continuous Professional Development (CPD)

- Targeted CPD linked to QA findings and strategic priorities
- Coaching, mentoring, and peer support

13. Annual Quality Assurance Calendar

Autumn (September – November)

- Review and approval of Quality Improvement Plan (QIP)
- Course plan reviews
- Baseline participant surveys
- First observation cycle
- Record sampling plan in place
- Staff CPD needs analysis

Evidence Gathered:

- Course reviews
- Observation reports
- Record sampling results
- Survey analysis

Winter (December – February)

- Quality deep dives (priority activities)
- Participant focus groups
- Mid-year performance data review
- Team good-practice meetings
- Targeted CPD delivery

Evidence Gathered:

- Deep dive reports
- Focus group summaries
- Data dashboards
- CPD attendance records

Spring (March – May)

- Second observation cycle
- Participant surveys
- Stakeholder feedback reviews
- Internal checks against funder requirements
- Review of participant outcomes and next steps

Evidence Gathered:

- Observation outcomes
- Participant and stakeholder feedback
- Audit reports
- Progression data

End of Year Review (August - November)

- Self-Assessment Report (SAR) development
- Evaluation of QIP impact
- Staff performance reviews
- Planning for the year ahead

Evidence Gathered:

- SAR
- QIP evaluation
- Annual performance reports

14. Monitoring and Review

KPIs and quality activities are reviewed regularly by the Directors. Findings inform:

- Quality Improvement planning
- Staff development priorities
- Strategic decision-making

15. Review and Approval

This Quality Assurance Policy is reviewed annually or in response to:

- Changes in funder, contract or legal requirements
- Feedback from participants, stakeholders or staff
- Outcomes of audits or funder monitoring

The policy is approved by the Directors and communicated to all staff and volunteers.

Signed by the Director



01/08/2026