

Quality Assurance Framework and Policy

2026-2027



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Related documentation and processes

Title
Self-Evaluation Report process
Business Plan Process
Internal Monitoring of Academic Progress and Outcomes reports
Termly Reports
Staff Appraisal
Annual Curriculum Review Process
Annual Governing Body skills audit and meeting minutes
Management Committee Termly Reports
Student and Staff surveys
Process to work towards DFE Matrix Standard, self-evaluation document
Process to work towards registration with Office for Students
Subject Lead Meetings
Element Meeting Schedule

Introduction

Frobel Education's framework for quality assurance underpins our commitment to excellence. We recognise the need for an integrated organisation-wide approach to upholding standards and quality of service for all members of our community and stakeholders.

This document sets out the Executive Board's (EB's) expectations to ensure our elements and staff are facilitated and supported and are clear on their responsibilities in taking the lead and responsibility in their role and day to day running of their courses and services.

The governance arrangements of the Executive Board, Governing Body, Management Committees and sub-committees, support and facilitate the quality of service and provision across our organisation.

This document summarises the key bodies responsible for quality assurance and sets out the Frobels Education's approach to quality and standards, including an overview of key QA processes.

Policy Aims and Principles

Frobels Education's mission is that: *"Through a set of strong values, and within an aspirational environment, the Frobels community will feel a sense of pride because they, and their families, belong to The Frobels Education Group; our very special organisation. With world class teaching and learning and rich curriculum provision, our Students will grow to become aspirant professionals and useful members of society. They will take our shared values forward, developing into successful individuals who serve their local and worldwide communities to make significant contributions to our future shared world.*

Our goals are simply at the core of everything we do...

- *We improve lives and future pathways through education and knowledge.*
- *We support our community to be ambitious, happy and successful for all. "*

This is reflected in our core values: **Aspiration, Belonging, Fortitude, Integrity and Respect.**

Policy Scope

The Frobels Education's quality assurance procedures provide a framework within which its Elements can examine and enhance their service and provision to enable all Students to achieve our aspiration of excellence.

The Organisation is accountable for the quality and standards of its provision, and procedures for assuring quality in teaching, learning. Information, advice and guidance and assessment. These reflect:

- Frobels Education's vision;
- the complex, diverse and unique nature of our organisation;
- the close inter-relationship between teaching and learning, academic outcomes and career's advice, information and guidance;
- education that enhances the ability of Students to learn throughout life and remain a part of the Frobels family;
- the collegiate nature of our Organisation;
- a proportionate approach to the management of potential risk to learning and teaching provision and to assessment, as the organisation works towards its long term plans for growth and business goals;
- Frobels Education's commitment to equity of experience and outcome for all Students.

Responsibility for implementation

Executive Board

The EB is the principal executive and policy making body with overall responsibility for the administration of the Organisation. It sets the strategic direction for the organisation and determines priorities and outcomes in the 3-year business plan. It is accountable for the quality and standards of its provision and is required to comply with Conditions of Registration set out by Professional Statutory and Regulatory bodies. The EB sets budgets and is responsible for the financial health of the organisation and for monitoring risks and assets

Governing Body and Assessment Board

The Governing Body is accountable for standards and compliance within Adult Education and for standards and compliance within the Assessment Board for adult education courses and accrediting bodies.

Management Committees

The EB has appointed 4 Management Committees (MC), each of which has a Chair. The MC Chairs submit written reports on the progress of their aspects of the business plan; compliance; and other core business to the EB every term. The EB commissions quality assurance checks and audits to verify and check the work of the Management Committees, Central Services and operations within each Element. The MCs monitor the work of Central Services and the work of each Element and report their findings termly to the EB.

Central Services

Central Services support all Elements and are supported by external services for specific compliance related support and advice: Judicium and Neathouse HR Ltd. GDPR and HR and Legal services respectively.

Heads of Centre/Element

Heads of Centre/Element are responsible for the implementation of policy and procedure within their centres and for reporting as per QA processes and procedure schedule. They will be supported to do this by Central Services.

Quality Assurance Schedule 2026-2027

Month	Activity	Lead	Involved	Mechanism for Reporting	Rag Rate and date when completed
September 2026	Staff compliance training. Staff training list to be cross referenced with staff list from HR and training record updated.	Central Services for HR	Admin CS	Training to be reported to H and S and Safeguarding Management Committees.	
	New staff induction checks	Central Services for HR	Admin CS	Staff induction checklists to be updated in staff files. SG and HS MC to QA in termly report.	
	Governing Body Meeting	Yin Pleong	Chair of Governors and Governors	Reports to be sent to EB and Chair of GB	
	Subject Lead Learning Walks and book scrutiny QA	Asim Aktar and Dr Shoaiib	SLs Tutors	Reports to be sent to Standards MC, termly. To be included in end of Term report of the Standards MC to the EB.	
October 2026	Cohort A progress reports home	A Aktar	SLs	Reports to be recorded on Frobels Dashboard. Data will feed into end of term Student progress report to Standards Management Committee.	
	Progress Tracker analysis by subject and group.	A Aktar	SLs	To be reported in end of term report to Standards MC	
	Student Review Meetings to be held for Cohort A and Cohort B	W Bower	SLs Admin	Analysis to be reported in end of term report to Standards MC. % secure/insecure	
	BDSIP 2 day careers meetings for Cohort A and 'insecure' Cohort B	W Bower	SLs	Analysis to be reported in end of term report to Standards MC. % secure/insecure	
	Mock Exams for GCSE and A Level. Cohort A and B analysis and reports sent home with next steps.	A Aktar	SLs Admin	Analysis to be reported in end of term report to Standards MC.	

	Executive Board Meeting				
November 2026	Cohort A progress reports home	A Aktar	Admin SLs	Analysis to be reported in end of term report to Standards MC.	
	Subject Lead Learning Walks and book scrutiny QA	W Bower	SLs Tutors	Reports to be sent to Standards MC, termly. To be included in end of Term report of the Standards MC to the EB.	
December 2026	Analysis of GCSE and A Level DFE validated results.	W Bower	HODs of C and SLs	Analysis to be reported in end of term report to Standards MC. To be reported to EB and Governing Body.	
	Termly Reports from the Management Committees	W Bower	Chairs of MC	Report to EB by final day of December	
	Numbers and Retention report for all Elements	Heads of Element	A Aktar	Report to Standards MC.	
	Student and Staff surveys	A Hassan	Admin	Report to Standards MC.	
	Customer Survey	A Hassan	Admin	Report to Standards MC.	
	Customer Satisfaction Survey	A Hassan	Admin	Report to Standards MC.	
	Cohort A progress reports home	A Aktar	SLs	Analysis to be reported in end of term report to Standards MC.	
	End of Term progress report Cohort B	A Aktar	SLs	Analysis to be reported in end of term report to Standards MC.	
	Health and Safety Review of trends and improvements planned.	Dr Rafia	Central Services Team	Central Services to Report to Management Committee	
January 2027	Staff training for exams team. Staff training for Exams Team to be updated and recorded on central services records.	Dr Rafia	Exam Team	Report to Standards MC. Report to H and S MC. Report to SG MC.	
	Cohort A progress reports home	A Aktar		Analysis to be reported in end of term report to Standards MC.	
	Home Office Sponsor audit	W Bower		To be reported directly to EB.	
	Subject Lead Learning Walks and book scrutiny QA	C Redfern	SLs Tutors	Reports to be sent to Standards MC, termly. To be included in end of Term report of the Standards MC to the EB.	
	Mock Exams for GCSE and A Level. Cohort A and B analysis and reports sent home with next steps.	A Aktar	SLs Admin	Analysis to be reported in end of term report to Standards MC.	
	Cohort A progress reports home	A Aktar	SLs Admin	Analysis to be reported in end of term report to Standards MC.	
	Meeting of the Executive Board	Abdul K	Dr Rafia W Bower	MC reports to be considered and accepted by EB. Policy documents to be reviewed where necessary.	

			COG	Business plan to be rag-rated and actions agreed. Scheme of Delegation to be reviewed and updated if necessary. Risk Register to be reviewed and updated.	
	Governing Body Meeting	A Ross	COG	Reports to be sent to EB and Chair of GB	
February 2027					
March 2027	Meeting 2 of the Executive Board	Abdul K	Dr Rafia W Bower COG	MC reports to be considered and accepted by EB. Policy documents to be reviewed where necessary. Business plan to be rag-rated and actions agreed. Scheme of Delegation to be reviewed and updated if necessary. Risk Register to be reviewed and updated.	
April 2027	Termly Reports from the Management Committees	W Bower		Report to EB by final day of April.	
	Numbers and Retention report for all Elements	A Aktar	Heads of Element	Analysis to be reported in end of term report to Standards MC.	
	Cohort A progress reports home	A Aktar	SLs Tutors	Analysis to be reported in end of term report to Standards MC.	
	End of Term progress report Cohort B	A Aktar	SLs Tutors	Analysis to be reported in end of term report to Standards MC.	
	Student and Staff surveys	A Hassan	Admin	Analysis to be reported in end of term report to Standards MC.	
	Customer Survey	A Hassan	Admin	Analysis to be reported in end of term report to Standards MC.	
	Health and Safety Review of trends and improvements planned.	Dr Rafia	Central Services Team	Health and Safety Review of trends and improvements planned.	
May 2027	Cohort A progress reports home	A Aktar	SL Tutors	Analysis to be reported in end of term report to Standards MC.	
June 2027	Curriculum Review	C Redfern		Review to be reported to GB and EB directly to inform Away Day for Governing Body and EB.	
	End of term academic reports home	A Aktar	SLs Tutors	Analysis to be reported in end of term report to Standards MC.	
July 2027	Customer Survey	A Hassan	Admin	Analysis to be reported in end of term report to Standards MC.	
	Policy Review and updates	Abdul K W Bower	EB GB MCs	To be reported directly to GB and EB for decision making and to inform GB and EB Away Day.	

	External GDPR annual audit	W Bower	EB GB MCs	To be reported directly to GB and EB for decision making and to inform GB and EB Away Day.	
	External Health and Safety audits.	Natwest Rafia M	EB GB MCs	To be reported directly to GB and EB for decision making and to inform GB and EB Away Day.	
	Termly Reports from the Management Committees	W Bower	EB GB MCs	Report to EB by final day of July	
	Student and Staff surveys	A Hassan	Admin	Report to Standards MC	
	Governing Body Meeting 3	A Ross	COG	Reports to be sent to EB and Chair of GB	
	Meeting of the Executive Board	Abdul K	EB	MC reports to be considered and accepted by EB. Policy documents to be reviewed where necessary. Business plan to be rag-rated and actions agreed. Scheme of Delegation to be reviewed and updated if necessary. Risk Register to be reviewed and updated.	
August 2027	Analysis of exam outcomes for Cohort A and B	A Aktar	EB GB MCs	To inform SEF and review of business plan 2026-2026	
	Review of Business Plan	Wendy Bower	EB MCs	Final draft of business priorities to be agreed and signed off by Chair of EB	
	Health and Safety Review of trends and improvements planned.	Dr Rafia	Central Services Team	Central Services report to Management Committee	

Access to Policy

This policy is published on our website and is shared with staff on the internet.

Mechanisms for Feedback

Central Services carry out termly Student and staff surveys that inform our evaluation of quality of service and provision and necessary actions. Central Services also carry out termly customer service surveys, that also inform our termly evaluation of service. We take notice of our customer feedback on Trust Pilot and review issues and complaints logs every term.

Review

The quality assurance framework and policy is reviewed annually during the summer term as part of the work of the Executive Board. It is published on our website at the start of the new academic year.