

Syon Manor College – Quality Assurance Policy

Policy Owner: Head of Education at Syon Manor College

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Contents

Purpose.....	1
Scope.....	1
Responsibilities	1
Quality Assurance Procedures.....	2
Continuous Improvement.....	2

Purpose

This policy ensures that all vocational and academic programmes at Syon Manor College are delivered to a consistently high standard, supporting our mission to enable every student to achieve their potential. Quality assurance at SMC is focused on continuous improvement, accurate assessment, and compliance with awarding body standards.

Scope

This policy applies to all staff involved in teaching, assessment, internal verification, and administration of qualifications across all Syon Manor College sites.

Responsibilities

- **Head of Centre** :Holds overall responsibility for maintaining high-quality provision and leading on responses to external quality reports.
- **Quality Nominee** : Acts as the main point of contact for awarding bodies, coordinates internal verification and standardisation, monitors quality reports, and ensures remedial actions are completed.
- **Exams Officer** : Ensures accurate student registration, withdrawal, transfer and certification in line with awarding body deadlines.
- **Lead Internal Verifiers** : Oversee assessment planning, verification processes, and sign-off of all internal verification activity.
- **Programme Leaders and Assessors/Teachers**: Deliver teaching and assessment in line with awarding body standards, provide timely feedback, and maintain accurate records.
- **Internal Verifiers/ Internal Quality Assurers**: Ensure assessment decisions are valid and consistent, provide feedback to assessors, and confirm completion of any required remedial actions.
- **Students**: Engage fully in their learning, meet deadlines, and follow the appeals process where necessary.

Quality Assurance Procedures

- Registration and Certification: Accurate and timely student registrations and certification claims, with a secure audit trail kept for three years.
- Internal Verification: All assessments are sampled according to a risk-based internal verification plan to ensure validity, reliability, and compliance with national standards.
- Standardisation: Regular standardisation meetings are held to ensure consistency in assessment and feedback practices.
- Monitoring and Review: Programme delivery, assessment records, and student progress are regularly reviewed, with data used to inform continuous improvement.
- Lesson Observations: All teaching staff are observed at least once per academic year, with feedback used to improve teaching, learning, and assessment.
- External Verification: The College fully engages with awarding body external quality assurance processes and promptly addresses any actions required.
- Feedback and Appeals: Student, parent, and employer feedback is actively sought and acted upon. The College maintains a clear appeals procedure to resolve disputes fairly.
- Malpractice Prevention: Staff and students are informed of malpractice definitions and procedures. Allegations are investigated promptly and fairly.

Continuous Improvement

Outcomes of internal verification, student feedback, external verification, and self-assessment activities will be used to update practice, inform staff development, and improve curriculum delivery.