**Annex T Appendix B**

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# **Quality Assurance of Subcontracted Provision**

The following outlines the procedure to be followed when carrying out monitoring visits to any subcontractor involved in the delivery of apprenticeships provision at the University.

## **Regular Monitoring Visits**

The University, via GLL, shall schedule a minimum of three visits to subcontractors each academic year. These will normally take place in the autumn, spring and summer terms.

Two of these visits shall be scheduled in advance.

One of these visits will be a short notice visit, and will be notified to the subcontractor 3 working days in advance.

## **Documentation for Consideration**

In advance of all visits (except where noted below) GLL will request the following documentation for consideration. This consideration will normally be carried out by the Lead for the Course with Subcontracted provision and the GLL Quality, Improvement and Compliance Officer:

* Staff CVs for those staff delivering on subcontracted provision (first visit of the year only, unless staff changes occur between visits)[[1]](#footnote-2)
* Details of any Continuing Professional Development carried out by staff delivering on subcontracted provision which directly relates to the provision being delivered, the management of apprenticeships, and the expectations of Ofsted (first visit of the year only)
* Completed Self-Assessment Pro-Forma for the subcontracted provision (the completed Self-Assessment Pro-Forma should be considered at the first meeting of the year, with progress against the content of the pro-forma discussed at each subsequent meeting).
* Completed Assurance Mapping of Ofsted requirements document (the completed assurance mapping of Ofsted requirements should be considered at the first meeting of the year, with progress against the content of the mapping being discussed at each subsequent meeting).
* Confirmation of status on the Register of Apprenticeship Training Providers (RoATP)
* External review reports, for example, QAA, OFSTED (if applicable).
* Minutes of any meetings taking place with the University since the last visit
* Scheme of work for the subcontracted provision for the year.
* Teaching materials for the subcontracted provision
* Examples of learner’s work and evidence of scrutiny of work (where applicable)
* Evidence of the consideration of prior learning of learners (to ensure that learners are not repeating learning previously undertaken)
* Details of any staff training on Safeguarding, Prevent and Equality, Diversity and Inclusivity (EDI)
* Subcontractor Safeguarding policy, Prevent Duty, EDI Policy (if applicable – i.e. where Kent policies are not used)
* Details of any Safeguarding incidents identified by the subcontractor (i.e. actions taken in the recording, escalating and resolving of any identified incident)
* Confirmation of Disclosure and Barring Service Checks for any staff in direct contact with learners (including online delivery).

## **Required Internal Documentation**

In advance of visits consideration will take place of the following internal documentation.

**This will normally be carried out by the Course Lead for the course with subcontracted provision and the Quality Improvement and Compliance Officer:**

* The report of the previous visit.
* Last three years of External Examiner Reports (first visit of the year only).
* Last three years of Annual Monitoring Reports for the Course (first visit of the year only).
* Any Annual Module Monitoring Reports completed in the last three years for the modules concerned (first visit of the year only).
* Most recent Due Diligence Checklist carried out on the provider
* Most recent module evaluation outcomes for the modules delivered by the subcontractor.
* Most recent Progress Board outcomes for the modules delivered by the subcontractor.
* Minutes/outcomes of Student Voice Forums for the course concerned.
* Minutes of Divisional quality meetings relevant to the provision (i.e. Board of Studies).
* At least one learner file for a learner on the subcontracted provision (to be chosen at random from those learners on the course).

## **Procedure for Visit**

Visits will be carried out by the Course Lead for the course(s) in question, and the Quality Improvement and Compliance Officer. The purpose of the visit will be to monitor the quality of provision delivered by the subcontractor and to identify, where required, any opportunities for quality improvement.

The visit should consist of the following[[2]](#footnote-3):

* Tour of Teaching Facilities/demonstration of teaching platform (as applicable)
* Meeting with Lead Contact at the subcontractor to discuss documentation provided and considered in advance of the visit.
* Observation of teaching by the Course Lead for the subcontracted provision (15-30 minutes) this should include consideration of:
* The teaching environment and whether it is suitable for the learning being delivered.
* Whether lessons are structured appropriately and in-line with the module specification.
* The behaviours and attitudes of learners within the learning environment, including whether they are engaged with learning.
* The opportunities provided for learners to raise questions regarding the learning.

* Meeting with current teaching staff on the subcontracted provision. This should include discussion of:
* The learning environment and whether it remains suitable for the learning provided.
* How it is ensured the apprenticeship standard is being taught alongside the subcontracted curriculum.
* How they are supported to develop by the organisation.
* How they view the progression of learners.
* Suitability of support received in delivering learning, including that provided by the University.
* Their understanding of Safeguarding, Prevent and EDI policies and procedures.
* Discussion of any points of note identified in the documentation provided and considered in advance of the visit.
* Meeting with a selection of learners (minimum of 3) on the subcontracted provision. This should include discussion of:
* The learning environment and whether it is suitable for the learning provided.
* Whether they feel supported by the subcontractor in terms of academic support, personal development, wellbeing and welfare
* Whether they are satisfied with the learning provided by the subcontractor.
* Whether they feel they are making progress.
* Their training plan in relation to the subcontracted provision.
* Whether in their view there are sufficient links between the subcontractor, University and their employer.
* Their understanding of Safeguarding, Prevent and EDI policies and procedures in relation to the subcontracted provision.
* Discussion of any points of note identified in the documentation provided and considered in advance of the visit.
* Examination of Learner Records (where applicable i.e. where records are not maintained by the University)

## **Post Visit**

* 1. At the end of the visit initial feedback will be provided to the subcontractor on any findings, including best practice identified during the visit.
  2. A formal report will be drafted within two weeks of the visit by the Quality Improvement and Compliance Officer.
  3. This will outline the visit and its findings, including best practice found and any actions to be taken either by the University or subcontractor. The subcontractor will be provided with a copy of the report for a factual check, prior to the report being finalised.
  4. Where significant issues are found with a subcontractor, these will be immediately reported to the Director and Dean of Global and Lifelong Learning and Chair of the Apprenticeships Governance Committee.
  5. An action plan will be put in place to address issues found, and a repeat visit will be carried out within two months to check on progress against the action plan.

## **Engagement with the Monitoring Process**

* 1. All subcontractors are expected to engage fully with the process of monitoring as outlined above, including any actions plans put in place as a result of a visit.

* 1. Where the University finds evidence of unsatisfactory engagement with the process of monitoring, or of a failure to implement to its satisfaction any actions plan for improvement arising from the monitoring process within the specified timeframe, it will consider activating the relevant clauses of the subcontracting contract in-place between the University and the subcontractor. This may result in the termination of the contract.

## **Reporting**

* 1. Visit reports will be submitted to the next applicable meeting of the Apprenticeships Governance Committee following the visit taking place.
  2. Reports will also be submitted to the Self-Assessment Stakeholder Group to form part of the evidence considered in drafting the University’s Self-Assessment Report.

1. Any permanent change in delivery staff should be immediately notified to the University and a CV and confirmation of DBS check provided for the new member of teaching staff. [↑](#footnote-ref-2)
2. The list of activities to be carried out on the visit is not exhaustive and visits should be tailored as required by the provision and findings of initial desk-based review of documentation. [↑](#footnote-ref-3)