

# SPM Development Services Ltd

## Quality Assurance and Review Policy

**Reviewed and Updated:** September 2025

**Next Review:** September 2026, or sooner if awarding body or commissioning requirements change.

### Purpose

This policy sets out how SPM Development Services Ltd ensures quality across all of its provision, including accredited qualifications and non-accredited alternative provision. We are committed to continuous improvement and use feedback from awarding bodies, commissioners, learners, tutors and parents/carers to strengthen teaching, learning, assessment and safeguarding.

### Scope

This policy applies to all staff, self-employed tutors, learners, parents/carers, awarding bodies, and commissioning local authorities. It reflects the requirements of awarding organisations such as OCN London and NCFE, as well as the expectations of commissioning local authorities for learners with Education, Health and Care Plans (EHCPs) and those educated outside of school (EOTAS).

### Quality Assurance Activities

SPM monitors quality through a range of activities, including:

- Internal moderation and standardisation
- Tutor observations and work sampling
- Learner voice activities (surveys, reviews, discussions)
- Feedback from parents/carers and commissioners
- Monitoring attendance and CME reporting
- Regular audits of safeguarding and health and safety compliance
- Review of awarding body reports (e.g. OCN London Quality Engagement reports)
- Regular review of complaints and compliments

### Feedback and Stakeholder Involvement

SPM values feedback from all stakeholders. We gather feedback from learners, tutors, parents/carers, schools, and commissioning authorities. Feedback is used to identify strengths, areas for improvement, and to plan actions for development. We also review compliments and positive feedback to recognise good practice.

## **Complaints and Safeguarding Links**

Any concerns raised through complaints will be handled according to SPM's Complaints Policy (2025). If a quality issue raises safeguarding concerns, this will be referred immediately to the Designated Safeguarding Lead (DSL).

## **Implementation and Monitoring**

The Quality Assurance Group, which includes senior staff, tutors and learner representatives, meets at least once per term to review quality assurance activity. Formal action plans will be produced within one month of quality reviews, showing what changes will be made, who is responsible, and the timescale. Progress against action plans will be monitored and reported back to the group.

## **Policy Review**

This policy will be reviewed annually, or sooner if awarding body requirements, statutory guidance or commissioning authority expectations change.