

# Quality Improvement Services

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# **Trusted and sector leading, we are Further Education and Skills specialists**

**As a specialist provider of expert insight and specialist support, we recognise the importance of commissioning support which has a meaningful impact on organisational performance. Over the past year, our Quality Improvement Services team has worked with over seventy providers across the FE and Skills Sector, including large FE colleges, adult and community learning organisations, and independent training providers.**

**With a team of over forty-five consultants who are practicing inspectors, we are ideally placed to deliver an extensive range of services, from individual support to large-scale multi-site projects.**

**We have a well-established track record in supporting providers to prepare for inspections, training and developing leaders and managers to drive enhanced quality outcomes, supporting self-assessment and quality improvement planning and undertaking joint curriculum reviews across all provision types in all FE and Skills settings.**

**Our brochure for 2023/24 sets out our full range of quality improvement services and highlights some of the impactful work we have undertaken for our clients. We always aim for 100% client satisfaction and we look forward to another year of contributing towards the sector's success.**



# **Raising Standards – Improving Performance**

**Our bespoke consultancy services provide the external support and challenge your organisation needs to provide you with objective and impartial views and experience gained from working across several providers.**

**Utilising current practitioners with expert knowledge as well as up-to-date experience of inspection methodologies, they bring insight and challenge to your team to help raise standards and improve the experience for learners.**

## **Our services include:**

- **Focused Curriculum Reviews – analytical deep dives**
- **Evaluating Education Effectiveness – bringing together strategic intent, implementation of the curriculum, and the impact for learners**
- **Quality Assurance and Improvement – self assessment and quality improvement planning, observation programmes for teaching and learning and audit and compliance support**
  - **Support and Challenge – coaching and mentoring for teachers and managers**
- **Safeguarding – policy and procedures, CPD (e.g. peer on peer abuse/cyber bullying/PREVENT), coaching and mentoring for designated safeguarding leads**

# FOCUSED CURRICULUM REVIEWS

We work with your nominated team to carry out a deep review of your curriculum. Our consultants will select a representative sample of learning and conduct a forensic analysis of the provision. Staff will benefit from working alongside our team and will gain valuable insight into how these reviews form the basis for evaluating the quality of provision.

These deep dives provide a comprehensive range of evidence, supporting quality improvement planning and the development of staff in understanding current inspection methodologies.

## Duration:

3-4 days per review. The number of curriculum areas will depend upon the organisation's size and range of provision types.

## Target Market/Audience:

- Curriculum leaders
- Heads of department
- Course leaders
- Subject teachers.

## Content:

- Analysis of course documentation – programme planning, learner diagnostics and plans and progress and monitoring
- Visits to lessons
- Discussions with learners/managers/teachers/employers
- Scrutiny of learners' work
- Comprehensive daily feedback and a detailed written report covering all findings including recommendations for improvement.



**£645 per day per team member**  
(Inclusive of expenses)

# EVALUATING EDUCATIONAL EFFECTIVENESS

The performance of the whole organisation is ultimately measured by its overall educational effectiveness. At the heart of this lies the curriculum offer. Our experts can evaluate the strategic intent of the curriculum, the quality of its implementation, and the impact it has on learners and stakeholders.

## Duration:

4 days per consultant. The total number of days is dependent on the size of the organisation.

## Target Market/Audience:

- Senior leaders – Principals/Managing Directors/VP Curriculum
- Directors of Curriculum/Heads of Learning
- Management teams.

## Content:

- Evaluation of strategic intent – discussions with senior leadership teams, a review of plans and an analysis of the curriculum offer
- Selection of focused curriculum reviews – evaluate how the curriculum is being implemented and the impact on learners
- Identify how successfully the behaviour and attitudes of learners are being developed, and how personal development is supporting learners to be productive citizens
- Evaluate how leaders and managers contribute to ensuring that provision is of high quality and meets the needs of learners and stakeholders
- Comprehensive daily feedback and a detailed written report covering all findings including recommendations for improvement.

**£645 per day per team member**  
(Inclusive of expenses)



# QUALITY ASSURANCE AND IMPROVEMENT

We have a rich heritage of supporting the sector to continually raise standards. Our consultants work with large and small providers across the FE and Skills sector. We support the preparation of self-assessment, quality improvement plans, moderate the quality of teaching and learning, carry out whole organisational reviews of teaching and learning through large-scale observation programmes and provide both short and long-term quality intervention to support internal staff staff responsible for quality improvement.

## Duration:

Dependent on the size of the provision and the range of activities selected.

## Target Market/Audience:

- Directors of Quality
- Heads of Quality
- Directors/Heads of Teaching and Learning
- Observers of Teaching and Learning
- Audit/Compliance teams.

## Content:

- Support in the preparation, production and moderation of departmental and whole organisation self-assessment
- Developing quality improvement plans
- Monitoring progress and performance
- Observation programmes for teaching and learning, including the training and development of observers
- Reviews of assurance and audit procedures
- Short bespoke training to build organisational capacity
- Written reports that detail findings, including areas for action and improvement.

**£645 per day per team member**  
(Inclusive of expenses)

# SUPPORT AND CHALLENGE PROGRAMMES

We have a long track record in developing people's skills through our coaching and mentoring programmes. Working directly with individuals selected by the provider, our team share their knowledge and experience of measuring quality, improving teaching and learning, understanding inspection methodologies, as well as developing management competencies.

## Duration:

Dependent on the size of the provision and the range of activities selected.

## Target Market/Audience:

- Individual teachers/ teaching teams
- Curriculum Managers
- Work-based tutors
- Quality managers
- Aspiring managers/leaders.

## Content:

- Short training programmes, e.g. understanding the inspection framework
- Managing the inspection process
- Developing the skills of teachers
- Improving assessment
- Improving the delivery of maths and English
- Individual mentoring and coaching for managers and teachers.

Price on application

Coaching/mentoring/consultancy - £645 per day (Inclusive of expenses)

# Whole Organisation Review of Safeguarding Policy

## SAFEGUARDING POLICIES, PROCEDURES AND GUIDANCE

### Duration:

3-5 days consultancy (depending on the organisation's size), delivered remotely or on-site. Additional timescales can be negotiated dependant on need.

### Target Market/Audience:

- Directors responsible for student welfare
- Newly appointed DSLs
- Senior safeguarding staff
- Operational safeguarding staff.

### Content:

#### Day 1

- Audit of current safeguarding policies and procedures including interlinked policies, e.g. health and safety policy, student disciplinary policy, student behaviour policy, student health and wellbeing policy, GDPR policy, ALS policy, criminal convictions procedures etc.

#### Day 2

- Review of safeguarding procedures
- Current legislation
- National and local context
- OFSTED expectations
- College/FE context.

#### Day 3

- Development and production of safeguarding policy and procedures.

#### Possible Extensions:

- Student/learner consultation to develop 'Student Safeguarding Charter'
- Adult safeguarding policies and guidance
- Staff safeguarding guidance and protocols
- Apprenticeship and employment-based safeguarding policies.

**£645 per day per team member**  
(Inclusive of expenses)





# Staff Training & CPD

## SAFEGUARDING SUPPORT AND CHALLENGE AUDIT IN PREPARATION FOR INSPECTION

### Duration:

3-5 days consultancy (depending on the organisation's size), delivered remotely or on-site. Additional timescales can be negotiated depending on need.

### Target Market/Audience:

- All Staff
- Senior Leadership
- DSLs and DDSLs
- Safeguarding and welfare teams
- Students.

### Content:

#### Day 1+2

- Review of safeguarding policy
- Review of PREVENT policy and action plan
- Review of single central record
- Ofsted expectations
- Review of safeguarding data
- Criminal convictions process check
- Ofsted 'Pre-Inspection Pack' review and 72-hour preparation support.

#### Day 3+4

- Review of staff safeguarding training records
- Review quality of safeguarding
- Review of TLA for students for safeguarding and PREVENT
- Review of safeguarding procedures
- Sample of student cases
- Check on data and information storage.

#### Day 5

- Production of report
- Feedback to senior staff.

### Possible Extensions:

- Audit of historical, current sexual abuse allegations, recording and investigation.
- Safeguarding staff inputs on working with and supporting inspections.
- Post-Inspection de-briefing, review and action planning.



**£645 per day per team member**  
(Inclusive of expenses)

# Staff Training & CPD

## THE RECOGNITION AND MANAGEMENT OF PEER ON PEER ABUSE WORKSHOP

### Duration:

1 Day Workshop  
(depending on the size of the organisation).

### Target Market/Audience:

- All Staff
- DSLs and DDSLs.

### Content:

#### Description/Learning Outcomes:

Over recent times, there has been a significant increase in the focus on this subject from organisations, authorities and the public.

Websites like 'Everyone's Invited' and accounts from those affected by or survivors of sexual assault, abuse and rape have highlighted that schools, colleges and providers responses to such issues needs significant reform and improvement.

Ofsted has conducted a thorough and objective review and announced a series of measures schools, colleges and providers can and should take. This workshop aims to educate, train and support colleges and providers in their obligations and expectations in this critical area.

#### Content:

- Safe space, confidentiality and disclosure agreement
- Ofsted expectations
- Pulse check on the understanding of terms
- Definition of peer abuse
- Statistics and the national picture
- What our students are telling us
- Signs and symptoms
- Consent
- Traffic light systems
- Evidence capture
- Policy, procedure and record-keeping
- Case studies
- Pulse check on improved understanding.

#### Possible Extensions:

- Auditing, monitoring and support
- 'Pre-Inspection Pack' preparation
- DSL de-compression and supervision.



Price on application

# Staff Training & CPD

## UNDERSTANDING AND IDENTIFYING ONLINE ABUSE, HARASSMENT AND GROOMING WORKSHOP

### Duration:

Half or Full-Day Workshop  
(depending on the size of the organisation).

### Target Market/Audience:

- All Staff
- DSLs and DDSLs.

## Content:

### Description/Learning Outcomes:

Colleges and providers nationwide have seen a noticeable increase in the prevalence of online abuse, harassment and grooming.

While the antecedents to this may feel obvious in this age of smartphones and online culture, knowing how to respond to it can sometimes feel overwhelming.

This workshop aims to equip leaders, staff and those responsible for Student Welfare Services with a deeper understanding of how and why these issues affect young people and practical tips on dealing with them when they arise.

The full workshop covers everything from operational challenges to designing a suitable policy, training and record-keeping.



### Content:

- Identification of online platforms
- Cyberbullying
- Legislation
- Case studies
- College and provider responsibility
- Support for students
- Sexting/grooming
- Legislation
- Reporting and college and provider responses
- Support for students.

### Possible Extensions:

- Policy writing and student guidance
- Student consultations and student voice engagement activities and awareness
- Consultation with IT departments and services on creating safe online environments for students and staff.

Price on application

# Staff Training & CPD

## PREVENT ACTION PLAN 'REVIEW, DISCUSS AND DESIGN' WORKSHOP

### Duration:

Half or Full-Day Workshop  
(depending on the size of the organisation).

### Target Market/Audience:

- Welfare/Safeguarding Staff
- DSLs and DDSLs
- Health and Safety Managers.

## Content:

### Description/Learning Outcomes:

A comprehensive, contextualised and updated PREVENT action plan is both an expectation and a useful working document. Making sure it meaningfully reflects your organisation's demographics, location, and individuality can be challenging. However, it sets prepared colleges and providers ahead of those who respond only after an incident or concern.

This workshop pulls together key stakeholders, including welfare and health and safety, to understand definitions and risks, generate an action plan accordingly, and set a schedule for reviews and reporting.

### Content:

- Understanding PREVENT, PREVENT strategy, channel and other terms
- Ofsted expectations
- Prevent in the context of FE
- Prevent in the context of the host college
- Statistics, national and local picture
- Legislation, policies and procedures
- Analysis of current policies
- Group discussions on policy development Action planning.

### Possible Extensions:

- Prevent policy writing and guidance
- DSL Support on engaging with LAs and channel panels
- Prevent Procedure audit and report.

**£850 per day**  
(Inclusive of expenses)



# Coaching, Mentoring and Ongoing Support

## DESIGNATED SAFEGUARDING LEAD (DSL) SUPERVISION AND SUPPORT

### Duration:

Ongoing, dependant on individual College and Providers needs.

### Target Market/Audience:

DSLs and Welfare/Safeguarding staff.

## Content:

### Description/Learning Outcomes:

Being a DSL or a senior staff member with responsibility for welfare can feel lonely. Further Education, in particular, is a unique safeguarding arena, spanning many settings, age ranges and demographics.

This service offers the opportunity for DSLs, DDSLs and welfare staff within colleges and providers to be supported with the development of their policies and procedures concerning safeguarding, PREVENT, criminal convictions and other related documents, and a space to discuss staff training, referrals and ongoing safeguarding issues.

This can be face-to-face or remote and tailored to meet the specific organisation's needs.

### Possible Extensions:

- Staff de-briefing after particular events
- Review and learning from incidents, including future action planning
- Case reviews and audits
- Welfare staff wellbeing surveys, including reports for SLT.



**£645 per day**  
(Inclusive of expenses)

# Staff Training & CPD

## ADVANCED PRACTITIONER 'BARRIERS TO LEARNING' TRAINING

### Duration:

Half, full or two-day Workshop  
(depending on the size of the organisation).

### Target Market/Audience:

- Advanced Practitioner
- Teams TLA Coaches
- Pastoral Support Managers
- Personal Tutors

### Content:

#### Description/Learning Outcomes:

This workshop aims to help embed welfare into curriculum departments and teaching, learning and assessment.

The workshop helps those responsible for developing pedagogy and teaching culture to recognise barriers to Learning and welfare as key drivers to retention, engagement, attendance and behaviour.

The workshop gives attendees the tools to pass on to staff and develop their training and support packages.

#### Half Day:

- What are 'Barriers to Learning'?
- Why do they matter?
- Developing training programmes for teachers that address these barriers

#### Full-Day:

As above plus:

- Development of training resources
- Contextualisation to the specific college or provider
- Culture and Ethos in pedagogy.

#### Two Days:

As above plus:

- Discussion and development of classroom behaviour management
- Positive management of challenging behaviour
- Basics of SEN, SEMH and other additional needs
- Coaching and performance management concerning barriers to learning.



Price on application

# Case Studies

## **The 3 I's. Intervention-Impact-Improvement.**

**How our quality improvement service makes a real difference.**

### Case study 1

#### HE Provider - Higher Level Apprenticeships

Our client commissioned us to conduct a series of curriculum deep dives into their level 5-7 apprenticeship programmes. They were expecting their first full inspection in the next twelve months and wanted to understand any areas for development that an external review might identify. Our team of three consultants, with significant experience managing and inspecting apprenticeships, looked at a diverse range of programmes, including engineering, computing, and health and social care.

Some of the areas they identified for improvement were:

- Improving the tracking of the progress of apprentices across all knowledge, skills and behaviours contained in the standard
- Undertaking detailed assessments of what apprentices already know and can do prior to them starting their programme
- Ensuring that all apprentices fully understood and were being prepared for end point assessment
- Improving the feedback given to apprentices so they understand what they have done well and what they can do to further improve their work
- Improve the range and quality of careers advice for apprentices.

All of the recommendations were incorporated into an apprenticeship improvement programme. Key managers found the process invaluable in terms of how they articulate the curriculum and the lines of enquiry that inspection activity may follow.

In April 2023, the provider was inspected and graded outstanding for overall effectiveness.

## Case study 2

### General FE College – Specialist Provision for Learners With High Needs.

Our specialist high-needs consultant conducted a full review of cross-college and discreet provision in 2021, followed by a second review in early 2022 to follow up on areas for improvement. The key findings and recommendations for improvement were:

- A training programme to further develop SEND-specific pedagogy, teaching and assessment practice, specifically using techniques and specialist resources
- Develop central systems to evaluate the quality of work placements for learners with high needs
- Leaders and managers should prioritise the approval of policies and procedures to ensure all aspects of medication administration and personal care support are fully understood and implemented across the college. Clear lines of accountability should be agreed to ensure that learners across the whole college are monitored and appropriate risk assessments are in place.

In May 2022, the college's high-needs provision was judged to be outstanding by Ofsted.

## Case study 3

### Independent Training Provider – Adult Education

In June 2022, we were asked to conduct a review of adult provision against the EIF. Our team of practicing inspectors spent three days looking at all aspects of the curriculum, working with leaders and managers who benefitted greatly from the CPD opportunity.

Among the key recommendations and areas for improvement were:

- Re-evaluating the curriculum intent – why specific programmes were being delivered in this locality and the aims and intended destinations for learners
- Improving individual learning plans so that clear targets are set, revisited, and monitored to ensure that progress is effective relative to learners' starting points
- Implement a programme of CPD to develop tutors' knowledge and skills in giving effective and constructive feedback

In December 2022, the provider received an overall effectiveness grade 2 by Ofsted.



# Testimonials

## What our Clients Say About us

### Client Testimonial



We worked with FEA to support our staff to understand how our curriculum might be reviewed by external agencies. We are a large college working inside an even larger group structure, so we had a number of complexities that FEA worked through with us over several months to arrive at a meaningful curriculum review structure. Following extensive consultation with FEA, we created a really good model for reviewing the curriculum here at The Manchester College. During the actual week of the review, we had a great experience working with the consultants from FEA, who provided a great coaching experience for all our curriculum leads. While we got some great advice about the quality of our curriculum offer, we felt the most benefit came from the 1:1 conversations our curriculum leads had with the consultants about how to approach presenting their curriculum. The advice was invaluable and will support us in making improvements to our offer going forward.



Dr Edward Lack  
Group Quality Director  
LTE Group

### Client Testimonial



I engaged FE Associates to undertake a review of our apprenticeship provision and assist us with identifying areas for improvement. Their consultants were professional and supportive throughout the process. They provided expert advice and detailed reports containing suggestions for improvement, which have provided invaluable. I would highly recommend FE Associates and their services.



Brian Culleton  
Director of Apprenticeships

### Client Testimonial



ATTFE College is incredibly grateful for the quality of education support and expertise it receives from FE Associates. Every aspect of this partnership works incredibly well, from requesting support to receiving it timely. Engaging external experience enables us to robustly quality assure the progress and impact we are having at a deeper level and it helps us all to further our individual professional development.



Liz Barrett OBE,  
Principal, ATTFE College



For more information or to arrange your free consultation, contact our Director of Partnerships, Dan Beale.

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