



# Quality Assurance and Quality Improvement Policy

Ratified by Chair of Govs:

Signed by ..... 

Date ..... 

## Purpose of the Policy:

At MIAG (Meeting Individual Aspirations & Goals), we are committed to delivering a **high-quality, inclusive, and person-centred education** that empowers every learner. This policy ensures we have robust systems to **monitor, evaluate, and improve** all aspects of our provision.

We aim to:

- ✚ Maintain consistently high standards
  - ✚ Support staff in delivering excellent practice
  - ✚ Meet the needs of learners, families, and stakeholders
  - ✚ Drive a culture of **reflection, accountability, and growth**
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## Our Vision for Quality:

Quality at MIAG means:

- ✚ Every learner experiences **safety, belonging, and progress**
  - ✚ Support and education are **personalised, inclusive, and trauma-informed**
  - ✚ Staff are **skilled, reflective, and continuously developing**
  - ✚ Feedback and data are used to **improve outcomes for all**
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## Scope of the Policy:

This policy applies to:

- ✚ All education and support services provided by MIAG
  - ✚ All staff, Directors and volunteers
  - ✚ All settings and off-site activities
  - ✚ All learners and their personalised learning journeys
  - ✚ Any services externally commissioned by MIAG
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## Roles and Responsibilities:

| Role:                   | Responsibilities for Quality & Improvement:                                                                            |
|-------------------------|------------------------------------------------------------------------------------------------------------------------|
| Chief Operating Officer | Leads the strategic vision for quality and oversees implementation and reporting                                       |
| Senior Leadership Team  | Co-ordinates quality monitoring, analysis, and improvement planning                                                    |
| All Staff               | Engage in reflective practice, deliver high-quality teaching & support and contribute to improvement reviews and plans |
| Learners and Families   | Give feedback on provision quality through structured and informal methods                                             |
| Commissioners           | External quality monitoring and evaluation                                                                             |

## Quality Assurance Methods:

We use a range of methods to check and maintain standards:

- ✚ **Learning Walks & Observations:** Regular monitoring of classroom and support practice
- ✚ **Planning and Work Scrutiny:** Reviewing lesson plans, learner work, and learner profiles
- ✚ **Feedback Mechanisms:** Surveys, learner reviews, family conversations, and complaints/compliments
- ✚ **Progress and Outcome Data:** Monitoring academic, social, emotional, and attendance data
- ✚ **Staff Appraisals and Supervision:** Reviewing performance, targets, and development needs
- ✚ **Safeguarding Audits:** Regular checks on safeguarding systems and culture
- ✚ **Annual Self-Assessment Report (SAR):** Summarising strengths and areas for improvement
- ✚ **Commissioner Monitoring Visits:** Where applicable, to validate the quality of service

## Quality Improvement:

### What is the difference between QA & QI?

- ✚ Quality assurance tells us where we are
- ✚ Quality improvement helps us move forward

We are committed to a **continuous cycle of improvement**. This includes:

#### The Quality Cycle



| Stage:  | What we do:                                                                         |
|---------|-------------------------------------------------------------------------------------|
| Plan    | Set clear goals based on data, feedback and self-assessment                         |
| Do      | Deliver provision with consistency and care                                         |
| Review  | Monitor performance, reflect, gather evidence and feedback                          |
| Improve | Make adjustments, consider training needs, update policies and/or refine strategies |

#### Quality Improvement Priorities May Include:

- ✚ Updating curriculum delivery based on learner needs or voice
- ✚ Addressing attendance or engagement gaps
- ✚ Improving differentiation or inclusion for SEND learners
- ✚ Increasing parental/carers involvement
- ✚ Strengthening staff training or team capacity
- ✚ Enhancing safeguarding procedures

## **Quality Improvement Plan (QIP)**

- ✚ Key areas for development are written into a **Quality Improvement Plan**, reviewed each term
  - ✚ Progress is tracked, and outcomes are shared with staff, directors, and (where relevant) commissioners
  - ✚ All staff are supported and accountable for improvement areas
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## **Monitoring and Review:**

This policy and all linked procedures are:

- ✚ Reviewed annually by senior leadership and summative report to The MIAG Management Board
  - ✚ Informed by learner outcomes, staff feedback, and regulatory frameworks
  - ✚ Adjusted based on internal and external findings
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## **Linked Policies:**

- ✚ Teaching and Learning Policy
- ✚ Curriculum Policy
- ✚ Assessment Policy
- ✚ Safeguarding and Child Protection Policy
- ✚ SEND Policy
- ✚ Staff Supervision Policy
- ✚ Behaviour Policy