

Quality Improvement Policy

1. Policy Statement

Swatpro is committed to a culture of continuous quality improvement in all aspects of its apprenticeship and skills bootcamp provision across the South West of England. Our goal is to deliver outstanding, learner-centred training and assessment that meets or exceeds the expectations of learners, employers, funding bodies, and regulators.

2. Purpose

This policy outlines our approach to driving and maintaining high-quality provision through effective self-assessment, strategic planning, performance monitoring, and collaborative engagement with partners.

3. Scope

This policy applies to all staff, delivery partners, and subcontractors involved in the delivery of apprenticeships and skills bootcamps under Swatpro.

4. Quality Improvement Objectives

We aim to:

- Provide a consistently high-quality learning experience for all learners.
- Promote a culture of reflection, feedback, and continuous development.
- Use robust evidence to inform self-assessment and improvement planning.
- Meet or exceed expectations set by the Department for Education (DfE), Ofsted, and awarding bodies.
- Ensure employer needs are met and embedded within programme delivery.

5. How Quality Improvement is Achieved

5.1. Self-Assessment and Improvement Planning

- All delivery partners will produce an annual Self-Assessment Report (SAR) and a Quality Improvement Plan (QIP).
- These will inform Swatpro's overarching Leadership and Management SAR and QIP.
- The SAR and QIP must be evidence-based, involve feedback from learners, staff, and employers, and focus on measurable outcomes.

5.2. Quality Monitoring and Review

- Regular performance review meetings will be held with each partner to:
 - Monitor progress against QIPs.

- Review key metrics such as learner retention, achievement, and employer satisfaction.
 - Identify and share best practice.
 - Confirm ongoing compliance with service level agreements (SLAs) and funding body requirements.
- A formal quality review will be conducted annually for each partner.

5.3. Risk Management

- Partners will be assigned a risk rating based on:
 - Number of learners.
 - Performance metrics (achievement, progression, etc.).
 - Quality assurance outcomes and QIP progress.
- Risk ratings will inform the frequency and depth of quality monitoring activities.

5.4. Documentation and Evidence

Partners are required to provide:

- Evidence of quality assurance processes (e.g. internal verification reports, observation records).
- Up-to-date policies and procedures.
- Timely data submissions aligned with ESFA and Ofsted requirements.

6. Responsibilities

Swatpro will:

- Implement, audit, and update this policy annually.
- Produce an annual organisational SAR and QIP.
- Set and monitor Key Performance Indicators (KPIs).
- Support partners to achieve high-quality provision through guidance and training.
- Conduct regular partner reviews and risk management.

Partner Organisations will:

- Submit an annual SAR and QIP.
- Participate fully in quality reviews and meetings.
- Provide timely and accurate data and evidence.
- Comply with the requirements of ESFA, Ofsted, awarding bodies, and Swatpro.
- Maintain robust internal quality assurance processes.

7. Associated Documents

- Service Level Agreement (SLA)
 - ESFA Contract for Services
 - ESFA Funding Guidance (current year)
 - Ofsted Education Inspection Framework
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Version Control

Date	Name	Change Description	Next Review
10/08/21	J. Wilkie	Policy formatted	
12/09/23	S. Abbott	Policy formatted	
22/04/25	D. Vickers	Policy content updated	22/05/26
