



Awaken y athrylith o fewn ~ Awaken the Genius Within!

Quality Assurance Policy

BML College, Birmingham, United Kingdom

Policy authorised by Responsible Officer Nov 2018

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Quality Assurance Policy

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1. Introduction

BML College has in place a set of processes to ensure quality will be experienced consistently across all aspects of the College operations (Quality Assurance) and support the College in a cycle of continuous improvement and rising standards (Quality Improvement). At the heart of the cycle is self-assessment

2. Objectives

The aim is to achieve quality improvements that are learner focussed and that have a positive impact on the learner experience:

- The quality of teaching, learning and assessment
- The College environment, including resources
- The College services and operations

3. Our Procedures

3.1 The processes that support quality are set out in detail and available on the College intranet in the policies and procedures area. All staff, from induction and probation onwards, are introduced and trained in these processes. Implementation is monitored to ensure staff understand and comply and that all aspects of the procedures are effective.



3.2 Feedback is regularly sought from learners, partners and contractors with regard to the quality of their experience of BML College. This feedback is evaluated by the relevant management team and used to improve the quality of College operations.

4. Quality Assurance Framework

4.1 The College has in place a range of systems and procedures that combine to provide a quality assurance framework.

- College wide annual self-assessment by area of learning.
- Annual observation of teaching, learning and assessment cycle
- Moderation of observation of teaching, learning and assessment grades and processes
- Annual staff development plan
- Staff appraisals
- All new tutors are encouraged to gain or to be working towards a recognised teaching qualification during their first year of employment
- Probation and mentoring scheme for new tutors
- A master practitioner scheme to support tutors in moving from a “satisfactory” grade to “good” in lesson observations
- Annual course review and evaluation by subject sector category
- Student involvement strategy, including BML User Group meetings
- A customer care policy, with complaints and issues of concern investigated by the customer care team
- Student and staff induction programmes



- Learning walks
 - Quality Assurance Folders (QAFs) for all courses
 - All college policies and procedures that support the quality framework are available via the College intranet
- 4.2 We will actively seek the views of users across the full range of our services to assess levels of satisfaction, publish these results and use them to improve the levels of service we provide.
- 4.3 We will aim to provide qualified and suitably trained staff that work to the highest professional standards and who support students in achieving their learning goals and targets.
- 4.4 We will implement a consistent, thorough and fair approach to assessment, internal Quality Assurance and moderation across teaching and learning.
- 4.5 Information will be provided about the College that is clear and easily accessible to all.
- 4.6 We will offer resources that enhance learning opportunities, are appropriate to student needs, industrially relevant and safe.

5. Quality Improvement

A cycle of review, evaluation, planning and reporting is in place to identify priority areas for continuous improvement and development. The review cycle arises from:

- The college mission statement – “We Believe High Quality Education Should be Affordable and Accessible for All”
- The College Strategic Objectives and annual targets
- Annual Quality Improvement and Development Plan (arising from the Self-Assessment process) and termly progress reports
- Area of learning quality improvement plans with specific targets



- Observation of teaching, learning and assessment – action planning and coaching process
- Annual Staff Development Plan
- Use of target setting – college-wide, faculty and subject sector category.
- Staff appraisal and regular “Work in progress” review meetings.
- Sharing of good practice through team meetings, networking and learning walks
- Use of feedback – student surveys, BML User Group Meetings, complaints, compliments and social media platforms such as LinkedIn and Facebook.
- Learner mid-course and end of course reviews
- Analysis of learner data on enrolment, retention, achievement and satisfaction to identify trends and areas requiring improvements or a change in policy or procedure.
- Use of national, local and internal benchmarking data to identify priority areas for improvement
- Peer Review and development, working with awarding bodies, local adult learning providers to moderate self-assessment, develop local benchmarks and share good practice.

6. Useful contacts

For more information please visit our website www.bmlcollege.com. Alternatively, call at: +44 (0) 757 734 0 724 or email at: info@bmlcollege.com. Or visit us at; BML Centre for Higher Education, Morgan Reach House, 1st Floor, 136, Hagley Road, Birmingham, B16 9NX, United Kingdom.

End of the Policy



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