

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Performance, Quality Tracking & Management Information Policy

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Approved by	Scott Ward (CEO)
Policy owner	CEO

Document control: This document is controlled. Printed copies may not be current. The latest approved version is held by Humanise Solutions. Changes are recorded in the version-control register and approved by the policy owner.

This version consolidates and supersedes the previous Performance, Quality Tracking & Management Information Policy (v2.0) and the earlier Quality and Tracking Policy (v1.1), and aligns our quality-assurance framework to City & Guilds Assured processes and requirements.

CITY & GUILDS ASSURED ALIGNMENT

Humanise Solutions programmes are delivered as City & Guilds Assured provision. Our quality-assurance framework is designed to gain and maintain Assured endorsement by evidencing the quality of programme content, structure, delivery and learning outcomes. We embed quality across the whole learner journey, operate internal quality assurance (IQA) with standardisation and sampling, and maintain an audit-ready evidence base for annual review and re-endorsement.

1. Policy statement and intent

Humanise Solutions is committed to delivering high-quality, human-centred employment, skills and wellbeing provision that is continuously monitored, evaluated and improved. We operate an evidence-led Quality Assurance (QA) framework to assure the quality of curriculum design and delivery, teaching and learning, learner experience, safeguarding, and outcomes (including progression to employment and further learning).

Quality is everyone's responsibility. It is embedded across governance, delivery and partner management, and is led from the top of the organisation. This policy sets out the systems, activities, data and accountabilities through which we assure and improve quality.

2. Purpose, vision and quality objectives

Our quality objectives are to:

- Deliver provision that is safe, inclusive, accessible and responsive to learner needs.
- Ensure curriculum plans are fit for purpose, employer-informed and mapped to clearly defined learning outcomes and contractual outcomes.
- Maintain consistently high standards of teaching, learning and assessment (TLA) through observation, coaching and CPD.
- Achieve strong participation, retention, completion and progression outcomes, evidenced through robust management information (MI).
- Place learner voice and stakeholder feedback at the centre of continuous improvement.
- Maintain audit readiness and compliance, including City & Guilds Assured requirements, UK GDPR and safeguarding expectations.

3. Scope

This policy applies to all Humanise Solutions programmes and services – including employment support, adult skills, leadership development, ESOL and wellbeing – delivered face-to-face,

online or blended. It applies to all staff, associates, volunteers and delivery partners, who are required to work within this framework.

4. Definitions

Quality assurance (QA)	The system of planned activities that maintains and improves the standard of provision.
Internal quality assurance (IQA)	Internal monitoring of delivery, learner work and outcomes to assure consistency and standards.
Management information (MI)	Data on participation, progress, outcomes and feedback used to manage and improve delivery.
Standardisation	Activity ensuring judgements and feedback are applied consistently across staff and cohorts.
Continuous Improvement Plan (CIP)	The live action plan capturing improvement actions, owners, timescales and review points.

5. Alignment to City & Guilds Assured

City & Guilds Assured is a quality benchmark that endorses the content, structure, delivery and learning outcomes of a programme rather than awarding a regulated qualification. To gain and maintain Assured status we:

- Map every programme to clearly defined aims and learning outcomes, reviewed for currency, relevance and employer need.
- Maintain a documented quality cycle covering the full learner journey from engagement to outcome.
- Operate internal quality assurance, including risk-based sampling, standardisation and internal verification of delivery and learner work.
- Keep an audit-ready evidence base (plans, registers, observation records, learner work, MI and feedback) available for City & Guilds review.
- Complete an annual self-assessment and improvement cycle that supports re-endorsement and demonstrates continuous improvement.

6. Quality assurance framework and KPI set

We maintain a comprehensive QA activity set and KPI framework to monitor and enhance quality. As a minimum this includes curriculum plan evaluation (intent, implementation and impact); quality 'deep dives' into delivery themes; scrutiny of quality evidence (plans, registers, learner work and MI); stakeholder focus groups; learner voice methods; observations of teaching, learning and assessment; CPD aligned to QA findings; and safeguarding, EDI and wellbeing monitoring embedded throughout.

KPI domains are tracked on a defined cadence and reported at agreed intervals. They include participation and attendance, retention, progress against individual plans, achievement and completion, learner satisfaction, employer engagement, and outcomes and progression (employment, training or further learning where applicable). Targets are agreed with commissioners and reviewed against delivery.

7. The learner journey and quality

Quality is built into every stage of the learner journey, consistent with City & Guilds Assured expectations:

- Engagement and onboarding: information, advice and guidance; identification of learner needs and any access requirements; issue of the Code of Conduct for Learners; baseline of starting points.
- Delivery: planned, sequenced content mapped to learning outcomes, delivered inclusively and with appropriate differentiation.
- Review: ongoing progress checks, learner voice and formative feedback against learning outcomes, with support adjusted as needed.

- Outcomes: completion, recognition/certification where applicable, and tracking of destinations and progression.

8. Curriculum planning, implementation and effectiveness

Curriculum quality is assured through a planned cycle that evaluates intent (learner and employer need, progression routes and inclusion design), implementation (session plans, sequencing, resources and delivery consistency) and impact (learner progress, evidence, outcomes and stakeholder feedback). We triangulate curriculum reviews, MI and feedback through deep dives to confirm effectiveness and to implement improvements within delivery cycles.

9. Teaching, learning and assessment (TLA) observation process

We operate a defined observation process to enhance the quality of teaching, learning and assessment, comprising:

- A planned and risk-based observation schedule across cohorts, facilitators and delivery modes.
- Clear observation criteria covering engagement, inclusion, teaching methods, differentiation, checking of learning and feedback.
- Immediate developmental feedback with agreed, time-bound improvement actions.
- Follow-up observation or coaching where improvement actions are required.
- Moderation of observation judgements by the Quality Assurance Lead to assure consistency.

10. Internal quality assurance, sampling and standardisation

In line with City & Guilds Assured and recognised IQA practice, we:

- Operate a documented, risk-based sampling plan across facilitators, cohorts and delivery modes, increasing sampling where risk indicators are present (e.g. new staff or new content).
- Hold standardisation meetings so that judgements and feedback are applied consistently against defined learning outcomes.
- Internally verify that delivery and learner work meet the programme's defined outcomes and standards.
- Record IQA activity, findings and actions, and feed these into the Continuous Improvement Plan.
- Ensure all facilitators have access to current plans, learning-outcome maps, observation records and report forms.

11. Staff development, training and CPD

CPD is aligned to our QA findings and contractual requirements. It includes a structured induction in which new team members shadow experienced colleagues to embed a consistent, effective methodology; safeguarding and Prevent refreshers; observation coaching; and targeted training arising from learner voice, audits and deep dives. CPD plans are reviewed quarterly and updated following QA findings, with records maintained.

12. Management information: collection, integrity and reporting

MI is collected through secure digital systems and structured templates, capturing attendance, progress, achievement and completion, outcomes and progression, and learner feedback. Data integrity is maintained through validation checks, clear ownership, defined data definitions and secure storage, in line with our Data Protection Policy and the UK GDPR. Live dashboards allow internal teams and commissioners to monitor key metrics, and qualitative insight is captured through learner stories, case studies and reflective evaluations. Reporting outputs include dashboards, narrative reports and improvement actions, provided to commissioning and delivery partners at agreed intervals.

13. Learner voice, focus groups and stakeholder feedback

We collect and act on feedback throughout delivery:

- Client feedback forums: held weekly with commissioning partners from the start of provision through to a final end-of-provision review.
- Participant feedback forums: structured weekly sessions, with formal start and end evaluations, ensuring learner voice is central to quality assurance.
- Pulse surveys, focus groups and employer/commissioner feedback sessions.

Feedback themes are logged, actions are assigned with owners and timescales, and changes are communicated back to learners and stakeholders so that they can see the impact of their voice ('you said, we did').

14. Quality assurance calendar and activity schedule

A QA calendar is maintained for each contract and programme, setting out when evidence will be gathered and reviewed. As a minimum it includes weekly performance reviews, monthly audits and observations, quarterly deep dives and CIP reviews, and an end-of-programme impact evaluation. The calendar ensures activity is planned, proportionate and audit-ready.

15. Deep dives methodology

Deep dives provide a structured, themed review of quality, combining curriculum, MI, learner voice, stakeholder feedback and direct observation. Each deep dive has defined scope and questions; findings are documented, graded by risk and priority, and feed directly into the Continuous Improvement Plan with owners and timescales.

16. Self-assessment and continuous improvement planning

We maintain a structured annual self-assessment report (SAR) and a Continuous Improvement Plan (CIP) with SMART actions, owners, timescales, success measures and review points. Progress is reviewed monthly through governance, with quarterly formal updates and a final programme review that captures impact and lessons learned. The SAR also evidences continued alignment to City & Guilds Assured requirements and informs re-endorsement.

17. Accountability, roles and responsibilities

- CEO (Policy owner): overall accountability for organisational quality and compliance.
- Director of Delivery: programme performance, contract delivery and quality-improvement leadership.
- Quality Assurance Lead: audits, observation moderation, IQA sampling, standardisation, deep dives and action tracking.
- Data & Impact Officer (Emily Ward, from 1 March 2026): MI quality, reporting accuracy, data governance and GDPR compliance.
- Facilitators/Coaches: delivery quality, accurate data capture, learner engagement and feedback collection.
- Delivery partners/subcontractors: compliance with Humanise Solutions quality standards, reporting and improvement actions.

18. Related policies and data protection

This policy should be read alongside the Data Protection Policy, the Safeguarding Policy, the Access Arrangements Policy & Procedure, the Version Control, Content Approval and Feedback Policy, and the Appeals and Complaints Procedure. All performance and MI activity is conducted in line with the UK GDPR and the Data Protection Act 2018, with access restricted to authorised personnel and records retained in line with our retention schedule.

19. Policy review

This policy is reviewed annually, or sooner if contractual, legislative or operational requirements change. Changes are approved by the policy owner and recorded in the version-control register.