

Mary Pugsley MBE

Director, HAIR AT THE ACADEMY



Quality Policy

Written by Mary Pugsley MBE
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Hair@theAcademy is a company limited by guarantee, registered in England and Wales, Number 9223155.

Registered office: 8 Feltrim Avenue, Exeter, Devon, EX2 4RP, UKPN 10047420.

1. Purpose

The policy commits Hair at the Academy to maintain and improve the quality of its teaching and learning provision through the processes of continuous improvement and quality assurance. The policy applies to all staff, all learners and other stakeholders. The objective is to embed effective quality processes that are rigorously implemented to foster a culture of continuous improvement in all facets of Hair at the Academy.

1.1 The policy supports Hair at the Academy by:

- Ensuring the quality of teaching, learning, and training
- Meeting learners' needs and continually improving and developing the student experience
- Meeting the priorities of stakeholders e.g Devon County Council, Virtual Schools
- Meeting the standards set by external inspection and quality assurance regimes e.g Devon County Council, Ted Wragg Trust etc.
- Meeting the requirements of internal and external audits
- Meeting Awarding Organisation/bodies requirements- VTCT and Open Awards.
- Identifying strategies for improvement
- Ensuring quality assurance of assessment processes
- Making best use of the talents and energies of the Hair at the Academy staff
- Ensuring that staff tailor delivery to ensure all individual needs are met

1.2 This policy also supports assurances made to Hair at the Academy students and staff by:

- Dealing promptly and fairly with any complaints from learners and other stakeholders in line with our Complaints Procedure.
- Collaborative working with staff, students, stakeholders and parents through problem solving approaches to support students with their learning journey.
- To promote ongoing CPD for staff to encourage them to build on their skills set and expertise to improve the quality and scope of experience delivered to learners.

2. Policy

2.1 Hair at the Academy is committed to improving the quality of its provision by:

- Ensuring high standards of professional performance
- Implementing rigorous self-assessment process
- Embedding effective policies and procedures
- Measuring and analysing performance against benchmarks
- Ensuring all staff employed by Hair at the Academy are aware of their joint responsibility for improving the quality of provision.

2.2 The quality process involves a cycle of activities of which self-assessment, course and team review are major parts. The major elements are:

- Identifying priorities at Hair at the Academy.
- Establishing performance indicators/targets against which provision is judged
- Collecting data to measure performance
- Analysing performance against benchmarks and performance indicators
- Implementing and monitoring quality improvement plans

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- Issuing reports on quality issues for the Senior Leadership Team and the Director where appropriate

2.3 This cyclical process occurs at Director, Senior Leadership and tutor level throughout the Hair at the Academy and is informed by the Quality Assurance Cycle, which provides the following measures for gathering information and offering developmental opportunities:

- College Quality Improvement Plan
- Annual Review of the Curriculum
- Quality and Resources Review
- Recommendations from Awarding bodies EQA visits
- Recommendations from stakeholder Quality Assurance audit
- Auditing of students coursework
- Deep Dive activity
- Learning Walks
- Staff Development
- Lesson observations
- Staff appraisals
- Student appraisals
- Written or verbal feedback from students, parents or stakeholders

3. Implementation

3.1 The cyclical self-assessment process is supported by a series of activities, procedures and practises as listed under 3.3 above.

3.2 It is the responsibility the Director to:

- Identify the strategic priorities for Hair at the Academy in response to internal and external demands and initiatives
- develop and review Hair at the Academy policies and associated procedures, guidelines, and strategies

3.3 It is the responsibility the Senior Managers to:

- self-assess their area of provision and contribute to Hair at the Academy's self-assessment reports
- conduct professional performance reviews of all their staff
- establish mentoring arrangements for all new staff or for staff with new responsibilities
- devise a training and development plan
- ensure that tutors keep electronic records of schemes of work, meetings, all documentation related to Quality Assurance processes as set out by the Internal Quality Assessors (IQAs), External Quality Assessors (EQAs) and awarding bodies.
- ensure completion of the annual self-assessment review and the administration of the student appraisals
- complete the ARC (Annual Review of Curriculum)
- carry out a programme of teaching observations and learning walks
- maintain and review standard quality service agreements.
manage and report teaching observations

3.4 It is the responsibility of the Internal Quality Assurance Team to:

- manage the annual quality cycle
- review quality improvement plans

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- manage and report on the student appraisals
- manage and report on the internal Deep Dive process
- draw up the internal annual staff development plan,
- manage and report on internal staff development
- provide continuous professional development opportunities
- ensure, through audit, that all staff comply with quality policies and procedures.

It is the responsibility of the Quality Administrator to:

- monitor and report on Awarding Organisation reports
- monitor and report on the Complaints Procedure.
- reviewing of the induction process
- maintain electronic minutes of meetings

It is the responsibility of teachers and tutors to complete self-assessments via:

- reviewing student retention, achievement and target setting
- reviewing of the teaching, learning, resourcing and assessment in mid-course
- providing an annual review of curriculum (ARC)
- provide effective and appropriate teaching, training and support for learning
- maintain current electronic schemes of work, which offer flexibility to always include all learners and to tailor courses to fulfil individual needs
- maintain all documentation related to QA processes as requested by relevant Awarding Organisations
- undertake appropriate development and training

It is the responsibility of the Senior Managers to validate all decisions on quality issues.

It is the responsibility of all staff members to:

- take part in professional performance reviews and attend meetings of the teams to which they belong
- be responsible for the quality of their work and for ensuring the quality of Hair at the Academy's provision

5. Associated Documentation

- Staff and Student Codes of Conduct
- Staff Appraisal Template
- Student Appraisal Template
- Teacher Observation Processes
- Quality Service Standard Agreements
- Complaints Procedure

6. Monitoring, Review and Evaluation

6.1 The Director is responsible for approving the Quality Policy

6.2 The QA Administrator will review this policy annually in conjunction with the Senior Leadership Team

6.3 The definitive version of the policy is stored on the staff electronic drive and can be distributed to students, parents and stakeholders on written request.

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