**Observation of Teaching, Learning and Assessment Policy**

**Policy Statement**

The purpose of the Observation of Teaching, Learning and Assessment Policy is to clearly state how South Tyneside Works will:

quality assure the delivery of teaching, learning and assessment through development of providers observation of teaching, learning and assessment policies and practices

develop sub contracted providers and drive high standards of teaching, learning and assessment across all provision

identify where further support and development is required

identify and share best practice across the supply chain

**Values and Ethos**

The four pillars of Quality Assurance within South Tyneside Works are co-investment, problem solving, creativity and innovation and shared responsibility and ownership

**Priorities**

Priorities are aligned to the Economic Inclusion and Skills Action Plan and linked to the overarching priorities of South Tyneside Council.

1. South Tyneside Works will undertake an annual OTLA Policy Deep Dive with all providers quality assurance representative ​
2. South Tyneside Works will undertake an annual OTLA Practice Deep Dive with all providers quality assurance representative ​

**OTLA KPI’s**

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* QM KPI 3 Undertake an annual OTLA Policy Deep Dive with 100% of active providers by Aug 2023​
* QM KPI 4 75% (¾) RAG status of OTLA Policy Deep Dive to be amber/green by Aug 2023​
* QM KPI 5 Red RAG rated OTLA Policy Deep providers to be supported to be rated as amber or green by 3rd consecutive red RAG rated visit.
* QO KPI 1 Undertake an annual OTLA Practice Deep Dive with 100% of active providers by Aug 2023​
* QO KPI 2 75% (¾) RAG status of OTLA Practice Deep Dives to be amber/green by Aug 2023​
* QO KPI 3 Red rated OTLA Practice Deep providers to be supported to be rated as amber or green by 3rd consecutive red rated visit or referred for notice of concern

**Responsibility**

South Tyneside Works maintains responsibility for undertaking OTLA policy and practice deep dives with providers throughout the academic year.

Responsibility for subcontracted provider observations, including any relevant policies, processes and documentation is held by the sub contracted provider.

**OTLA Policy Deep Dive**

**Procedure**

This activity is designed to quality assure the providers overarching OTLA policy against their current OTLA practices.

A date is mutually agreed between the provider and South Tyneside Works QA representative, and a range of documentation is requested to be made available during the visit including OTLA policy, strategy, records of completed OTLA’s and OTLA sample plans.

The activity tests how robust the policy and sample plans are and reviews the effectiveness of the providers OTLA’s in ensure learners have access to high quality teaching, learning and assessment. This includes the way in which the provider shares best practice and makes rapid improvements.

Providers are RAG rated as a direct result of the activity, which informs frequency of future OTLA Policy Deep Dive activities. Any developmental actions are agreed and added to the Provider Improvement Plan to be revisited during the next OTLA Deep Dive activity.

**OTLA Policy Deep Dive RAG Criteria**

**Green- Annual Sample**

The provider holds a detailed and comprehensive policy and demonstrates robust knowledge of the policy. The policy meets the prescribed elements within the OTLA policy checklist to a high standard. The policy is aligned to effective sample planning and OTLA records are available to demonstrate this. Providers who receive a rating of ‘Green’ may be invited to share their good practice with colleagues during CPD events/ meetings, and the opportunities for sharing good practice will be discussed and recorded on the report.

The provider will be sampled annually when green RAG rated. RAG rating will be updated at each visit to inform further sampling.

**Amber- Biannual Sample**

The provider holds a policy, or the policy is in DRAFT format or development stage, but key elements are visible. A rationale for the policy moving forward is evident. The provider holds a good knowledge of the policy elements and how the policy will be put into action. Key improvement actions will be identified and mapped into the provider improvement plan.

The provider will be sampled bi-annually when amber RAG rated. RAG rating will be updated at each visit to inform further sampling.

**Red- Quarterly Sample**

The provider does not currently hold a policy, or the policy greatly differs from evidence of OTLA in practice. The provider is not able to demonstrate clear evidence of the policy in practice and policies do not meet the expected requirements outlined within the OTLA policy checklist. Key improvement actions will be identified and mapped into the provider improvement plan.

The provider will be sampled quarterly when red RAG rated. RAG rating will be updated at each visit to inform further sampling. If the provider is RAG rated red for three consecutive visits, a notice of concern will be raised to better understand or remedy why development actions are not being implemented. This will result in provider risk management procedures.

**OTLA Practice Deep Dive**

This activity is designed to ensure appropriate standardisation of OTLA grades and feedback between the provider and South Tyneside Works. A date is mutually agreed between the provider and South Tyneside Works QA representative, where a course will be visited.

The provider will undertake their OTLA using their preferred documentation and a South Tyneside Works QA representative will gather their own findings. This will then be discussed and standardised to ensure that grades awarded by the provider are in line with the expectations of South Tyneside Works. The activity includes both tutor and learner voice to triangulate findings.

Providers are RAG rated as a direct result of the activity, which informs frequency of future OTLA Practice Deep Dive activities. Any developmental actions are agreed and added to the Provider Improvement Plan to be revisited during the next OTLA Practice Dive activity.

**OTLA Practice Deep Dive RAG Criteria**

**Green- Annual Sample**

The QA representative for the organisation, who is responsible for OTLA’s demonstrates a competent and confident approach to observing, undertaking learner and tutor voice, grading and identifying developmental actions. The observer demonstrates an awareness of developmental actions from previous observations and is tracking progress. Observations are standardised between the provider and the service and findings are mutual. Providers who receive a rating of ‘Green’ may be invited to share their good practice with colleagues during CPD events/ meetings, and the opportunities for sharing good practice will be discussed and recorded on the report.

The provider will be sampled annually when green RAG rated. RAG rating will be updated at each visit to inform further sampling.

**Amber- Biannual Sample**

The QA representative for the organisation, who is responsible for OTLA’s demonstrates the ability to undertake OTLA’s. Learner voice and tutor voice may be completed but lacking appropriate questioning or this activity may have been overlooked. The observer may not be aware of actions as a result of their previous OTLA with this tutor. Key observations may be made which align to the service findings, but other elements of the session may be overlooked. Grades may offer discrepancies. Key improvement actions will be identified and mapped into the provider improvement plan.

The provider will be sampled bi-annually when amber RAG rated. RAG rating will be updated at each visit to inform further sampling.

**Red- Quarterly Sample**

The QA representative for the organisation, who is responsible for OTLA’s does not demonstrate appropriate competency to act as the QA representative for the service contract, or learner voice and tutor voice provides discrepancies or concerns based on what has been observed in the session. If this QA representative will be responsible for OTLA’s on behalf of the service moving forward, rapid improvement will be needed. To support this, key improvement actions will be identified and mapped into the provider improvement plan. The provider will be sampled quarterly when red RAG rated. Where an immediate cause for concern is identified, this will sit outside of the sampling process and further appropriate measures will be taken. RAG rating will be updated at each visit to inform further sampling. If the provider is RAG rated red for three consecutive visits, a notice of concern will be raised to better understand or remedy why development actions are not being implemented. This will result in provider risk management procedures.

# Appeals

If the provider disagrees with the findings or subsequent RAG ratings offered through South Tyneside Works OTLA activities, initially this should be discussed with the South Tyneside Works quality assurance representative who has undertaken the activity.

If, after subsequent discussion, the provider still disagrees with the findings or subsequent RAG ratings, the provider must contact the Quality Assurance Manager by email within 5 working days. The activity report will be reviewed, and the Quality Assurance Manager will contact the provider to discuss the issues within 5 working days.

If the Quality Assurance Manager has undertaken the activity, this will be referred to the Commissioning Manager.

Following the discussion and review of the evidence, the decision by the Quality Assurance Manager/ Commissioning Manager will be made and communicated to the provider within 5 working days to uphold the original RAG rating or to carry out a second activity by an alternative representative

**Supporting Improvement**

Key improvement actions and activities will be identified and mapped into the Provider Improvement Plan. These activities may include:

* ongoing support/mentoring from an appropriate manager external mentoring /coaching
* taking part in an CPD training activity
* e-learning modules
* working with a best practice peer, including peer observations
* engaging in team teaching activities
* attending meetings/briefings.

Responsibility: Hayley Lord, Employment and Skills Manager

Date: July 2022 Review Date: July 2023