

## Monitoring and Evaluation of Develop’s Quality Policies

Updated: December 2015

Next revision date: December 2016

### 1. Objectives

- 1.1. To evaluate the delivery of all programmes in line with Develop’s contractual agreements with funders.
- 1.2. To measure progress against Develop’s business plan
- 1.3. To meet the Key Performance Indicators as set out in the business plan
- 1.4. To increase the customer base for all programmes by at least 5% annually
- 1.5. To measure customer satisfaction through surveys, forums, direct communications and feedback forms
- 1.6. Successfully meet the requirements of all company audits
- 1.7. To successfully meet the standards required by all relevant quality frameworks including Ofsted, Matrix, IEBE and QiSS

### 2. Scope

- 2.1. To cover all activities carried out by Develop.

### 3. Key Principles

- 3.1. Effective, efficient and reliable generic systems are in place to monitor, review and evaluate data.
- 3.2. Programme leaders report on request or on a quarterly basis to the CEO demonstrating progress towards performance indicators/ success criteria agreed with funders. The evaluation focuses on:
  - The learner
  - The learning provider
  - The learning outcomes and progression towards learning outcomes and will include:
    - Rigour of content
    - Staffing
    - Environment
    - Outcomes
    - Value for money
    - Progression in learning

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- Management of programmes
- 3.3. Programme leaders contribute to the ethos of continuous professional improvement by carrying out evaluations of all projects, events and activities with their key clients and include summaries in their reports. The timescale of this is agreed with the key clients.
  - 3.4. Monthly management meetings ensure communication of success and concerns across the departments and enable staff to contribute to the plans for tighter quality assurance.
  - 3.5. Continued development of the financial systems by programme leaders and the Accounting Technician to ensure continued approval by Develop's funders.
  - 3.6. Develop an efficient and effective generic database for monitoring, review and evaluation.

#### 4. Staff Responsibility

- 4.1. CEO and Managers
- 4.2. CEO has overall and final responsibility for all matters relating to the monitoring and evaluation of Develop's Quality Policy
- 4.3. The day to day responsibility for monitoring and the evaluation of Develop's Quality Policy rests with CEO who will ensure that:-
  - a. Adequate resources are made available to implement this policy
  - b. Adequate arrangements are made to bring this policy to the notice of all staff, consultants, volunteers, learning providers and visitors.
  - c. The effectiveness of the policy and its arrangements are reviewed quarterly at the monthly Managers Meeting or more frequently if deemed necessary.

#### 5. Monitoring and Evaluation

- 5.1. Monitoring will be carried out annually to ensure that all policies are fit for purpose and comply with current legislation, policy and priorities.
- 5.2. This policy is liable to full equality impact assessment annually.

#### 6. Supporting Documents

- 6.1. This policy should be read in conjunction with all of the quality policies.

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Policy signed by *Mark Pike* CEO: Date: 01/12/2015

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