



RECONNECT
— LEARNING —
PATHWAYS BACK TO EDUCATION

Reconnect Learning — Quality Assurance Policy

Version: 1.0 | Policy Owner: Ellen Kerr | Date Approved: September 2026 | Effective Date: September 2026 | Review Date:
September 2027

Policy Statement

Reconnect Learning is committed to providing high-quality, safe, effective and learner-centred educational provision.

We strive for continuous improvement in all aspects of our work, ensuring that learners receive high-quality support which promotes engagement, progress, wellbeing, safeguarding and positive outcomes.

Quality assurance is embedded throughout Reconnect Learning and forms part of our commitment to accountability, safeguarding, professional standards and continuous improvement. This policy establishes the framework through which quality is monitored, evaluated and improved across all services.

High Quality

Safe, effective and learner-centred educational provision at all times.

Continuous Improvement

Regularly reviewing and enhancing all aspects of our work.

Accountability

Transparent monitoring, evaluation and improvement across all services.

Purpose of This Policy

This policy exists to provide a clear framework for how Reconnect Learning maintains and improves the quality of its provision. The purpose of this policy is to:



Maintain High Standards

Uphold high standards of education and support across all programmes.



Ensure Compliance

Meet statutory requirements and regulatory expectations.



Support Staff Development

Promote accountability, transparency and professional growth.



Promote Continuous Improvement

Drive ongoing development and enhancement of all services.



Monitor Learner Outcomes

Track and improve teaching, learning, assessment and safeguarding effectiveness.



Meet Commissioner Expectations

Satisfy the expectations of schools, local authorities and commissioners.

Scope of This Policy

This policy applies to all areas of Reconnect Learning provision and to all individuals working within or on behalf of the organisation.

Areas of Provision

- Alternative Provision
- Home Tuition
- Outreach Programmes
- EOTAS Provision
- Online Learning
- Reintegration Programmes
- Mentoring Services
- Functional Skills Provision
- GCSE Support
- PSHE Programmes
- SEND Support Services

Who This Policy Applies To

- Staff
- Tutors
- Volunteers
- Contractors
- Partner organisations

 All individuals working within or on behalf of Reconnect Learning are expected to uphold the standards set out in this policy.



Legal and Regulatory Framework

This policy has regard to the following legislation, statutory guidance and regulatory frameworks:

Statutory Guidance

Keeping Children Safe in Education (KCSIE) 2026

Statutory guidance for schools and colleges on safeguarding children and safer recruitment.

Working Together to Safeguard Children 2026

Statutory guidance on inter-agency working to safeguard and promote the welfare of children.

SEND Code of Practice (2015)

Statutory guidance for organisations supporting children and young people with SEND.

Primary Legislation

Children Act 1989 & 2004

Primary legislation governing the welfare and protection of children in England.

Education Act 2002

Legislation establishing the duty of care and governance responsibilities for educational providers.

Equality Act 2010

Legislation protecting individuals from discrimination and promoting equality of opportunity.

Data Protection Act 2018 & UK GDPR

Legislation governing the lawful processing and protection of personal data.

Regulatory Frameworks

Ofsted Education Inspection Framework

The framework used by Ofsted to inspect and evaluate educational provision.

Local Authority Alternative Provision Quality Standards

Standards set by local authorities for alternative provision and commissioned services.

This policy should be read alongside Reconnect Learning's Safeguarding and Child Protection Policy, which is the organisation's overarching safeguarding policy.

Quality Assurance Principles

Reconnect Learning's approach to quality assurance is underpinned by seven core principles that guide all aspects of our work.



Learner-Centred Practice

Placing learners at the heart of all decision-making, ensuring their needs, voices and outcomes drive our provision.



Continuous Improvement

Regularly reviewing and improving provision to ensure we are always striving to do better for our learners.



Safeguarding Excellence

Ensuring safeguarding remains effective, robust and at the forefront of everything we do at all times.



Accountability

Monitoring performance and outcomes to ensure we are transparent and answerable to all stakeholders.



Inclusion

Providing equitable access to high-quality support for all learners, regardless of background or need.



Partnership Working

Working collaboratively with families, schools and professionals to achieve the best outcomes for learners.



Evidence-Based Practice

Using data and feedback to inform improvements and ensure our decisions are grounded in evidence.

Quality Assurance Framework

Reconnect Learning's Quality Assurance Framework is built around five key areas, each of which is monitored, evaluated and improved on a continuous basis.



These five areas work together as an interconnected system, each informing and strengthening the others to ensure a holistic approach to quality across all of Reconnect Learning's provision.

Leadership and Management

Governance and Accountability

Clear lines of accountability are maintained at all levels of the organisation, ensuring that quality assurance is embedded in leadership practice.

Strategic Planning

Quality assurance informs strategic planning, ensuring that improvement priorities are reflected in organisational goals and development plans.

Policy Compliance

All policies are regularly reviewed and updated to ensure compliance with statutory requirements and best practice guidance.

Risk Management

Quality assurance activities contribute to the identification and management of risks across all areas of provision.

Quality of Education

The quality of education is central to Reconnect Learning's mission. We monitor and evaluate all aspects of curriculum delivery, teaching quality, assessment practice and learner engagement.

1

Curriculum Delivery

Ensuring that the curriculum is appropriate, engaging and meets the needs of each individual learner.

2

Teaching Quality

Monitoring the quality of teaching and support through observations, reviews and feedback.

3

Assessment Practice

Ensuring that assessment is accurate, consistent and used effectively to inform planning and progress.

4

Learner Engagement

Tracking and promoting active participation and motivation across all programmes and settings.

Monitoring Quality

Quality will be monitored through a range of activities designed to provide a comprehensive picture of provision across all areas of Reconnect Learning.



Learning Observations

Reviewing the quality of teaching and support through periodic session observations.



Progress Reviews

Monitoring learner achievement and development through regular structured reviews.



Attendance Monitoring

Reviewing participation and engagement to identify patterns and intervene early.



Safeguarding Audits

Monitoring safeguarding effectiveness and compliance across all provision.



Case File Reviews

Reviewing learner records and documentation to ensure accuracy and compliance.



Feedback Collection

Gathering views from learners, families and commissioners to inform improvement.



Staff Supervision

Supporting professional development and accountability through regular supervision meetings.

Lesson Observations and Quality Reviews

Reconnect Learning will conduct periodic observations of learning sessions. These observations are a key tool for monitoring and improving the quality of teaching and support.

What Observations May Consider

- Planning and preparation
- Learner engagement
- Differentiation
- Behaviour support
- Safeguarding awareness
- Communication skills
- Progress and outcomes

How Outcomes Are Used

Observation outcomes will be used to support improvement and professional development. They are not used punitively but as a constructive tool to help staff grow and improve their practice.



Observations are a supportive process designed to celebrate strengths and identify opportunities for growth.

Learner Progress and Outcomes

Monitoring learner progress is central to Reconnect Learning's quality assurance approach. We use a range of tools and measures to track and support each learner's journey.

How Progress Is Monitored

- Initial assessments
- Baseline information
- Individual learning plans
- Progress reviews
- Attendance monitoring
- Destination tracking

Success Measures May Include

- Improved attendance
- Increased engagement
- Academic progress
- Improved wellbeing
- Reintegration into education
- Achievement of personal goals



Learner Voice

Reconnect Learning is committed to hearing and responding to learner views. Every learner's voice matters and will be used to shape and improve our services.

Learner feedback may be gathered through a variety of methods to ensure all learners have the opportunity to share their views in a way that works for them.



Surveys

Regular structured surveys to capture learner views on their experience.



Reviews

Formal review meetings where learners can share their progress and views.



Conversations

Informal conversations that allow learners to share feedback naturally.



Progress Meetings

Structured meetings focused on learner progress and future goals.



Evaluations

End-of-programme evaluations to capture overall learner experience.



Feedback will be used to improve services and inform decision-making at all levels of the organisation.

Parent, Carer and Commissioner Feedback

Reconnect Learning actively seeks feedback from a wide range of stakeholders to ensure services remain effective, responsive and aligned with the needs of learners and commissioners.

Parents and Carers

Families are key partners in supporting learner progress and their feedback is valued and acted upon.

Schools

Commissioning schools provide valuable insight into learner needs and the effectiveness of our provision.

Local Authorities

Local authority feedback ensures our provision meets statutory expectations and commissioner requirements.

Social Workers

Social workers provide important context about learner welfare and the effectiveness of our support.

Virtual Schools

Virtual school heads provide oversight and feedback on provision for looked-after children.

Other Professionals

Multi-agency professionals contribute to a holistic picture of learner progress and wellbeing.

Feedback from all stakeholders helps ensure services remain effective and responsive to the needs of learners and the communities we serve.

Safeguarding Quality Assurance

Safeguarding is the highest priority at Reconnect Learning. Safeguarding quality assurance activities are embedded throughout our work and will remain a standing item in all quality assurance reviews.

Safeguarding Audits

Regular audits reviewing compliance and effectiveness of safeguarding arrangements across all provision, with findings used to inform continuous improvement.

Training Monitoring

Ensuring all staff training remains current, appropriate and in line with statutory requirements including Keeping Children Safe in Education (KCSIE) 2026.

Record Reviews

Reviewing safeguarding records to ensure they are accurate, complete and securely maintained.

Incident Analysis

Identifying trends and learning opportunities from safeguarding incidents to continuously improve our response.

Policy Reviews

Ensuring safeguarding policies remain current, compliant and reflective of best practice guidance, including Keeping Children Safe in Education (KCSIE) 2026 and Working Together to Safeguard Children 2026.

Staff Development and Supervision

Reconnect Learning recognises that quality provision depends upon skilled, supported and well-supervised staff. We are committed to investing in our people.

Staff Support May Include

- Supervision meetings
- Reflective practice
- Training
- Professional development
- Coaching and mentoring
- Peer support

Professional Development Plans

Professional development plans may be created where required to support individual staff members in achieving their goals and improving their practice.

Training Areas May Include

- Safeguarding
- Quality standards
- Teaching and learning
- SEND
- Behaviour support
- Mental health
- Data protection

- ✓ Training records will be maintained for all staff to ensure compliance and support ongoing professional development planning.

Complaints, Concerns and Compliments

Reconnect Learning welcomes all forms of feedback. Information from complaints, concerns, compliments and suggestions will be used to identify strengths and areas for improvement.

Complaints

Formal complaints are managed in accordance with the Complaints Policy and used to drive improvement.



Concerns

Concerns raised by learners, families or professionals are taken seriously and addressed promptly.

Compliments

Positive feedback is celebrated and used to identify and share good practice across the organisation.



Suggestions

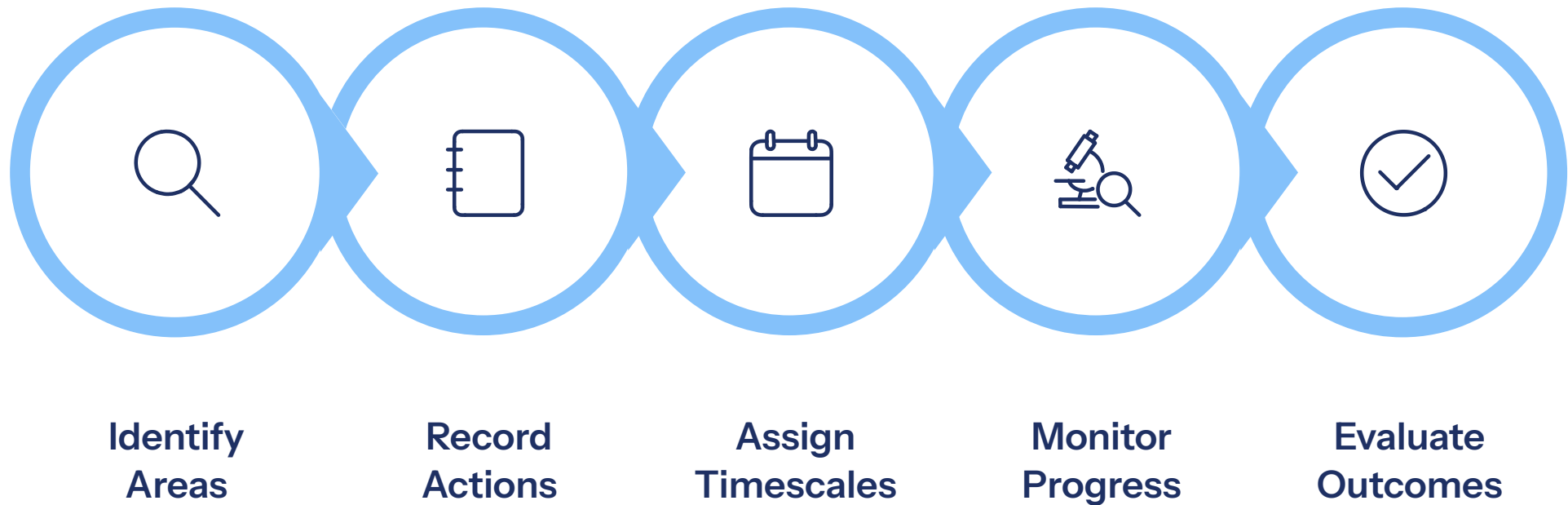
Suggestions from all stakeholders are welcomed and considered as part of our improvement planning.



All complaints will be managed in accordance with the Reconnect Learning Complaints Policy.

Quality Improvement Planning

Where improvements are identified through monitoring, observation, audit or feedback, a structured approach will be taken to ensure actions are followed through and outcomes are evaluated.



Quality Improvement Plans may be developed following audits or reviews. These plans provide a clear record of what needs to improve, who is responsible, by when, and how progress will be measured.

Quality Assurance Schedule

This schedule sets out the frequency of all quality assurance activities at Reconnect Learning. It provides commissioners, local authorities and stakeholders with confidence that quality assurance is conducted consistently and systematically throughout the year.

Activity	Frequency	Lead Responsibility
Safeguarding Audit	Termly	Managing Director
Policy Review	Annually	Managing Director
Learner Feedback Survey	Termly	Designated Lead
Lesson Observation	Termly	Managing Director
Case File Audit	Half-Termly	Managing Director
Staff Supervision	Half-Termly	Managing Director
Self-Evaluation Report	Annually	Managing Director
Quality Improvement Plan Review	Termly	Managing Director

 This schedule will be reviewed annually and updated to reflect any changes in regulatory requirements or organisational priorities.

Data and Performance Monitoring

Reconnect Learning monitors a range of data to inform improvement planning and ensure accountability across all areas of provision.

Learner Data

- Attendance
- Engagement
- Progress
- Outcomes

Safeguarding Data

- Concerns raised
- Referrals
- Training completion

Operational Data

- Feedback
- Complaints
- Staff development
- Quality assurance activity



Data will be used to inform improvement planning and will be handled in accordance with the Data Protection Act 2018 and UK GDPR.

Risk Management

Quality assurance contributes to risk management by identifying risks across all areas of provision. Appropriate actions will be taken to minimise identified risks.

SAFEGUARDING RISKS

Harm to learners,
ineffective
arrangements



OPERATIONAL RISKS

Staffing, capacity,
delivery failures



EDUCATIONAL RISKS

Poor teaching,
curriculum gaps,
low engagement



HEALTH AND SAFETY RISKS

Unsafe environments,
inadequate risk
assessments



COMPLIANCE RISKS

Failure to meet
requirements,
GDPR breaches



RISK CATEGORIES

Equality, Diversity and Inclusion

Quality assurance activities will actively consider equality, diversity and inclusion to ensure that all learners receive fair and equitable access to high-quality support.

Equality of Access

Ensuring all learners can access provision regardless of background, need or protected characteristic.

Inclusion

Promoting an inclusive culture where every learner feels valued, respected and supported.

Reasonable Adjustments

Making appropriate adjustments to ensure learners with SEND or other needs can fully participate.

Protected Characteristics

Monitoring learner outcomes across protected characteristics to identify and address any disparities.

✓ Reconnect Learning is committed to ensuring services are fair, inclusive and accessible to all.

Alternative Provision Standards

Reconnect Learning is committed to ensuring that all alternative provision meets the highest standards and fulfils the expectations of local authorities and commissioners.

Safe Provision

All provision is safe, with robust safeguarding arrangements in place at all times.

Meets Learner Needs

Provision is tailored to meet the individual needs of each learner, including those with SEND.

Promotes Engagement

Programmes are designed to engage learners who may have previously disengaged from education.

Supports Progress

Learners make measurable progress in line with their individual starting points and goals.

Supports Reintegration

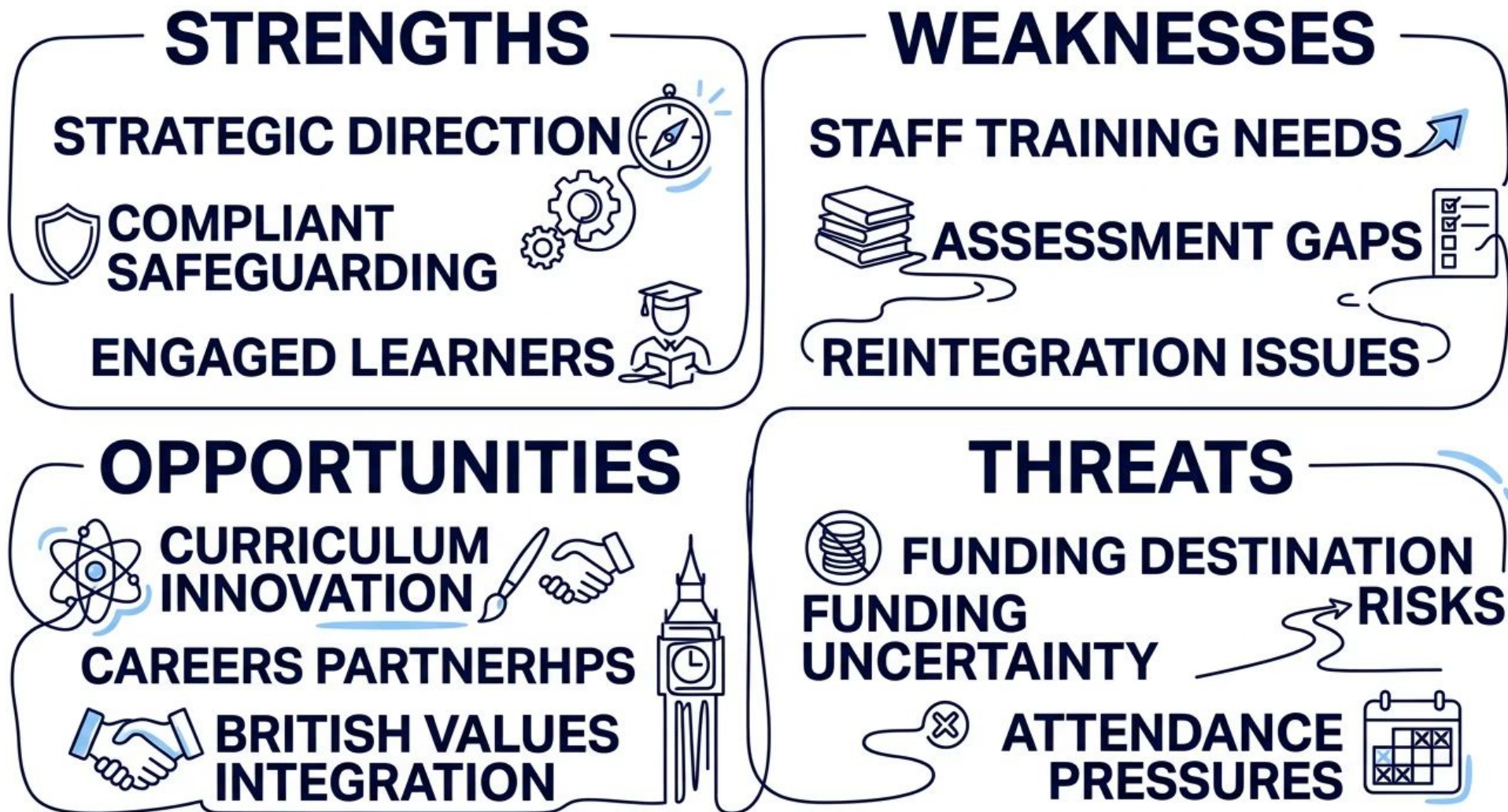
Where appropriate, provision supports learners to successfully reintegrate into mainstream education.

Effective Safeguarding

Safeguarding arrangements are maintained and reviewed in line with statutory requirements.

Self-Evaluation

Reconnect Learning will undertake annual self-evaluation to assess the quality and effectiveness of provision across all key areas. Findings will inform future improvement priorities.



The self-evaluation process is a key driver of improvement at Reconnect Learning, providing an honest and evidence-based assessment of our strengths and areas for development.

Record Keeping

Reconnect Learning maintains comprehensive records to support quality assurance, accountability and compliance. All records are accurate, proportionate and securely maintained in accordance with the Data Protection Act 2018 and UK GDPR, and are retained in line with Reconnect Learning's Records Retention Schedule.



Observation Records



Audit Reports



Feedback Summaries



Quality Improvement Plans



Supervision Records



Training Records



Self-Evaluation Reports



All quality assurance records will be securely maintained in accordance with the Data Protection Act 2018 and UK GDPR. Retention periods are governed by Reconnect Learning's Records Retention Schedule. Access will be restricted to authorised personnel only.

Monitoring and Review

The Managing Director will monitor quality assurance activities on an ongoing basis to ensure this policy remains effective and that improvement actions are followed through.

The Managing Director Will Monitor

- Quality assurance activities
- Safeguarding effectiveness
- Learner outcomes
- Feedback trends
- Improvement plans
- Compliance requirements

Policy Review

This policy will be reviewed annually and without unnecessary delay following changes to legislation, statutory guidance, organisational arrangements, quality assurance practice or learning identified through audits, monitoring, complaints, feedback, safeguarding reviews or service evaluations.

Next Review Date

September 2027



Any significant changes to this policy will be communicated to all relevant staff and stakeholders.

Related Policies

This policy should be read alongside the following Reconnect Learning policies, which together form a comprehensive framework for quality, safeguarding and compliance.

→ **Safeguarding and Child Protection Policy**

→ **Safer Recruitment Policy**

→ **Complaints Policy**

→ **Data Protection & GDPR Policy**

→ **Mental Health & Wellbeing Policy**

→ **Positive Behaviour Support Policy**

→ **SEND Policy**

→ **PSHE Policy**

→ **Attendance Policy**

→ **Risk Assessment Policy**

 **Whistleblowing Policy**

 **Managing Allegations Against Staff Policy**

 **Low-Level Concerns Policy**

 **Online Safety Policy**

 **Prevent Duty and Radicalisation Policy**

 **Behaviour Policy**

Compliance Status

This policy has been developed with regard to the relevant legislation, statutory guidance, regulatory expectations and governance standards applicable at the date of approval.



KCSIE 2026

Keeping Children Safe in Education (KCSIE) 2026



Working Together

Working Together to Safeguard Children 2026



Ofsted EIF

Ofsted Education Inspection Framework



SEND Code of Practice

SEND Code of Practice 2015



Equality Act 2010

Equality Act 2010



UK GDPR

UK GDPR & Data Protection Act 2018



AP Standards

Local Authority Alternative Provision Standards



Self-Evaluation

Continuous Improvement and Self-Evaluation Best Practice

Version Control and Approval

Version	Date	Author	Changes
1.0	September 2026	Ellen Kerr	Initial Issue

Approved By

Ellen Kerr

Position

Managing Director, Reconnect Learning

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Contact Information

For any queries relating to this policy, please contact the Policy Lead directly.

Policy Lead

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Position

Managing Director

Organisation

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This policy is available to all staff, learners, families and commissioners upon request. It will be published and made accessible in accordance with Reconnect Learning's transparency commitments.