

Quality Assurance Policy

Quality assurance consists of maintaining and increasing Nisai's standards of online teaching and learning; as well as accurate record keeping, course planning and delivery.

Nisai will ensure that highest standards are maintained in the area of online quality assurance. The proper discharge of this duty is essential to promote the interests of its students and Nisai's reputation.

Quality assurance is taken seriously, and each teachers' performance is regularly reviewed and evaluated as part of annual appraisals and the Nisai Quality Cycle.

1.0 Aims

This policy aims to ensure that each online teacher maintains the high standards expected of them at Nisai. We recognise that to provide the best learning for our students, teachers must be continually striving for excellence through improvement and reflection.

2.0 Roles and Responsibilities

Overall responsibility for ensuring the application of the Quality Assurance policy is vested in the Academic Director.

The Quality Assurance manager and Head of Teaching and Learning are responsible for assessing teaching performance. The Head of Teaching and Learning is essential in maintaining the high standards and ensuring that all lessons are delivered in accordance with Nisai and Teaching standards. Senior teachers are responsible for checking the quality of resources/ auditing their departments and raising training/ CPD requirements.

Nisai's online teachers are responsible for ensuring that all aspects of the Quality Assurance policy outlined in 3.0 - 3.7 are adhered to.

3.0 The Quality Assurance Policy

Quality assurance means that all staff engaged in delivering programmes of study share responsibility for maintaining and improving academic standards and enhancing the quality of students' learning experience and opportunities while at Nisai.

Quality assurance is used to carry out quality management and is a method to help make sure certain quality standards are fulfilled. Quality assurance is particularly important to ensure that Nisai develops and performs in line with the curriculum and standards in place. These standards can be assessed both internally and externally to ensure that teachers follow quality assurance guidelines. Assessments can involve self-evaluation, external evaluation, evaluation of teachers and student assessment to make sure standards are continuously improving. These can include teacher appraisals and external inspections.

- Quality assurance creates a more efficient process to evaluate your teachers' performance and progress.
- Provides accountability.
- Supports ongoing development of teaching and learning.
- Provides a good source of external and internal accountability, allowing teachers and departments to create a set of goals to work towards.
- Sparks improvement and innovation.
- Allows for adaptability.
- Provides opportunities for improvement.

3.1 Teaching Observation is a key mechanism for ensuring that students experience the best possible opportunities to learn and succeed in their chosen subject.

It provides a means to:

- Identify good practice for wider dissemination.
- Identify poor practice and facilitate its improvement through opportunities for support, challenge, and professional development.

- Identify excellent practitioners and solicit their input to the development of other staff through CPD and training opportunities.
- Provide evidence to Ofsted and other external agencies of the organisation’s commitment to enhance learning, teaching, assessment, and other practices linked to students’ learning.

3.2 Each new teacher undergoes six probationary live lesson observations as part of their probationary training period.

3.3 Established teachers are observed once per term, unless they already have a consistent record of outstanding observations, in which case they are observed less frequently.

3.4 Observations can occur in any live lesson, without prior notification. Observations and lesson spot checks can also occur for any recorded lesson.

3.5 Observations are completed on an official Nisai standardised form by an observer and is then standardised. The Head of Teaching and Learning oversees all observation feedback to ensure that it is fair and consistent with Nisai practices and policies.

The standardised feedback form is then sent to the teacher to provide their own reflection on the lesson. The teacher has the opportunity to discuss their observation with the Quality Assurance Manager, Senior Teacher/s or Head of Teaching and Learning. If they wish to do so they should raise this with the Head of Teaching and Learning so that a meeting can be arranged.

The teacher then sends their completed lesson reflection to the Head of Teaching and Learning. Should there be a disagreement about the outcome of feedback and/or judgement then the lesson observation is sent for a second standardisation without the reflection to avoid any bias. The second standardisation feedback is then sent to the Head of Teaching and Learning, who then shares the outcome and feedback with the observed teacher. The observed teacher then has the opportunity for further reflection. If there is still disagreement over the outcome, the lesson observation and feedback is sent to the Deputy CEO, who will reflect and give feedback. At that point, the decision is final.

Additional training and observations may be required based on feedback from the observation process or requests direct from the teacher.

3.6 Other observations may occur as part of peer or new teacher training, as a requirement of a teacher training qualification, during an inspection, or as part of a complaint resolution procedure

3.7 In addition to maintaining and improving standards of teaching and learning, teachers must also adhere to the duties and responsibilities as laid out in the online teacher’s Role Guide; as well as the Nisai Safeguarding policy. The newly revised Nisai Lesson observation forms also include a 360 review of Teacher duties related to the class, which is being observed, for example marking samples, review of resources etc.

Key Responsibility for Policy	Related Policies
Quality Assurance Manager Head of Teaching and Learning	Role Guide – Online teachers TH7 - Procedure for Live Lessons TH3 – Lesson Planning Procedure CM11 - Safeguarding policy

Review Date: September 2025