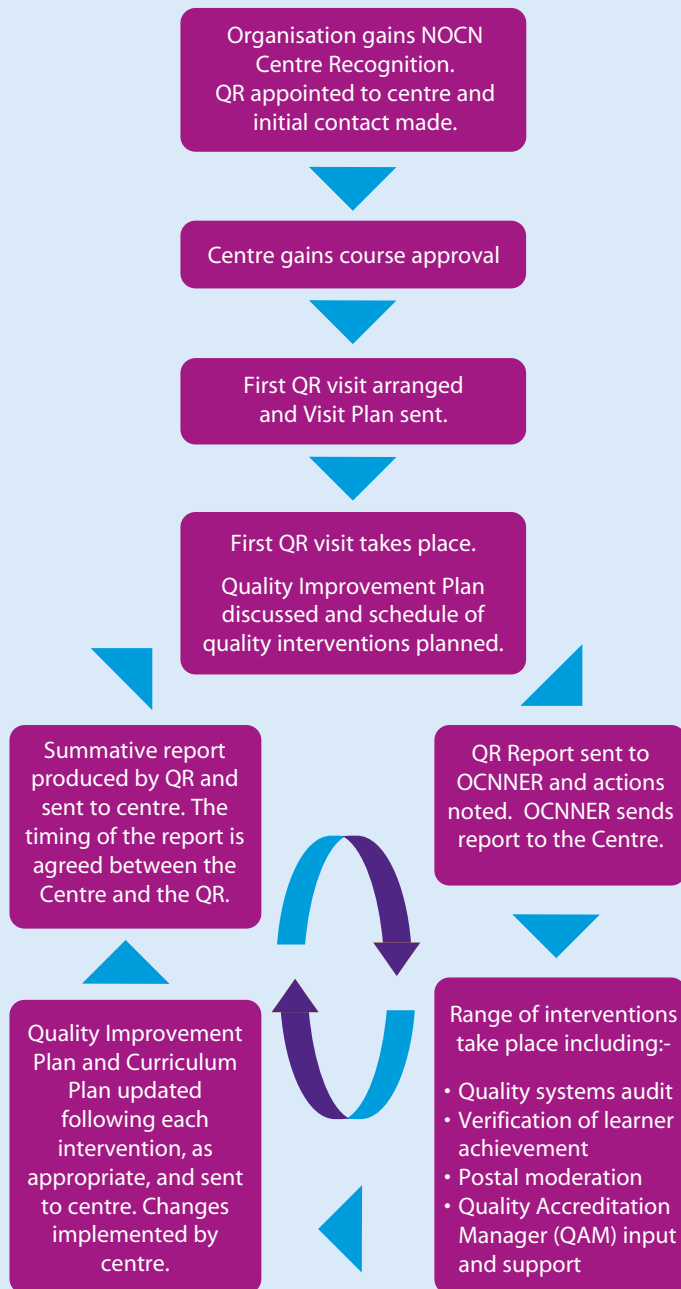
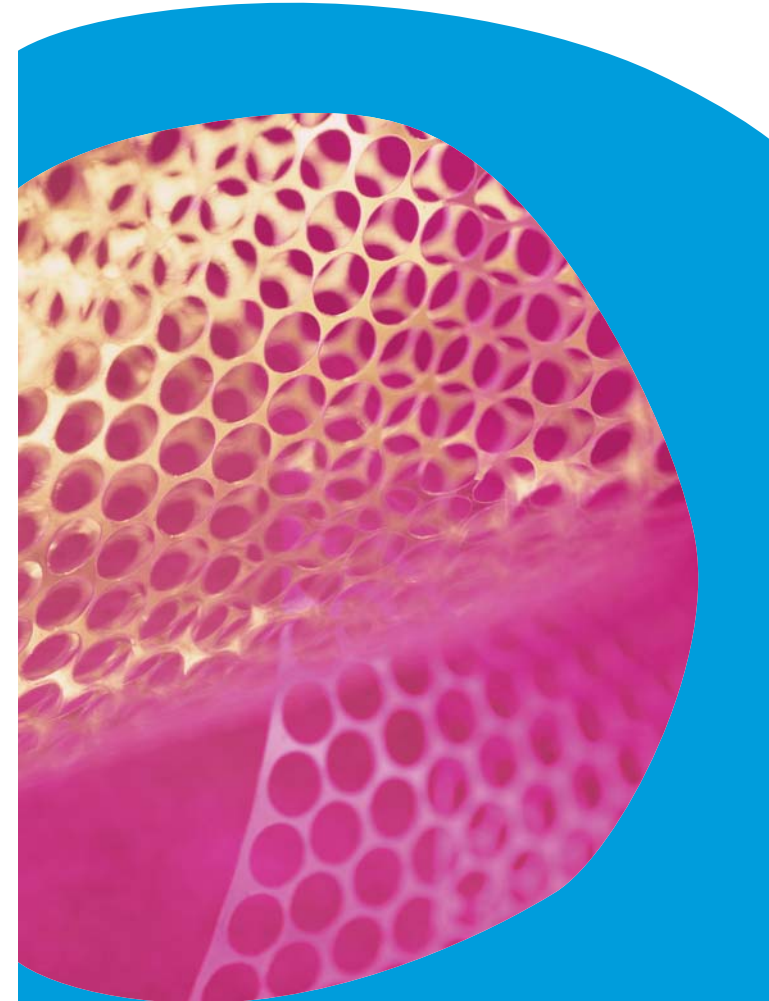


4. NOCN Approved Centre Annual Quality Improvement Cycle



The NOCN Quality Reviewer



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Introduction

This leaflet contains important information about the role of the National Open College Network (NOCN) Quality Reviewer and the process of Quality Review for all NOCN-Approved Centres. The information is intended for use by all centre staff who are involved in the accreditation process, from Tutors to Senior Management, but it is especially important for those staff who are involved in, and responsible for, the Quality Review process.

OCNNER conforms to national standards set by NOCN. To meet these standards a series of Quality Reviewer interventions are planned and undertaken throughout the year.

1. The Role of the Quality Reviewer (QR)

NOCN Quality Reviewers are appointed to monitor and review NOCN recognition of OCN Centres. Quality Reviewers are expected to undertake a number of interventions and the timing and format of these is agreed between the Quality Reviewer and the Centre as part of an individual Quality Improvement Plan.

Core Functions of the Quality Reviewer role:

- **Audit quality assurance arrangements within OCN recognised centres.**
- **Make recommendations to the OCN on the continuation of Centre Recognition.**
- **Monitor and review quality assurance arrangements and Awarding Body requirements.**
- **Provide Quality Review Reports to the OCN following each intervention.**
- **Receive Subject Specialist reports and incorporate findings into the Quality Reviewer process.**
- **Complete a Summative Quality Review Report on the implementation of the NOCN Centre Recognition Agreement.**

- **Work with OCN staff to manage Quality Improvement Plans.**
- **Contribute to and facilitate all standardisation activities.**

2. The Quality Reviewer Visit

When a centre has received NOCN Centre Recognition they will be sent details of the Quality Reviewer who has been appointed to them. The Quality Reviewer will contact the centre to discuss further activity.

Before the visit: the Quality Reviewer will send a Visit Plan to outline the activities they propose to undertake before each meeting. A copy of this is also sent to the OCN.

During the visit: Quality Reviewers will want to meet Quality Managers and will also request time with other staff involved in the accreditation process; Tutors, Internal Verifiers, Administrative Staff who might all be able to provide information to support the process. The Quality Reviewer may also request to meet learners.

The range of interventions undertaken will include an audit of quality systems, verification of learner achievement, postal verification approval or the monitoring of Authorised Internal Verifier status (AIVS) activity (see right). The Quality Reviewer will request supporting documentation, such as the centre Self Assessment Report and Retention and Achievement results. Requested documentation will be listed in the Visit Plan.

A Quality Improvement Plan will be compiled and a further programme of quality interventions designed to address the identified areas, for which a specified time period will be agreed.

After the visit: the Quality Reviewer will produce a summary report, the Quality Improvement Plan will be updated and any further factors which may present a risk to the security of the award of credit will be identified with

actions for the centre or OCNNER to be undertaken within specified timescales. All reports will be sent electronically via email to the centre and added to SharePoint.

Direct Claims Status (DCS) and Approved Internal Verifier Status (AIVS) and the role of the Quality Reviewer

One feature of the NOCN Business Process model is the option for Internal Verifiers within approved centres to apply for Authorised Internal Verifier Status (AIVS), which enables them to sign the Recommendation for the Award of Credit forms for courses within specified Sector Areas. Further information will be given as appropriate.

3. Responsibilities of the NOCN Approved Centre

Whilst circumstances and models of quality review will vary, the Quality Reviewer should expect the Centre to undertake the following responsibilities:

- **Provide all evidence and documents as specified within the NOCN Centre Recognition Application form and Learning Course Plan, as agreed with the Quality Reviewer and as required by OCNNER.**
- **Ensure that all tutors/trainers/assessors are able to participate as specified.**
- **Liaise with the OCN appointed Quality Reviewer through a single point of contact for each centre.**
- **Ensure that all arrangements for meetings and events made with the Quality Reviewer are met.**
- **Develop and maintain records and policies to comply with the NOCN minimum requirements.**
- **Develop and maintain quality systems such as internal moderation systems and Internal Quality Assurance for new courses.**