

Sport for Confidence Learning Arena

Quality Monitoring and Standardisation Policy

1. Purpose

The purpose of this policy is to protect learners by ensuring that all Learning Arena activity is delivered to consistently high standards, in a way that is safe, inclusive, fair and aligned with Sport for Confidence values: **Belonging for Everyone, Caring with Purpose, Championing & Celebrating, Driven by Commitment, Innovating for Impact and Embracing the Journey.**

This policy outlines how we monitor and review learning delivery to maintain quality, safeguard the learner experience and ensure consistency across programmes.

2. Intent of Quality Monitoring

Quality monitoring is in place to ensure that:

- Learning environments are safe, supportive and inclusive, minimising risk and maximising positive learner experience.
- Delivery reflects real-world practice, lived experience, and the combined expertise of occupational therapists and the physical activity workforce.
- Delivery aligns with CIMSPA expectations for high-quality educational environments.
- Feedback from learners is used to identify risks, address issues promptly and support continuous improvement.

3. Current Position on Assessment

The Learning Arena does not currently include formal assessments as part of its delivery. Instead, the learning experience focuses on:

- Applied, experiential learning
- Real-world scenarios
- Reflective discussion
- Skill development

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- Inclusive, occupation-focused approaches

To protect learners in future, this policy sets out the framework we will adopt should formal assessments be introduced, ensuring fairness, consistency and transparency from the outset.

4. Future Assessment and Standardisation Framework (if implemented)

If assessments are introduced, we will ensure:

- Clear, accessible assessment information.
- Fair, consistent and transparent marking.
- Inclusive assessment practices aligned with the Blueprint (No Labels, Sharing Power, Belonging for Everyone).
- Reasonable adjustments that support meaningful access.
- Assessors who are trained, supported and competent.
- Standardisation activities to ensure reliability and consistency across assessors.

Standardisation processes will only be activated once assessment activity exists.

5. Areas Covered by This Policy

This policy governs quality processes related to:

- Learning delivery across all formats (including but not limited to workshops, CPD, online learning, placements, shadowing).
- Tutor and facilitator induction.
- Monitoring of learning experience and learner feedback.
- Processes for managing and communicating changes.
- Future arrangements for assessment standardisation (if introduced).

This ensures that all areas affecting learner experience remain safe, consistent and high quality.

6. Roles and Responsibilities

Learning Arena Quality Lead

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Responsible for:

- Overseeing all quality processes
- Ensuring alignment with CIMSPA expectations
- Coordinating monitoring activity, reporting and improvement planning
- Protecting learners through oversight of risks, concerns and practice standards

Tutors and Facilitators

Responsible for:

- Delivering learning that reflects the Blueprint and core values.
- Ensuring safe, inclusive and supportive learning environments.
- Maintaining professional currency.
- Engaging in quality reviews, reflection and internal improvement processes.
- Reporting concerns that may impact learner experience, fairness or safety.

Learners

Although this is not a learner-facing policy, learners are encouraged to:

- Provide feedback to improve quality.
- Raise concerns promptly so the organisation can act swiftly to protect their experience.

7. Monitoring Processes

a. Learning Quality Checks (Current Practice)

We regularly review:

- Learning content.
- Delivery approaches.
- Accessibility and inclusivity.
- Learner engagement.
- Feedback and reflective input.

Through:

- Observations.
- Staff reflection meetings.
- Co-production with lived experience contributors.
- Feedback analysis.

b. Future Assessment Monitoring (if introduced)

If assessments are introduced, a full monitoring process—including sampling, verification and standardisation—will be implemented to protect learners from unfair or inconsistent practice.

8. Induction of New Tutors, Assessors and Staff

All new staff involved in learning delivery complete an induction that includes:

- Sport for Confidence values and Blueprint.
- Inclusive, person-centred facilitation.
- Overview of Learning Arena delivery.
- CIMSPA expectations for learning quality.
- Shadowing opportunities in real delivery spaces.

If assessment is introduced in future, induction will expand to include:

- Training in assessment criteria.
- Standardisation processes.
- Marking expectations.

9. Communicating Changes to Course Content or Delivery

Internal Communication

Changes affecting delivery or quality are communicated to staff through:

- Team briefings.
 - Written updates.
 - Standardisation/ reflective practice meetings.

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- Updated internal materials.

Communication to Learners

Learners are notified of changes that affect them through:

- Email.
- The Learning Arena online platform.
- In-session announcements.

Important changes will always be explained clearly, with opportunities to ask questions or request support.

10. Evidence and Data Collection

We collect and review evidence including:

- Learner feedback.
- Session observations.
- Staff reflections.
- Course evaluations.
- Engagement data.

This helps us ensure programmes remain meaningful, inclusive and high quality.

11. Frequency of Monitoring

- Learning quality monitoring: ongoing, with quarterly formal review.
- Team reflection: ongoing.
- Standardisation: will commence only if assessments are introduced.
- Feedback review: continuous, with termly reporting.

12. Commitment to Continuous Improvement

Guided by our value of **Embracing the Journey**, we use all monitoring and feedback to:

- Strengthen delivery quality

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- Improve accessibility and inclusion
- Address concerns quickly
- Reduce risk
- Enhance learner experience

Quality Monitoring and Standardisation Policy Procedure	
Author	Emily Wingate and Jake Turner
Date Reviewed	November 2025
Next Review Date	November 2026

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