



Organisational Quality Assurance Policy

The Organisational Quality Assurance (OQA) policy provides guidance and advise across all Kiri Golding Theatre Arts Schools as well as across external outreach provisions (After School Clubs and Activities); making sure that we, as a school remain compliant with its regulatory obligations to ensure that learner achievements are fair, valid and fit-for-purpose.

1. Regulated Examinations
2. Complaints and procedures
3. Equality and Diversity

1.0 Regulated Examinations

We continue follow the Government Qualifications and Credit Framework by the Office of the Qualifications and Examinations Regulator (Ofqual) in England, alongside the governing bodies who students are partaking the examinations with ie. NATD, PPA, LAMDA and Trinity College.

1.1 Making sure that examinations run smoothly

Our Organisational Quality Assurance (OQA) documents enables all principals and staff members to make sure that our activities and examinations processes meet the criteria of the Regulators. The exam organisation may also monitor the work of teachers and examiners so that our learners and teachers can be assured of excellent service.

Kiri Golding Theatre Arts checks and records every examination result undertaken within their care, and issues them to teachers to pass over to the students.

1.2 Candidates with Disabilities

We encourage candidates with disabilities to enter examinations.

To ensure all candidates receive the correct requirements, a Application for Reasonable Adjustments form must be completed and sent to the schools principal or the teacher who is entering the candidate into the examination, so they can pass this over to the appropriate *Customer Services and Quality Assurance department* each time the candidate takes an examination as their condition and the requirements of the examination may vary over time.

It is important though, that teachers and parents realise that the reason for requesting the information is to make sure that we have time to adjust the examination conditions if necessary, and to fully discuss and inform the examiner.

Sometimes it is important for us to just let the examiner know so that they can identify the candidate, but in addition changes can be made depending on the candidate's disability, for example by allowing extra breaks and more time.

It does not change the standard of the marking, as this would be unfair to all other candidates, so it is important that teachers and parents consider the reason for them taking the examination, especially if there is a chance they might not meet the minimum standard.

It is important that the process is handled and recorded fully by Kiri Golding and the examination board, and teachers are requested to send the Application for Reasonable Adjustments form direct to the schools principal (when necessary) at least six weeks before they submit the timetable entry, so that adjustments can be made as necessary.

We appreciate that often a child with a disability may wish to take part to be like everyone else, but in some cases, this could mean they will not pass the examination, so in such cases please contact your school Principal who will be happy to discuss and advise, especially in complex situations.

1.3 Applications for Reasonable Adjustments and the General Data Protection regulations – September 2018

Changes in data protection means that the information we need to be sent to the examining board in order to make any reasonable adjustment, including just informing the examiner of any medical condition, is regarded as sensitive data under the new GDPR Regulations.

This means that we need the candidate's signed consent if they are over 16, or the parent's/carer's signed consent for a child – **NOT** ours as the school principal or teacher. Application forms have been redesigned to include this, and the examining board will reject them if not properly signed.

The permission is for the examining board to hold the data for as long as necessary including time for any potential appeal, and to convey it securely to the examiner. The examining board will securely destroy the information when no longer required, but may hold anonymised data to be aggregated for reports and analysis.

2.0 Complaints

Kiri Golding will take seriously any complaint received and, will work with you to address the complaint in a timely and efficient way.

The complaint will initially be addressed informally, however, if you are not satisfied with the outcome, the formal process may be initiated.

The policy is intended to allow you to raise matters that are the responsibility of Kiri Golding and that clearly fall outside of Kiri Golding Theatre Arts Club Terms and Conditions or any other related Policies

Anonymous complaints will not be considered and, any student found to be making an unfounded malicious complaint might become subject to misconduct proceedings.

You are asked to remember that there are a number of other avenues for you to raise concerns, queries, give your opinion or, to notify of something that you are dissatisfied with and, that most concerns can be resolved informally by the people involved.

Your teacher, School principal, Front of House Manager or the Founder can all be approached informally and may be able to solve your dilemma without recourse to making a formal complaint.

If this is not possible the process is to follow is explained on the following pages.

2.1 Complaints Process

To lodge a complaint you must submit your paperwork no more than one calendar month after the event or problem relating to the complaint.

Please submit your complaint to kiri@kirigolding.co.uk by using the form in Appendix 1. Where any of the people named in any stage are included within the complaint an alternative member of staff will be appointed to deal with your case.

All timelines detailed are in terms of working days.

Do remember you can approach any member of staff to try to resolve the concern/problem as quickly as possible and without making a written complaint.

There are two stages of response to a received written complaint, an Informal Stage and a Formal Stage.

A) Informal Stage

On receipt of the complaint you will be asked to meet with the School Principal, Kiri Golding, or Kiri Golding Theatre Arts Club Terms PA, Emily Griffiths, dependant upon the nature of your complaint.

They will discuss the complaint with you to see if it can be resolved informally and, will, on your behalf, arrange for a meeting with another person/s if this is relevant to your complaint. They will seek your permission before taking any action and keep you fully informed of responses received and/or outcomes achieved.

The outcome of the complaint will be briefly documented and sent via email to you and also to the Founder of Starcast for the record. Normally, complaints handled through the Informal Stage are dealt with within 10 working days.

B) *Formal Stage*

If you are dissatisfied with the outcome of the Informal Stage, you should ask for a meeting with the Schools headmaster/mistress within five working days of the completion of the Informal Stage. Kiri Golding's Personal Assistant, Emily Butler, will initiate the Formal Stage and act as the Investigating Officer for your complaint.

Emily Butler will consider information from all key people involved in the complaint and any other relevant material before reaching a conclusion as to what is reasonable in the circumstances.

Emily Butler will compile an Investigation Report and make one of the following recommendations:

- the complaint is upheld and a remedy is proposed;
- the complaint is partially upheld and a remedy proposed for that part;
- the complaint is not upheld;
- the case is either so complex and/or it involves senior members of Starcast staff and/or is such that the findings need to be considered by a panel.

The recommendation will be emailed to you within ten days of the starting date of the Investigation.

2.2. Appealing

If you are not satisfied with the decision at the conclusion of the Formal stage or, if the recommendations made at this stage are not implemented, you may appeal.

You must submit the appeal in writing within 10 working days of receiving the outcome of the Formal Stage.

The appeal should be emailed to emily@emilybutler.biz and copied to the school principal Kiri@kirigolding.co.uk

You will receive within three working days an acknowledgement of receipt and PA and principal will be informed that an appeal has been received. They will:

- decide to enforce the implementation of the recommendations made at the end of the Formal stage;
- dismiss the case, giving reasons in writing;
- seek agreement to an alternative set of recommendations or determine whether there are sufficient grounds to convene a Student Complaints Panel to hear the appeal.

In such cases the decision shall be final.

2.3 Complaints Panel

The Complaints Panel will involve 3 people. These will be the Principal, or other nominee, the KGTAC PA, the Headmaster and a member of the staff who has had no involvement in the case.

The Complaints Panel will meet to hear the complaint within ten days of either receipt of the Investigation Report or instruction from the Founder.

The Founder of the Panel will, at the same time as they notify of the date of the meeting, indicate the names of any persons that the Panel intends to call to give evidence together with a copy of any statement obtained from those persons and which are to be referred to at the hearing.

A person of choice may accompany you, other students and staff members involved directly in the complaint. The name and address of any accompanying person must be notified to the Starcast PA not less than 24 hours prior to the meeting of the Panel. Legal representation is not allowed at a hearing.

Students and staff members involved directly in the complaint will be permitted to question any persons giving evidence to the meeting, and to directly address the Complaint Panel.

If you, another student or member of staff wishes to introduce documents to the Panel they shall supply copies of all such documents to Emily Butler at least three working days before the date of the hearing. Emily Butler will ensure these papers are circulated as soon as possible to the other parties and to all members of the Panel. The Founder of the Panel may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five days.

Emily Butler will submit, within five days of the last Panel meeting, a written report to the all panel members and copied to all parties hearing the complaint. The decision of the Panel shall be final.

Emily Butler will ensure that any actions arising from the decision of the Panel are taken within the timescale identified in the report and will report any failure to complete actions to the Board of Directors.

The Complaints Process and any decisions made under it are not intended to give rise to legal rights, or obligations for Kiri Golding to pay compensation either in respect of a decision made as an outcome of the procedure or, for a breach of the procedure.

Appendix 1

2.4 Complaint Form

Before submitting this form have you discussed your concern with your Teacher, Staff Member or Principal? Do speak to someone first of all as most issues can be resolved informally.

You can also seek advice from the Principal, PA (Emily Butler) to check whether they can help to solve the problem / sort your concern without submitting a written complaint.

Please complete all sections clearly and concisely and, include copies of any appropriate.

Name (<i>Please print in capitals</i>)	
Programme and Year	
LJMU Email	
Your Complaint	
Date of the event or when the issue occurred	
Who did you informally speak to before submitting this form?	
Why do you believe your complaint has not been resolved?	
What reasonable actions would you like IAB to consider if your complaint were to be upheld?	

Declaration

I confirm that I have read the Policy and that the information given is true and accurate. I confirm that I am the student making the complaint.

I understand that Kiri Golding will:

- Not accept complaints from third parties or anonymous sources.
- Assess my request and the information submitted.
- Terminate the complaint if it is vexatious, malicious, frivolous or unreasonable and that this may lead to disciplinary action being taken.
- May need to share information with other persons as part of any investigation to resolve my complaint.
- Will retain all documentation pertinent to the complaint on file for six years.

Signature

Date

3.0 Equality and Diversity

Kiri Golding is committed to promoting and demonstrating equality of opportunity in all areas of employment and study. We work towards an environment where all employees and students can develop to their full potential regardless of gender, disability, race, colour, marital status, ethnic origin, sexual orientation, age and religious or political affiliation.

We are committed to being an inclusive arts and education community that fosters an ethos of mutual respect, trust and care.

There are nine protected groups and discrimination is therefore unlawful on the grounds of:

1. Sex
2. Sexual orientation
3. Disability
4. Pregnancy and maternity
5. Gender reassignment
6. Race
7. Religion and belief
8. Marriage and civil partnership
9. Age

Principles:

Kiri Golding will:

1. Respect and value diversity and strive to benefit from those differences.
2. Promote equal opportunity in all aspects of employment and in the service to students.
3. Create a harmonious environment for work and study in which discrimination has no part.
4. Base all employment, business and academic decisions on merit.
5. Build an environment where staff and students are able to achieve their full potential.
6. If found, eliminate discrimination, harassment and victimisation and other prohibited conduct.
7. Advance equality of opportunity between people from different groups by:
 - Removing or minimising disadvantages suffered by people owing to their protected characteristic.
 - Fostering good relations between persons with protected characteristics and persons who do not share it.
 - Tackling prejudice and promoting understanding between people from different groups.
 - Meeting the needs of people with protected characteristics and encouraging people with protected characteristics to participate in public life or in other activities where their participation is low.
8. Monitor decision-making process to ensure they are indicative of our commitment to equality and diversity.
9. Ensure that equality and diversity are standard agenda items within the committee structure.
10. Ensure that all courses, products and services are as accessible as possible to all protected groups.
11. Ensure that marketing and promotional material does not demonstrate bias and is as inclusive as possible so as to encourage participation from protected groups.
12. Ensure that our building is compliant with the mandated regulations and protocols to ensure as reasonable access as possible for all.
13. Ensure that appropriate support mechanisms are in place to allow members of protected groups to flourish.

Other policies that should be looked at as part of our Quality Assurance are:

- Anti Bullying Policy
- Safer Recruitment Policy
- Safeguarding and Child Protection Policy
- Class Terms & Conditions
- Staff Behaviour Policy
- Health and Safety Policy
- Medical Needs and Administration Policy
- Code of Conduct
- GDPR Policy