



QA Review Feedback

Protection Level:

RESTRICT

Name of Tuition Partner

Tute Education

Name of Reviewer

Adam Lowing

Date of Review

16/01/2023

Element	Criteria	All criteria reviewed is met	Reviewer Comments
	e.1	Organisation	
e.1	c.1.1	Governance and Management Arrangements	
c.1.1	c.1.1.1	A clear governance and management structure is in place, with well-identified responsibilities and lines of accountability	The TP's organisational chart and employee handbook show that there is a clear governance and management structure in place, with identified lines of accountability. It is clear from this documentation what the management and management governance structures are. The TP's Quality Leader Responsibilities document clearly states the roles and responsibilities of leaders. The Tute Induction ensures policies and procedures are read and understood by personnel and Tutors.
c.1.1	c.1.1.2	Risk management processes are established throughout the organisation, identifying potential risks and appropriate controls and mitigations	The Risk Policy clearly details that there are risk management processes which are established at every level of the organisation. The organisation models an open dialogue on risk, learning and failure. The policy is reviewed on an annual basis. The TP has shared a risk register template which contains the headers to consider the most important risks faced by the organisation's NTP delivery. Although the TP risk register templates are blank, the statement explains why (confidentiality), and the policy identifies the main risks that are identified. The board minutes also identifies the tracking of safeguarding risks, and the Management Report (December) indicates that these risks are reviewed e.g. under Finance, customer management, engagement, marketing etc. As a result, there are assurances that the risk register contains all the most important risks with appropriate controls and mitigations, including an escalation process.
c.1.1	c.1.1.3	The organisation complies with relevant legislation	The TP's Employee Handbook provides evidence that the TP complies with relevant legislation. For example. the Data Protection Act 1998 is referenced and explained to employees. Across the Employees Handbook and information such as the Tute Management Accounts, there is also evidence of health and safety, employment, maternity, equality. insurances.
c.1.1	c.1.1.4	Management processes for the National Tutoring Programme are established to support the effective delivery of tuition programmes	The TP's Process manual and Quality Assurance Policy provides a high level of detail to show that management processes for NTP delivery are very well documented. This documentation provides clear references for all personnel to demonstrate understanding of the processes. Personnel receive training on the procedures pertinent to their roles. There is a clear commitment to quality assurance to support the effective delivery of tuition.



c.1.1	c.1.1.5	Quality management processes for tutoring delivery are established and are used to drive continuous improvement in tutoring standards and learning outcomes		The TP's Quality Assurance Policy shows that relevant personnel have clarity on the quality management processes pertinent to their roles. The comprehensive explanation allows all to have a secure understanding of the processes. The document states that compliance checks take place. The Trust Board Report indicates that there is reporting of compliance checks to directors.
e.1	c.1.2	Financial Management		
c.1.2	c.1.2.1	Robust financial management and control policies and systems are in place		The TP has submitted: finance and governance policy; conflict of interest policy; expenses policy; investment policy; procurement policy, evidencing that the organisation has financial management and control policies and systems which can be well understood within the finance function and at leadership level. Documentation submitted under Governance and Management indicate that financial risks are planned for and managed.
c.1.2	c.1.2.2	The organisation can demonstrate robust economic and financial standing (EFS)		The TP has submitted a range of documentation that evidences robust economic and financial standing. This evidence includes - Tute Education Management Accounts from September 2020 to August 2022, with information including income and expenditure, The director statement, confirming that Tute Education Limited has not been subject to any sanction under the Companies Act or related legislation; that there are no ongoing tax investigations or overdue liabilities; and that no bank covenants have been breached in the last 3 months, and a credit rating report.
e.1	c.1.3	People Management		
c.1.3	c.1.3.1	Procedures for the selection, recruitment, training, and quality review of all personnel are in place and comply with employment regulations and laws		The TP has submitted a raft of policies including their: Safer recruitment policy; Induction policy; Induction process, Appraisal policy and Remuneration policy. These policies and procedures are fully compliant with employment regulations and laws. These policies are comprehensive and can be understood by those personnel involved in recruitment.
c.1.3	c.1.3.2	Records for all personnel are maintained and up to date	N/A	Not part of this review.
c.1.3	c.1.3.3	HR policies are established; all personnel receive training in these and confirm acceptance /compliance with these policies		The TP has submitted HR policies including Allegations policy; Anti-bribery policy; Anti-bullying and harassment policy; Appraisal policy; CPD policy; Complaints policy; DBS policy; Disciplinary policy; Environmental policy; Equal opportunities policy; Equality and diversity policy; Health and safety policy; Menopause policy; Modern slavery policy; Online safety policy; Safeguarding policy; Serious incident policy; Wellbeing policy and Whistle blowing policy. Personnel receive training on these policies. The TP has provided evidence how they check who has read the policies that have been distributed.
c.1.3	c.1.3.4	All personnel have a clear description of their role, receive relevant training and are subject to regular reviews of performance		The TP has provided a wide range of clear job descriptions. The Induction Policy clearly lays out the initial training which is to be complete. This is thorough and an ongoing process. Training for individual personnel is recorded and the TP has submitted evidence of such a record. Ongoing professional development is available to support performance improvement and progression which is evidenced by the TP's Appraisal Policy.
e.1	c.1.4	Data Management and Protection		
c.1.4	c.1.4.1	Data protection and GDPR policies and procedures are in place along with regular personnel training		The GDPR Privacy Policy which has been submitted demonstrates that there are robust policies, systems and procedures are in place for data protection and processing in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. The GDPR Policy states that training is provided through induction and then part of ongoing professional development.

c.1.4	c.1.4.2	There is a clear Privacy Notice in place which outlines the collection and sharing of personal data with DfE and approved contractors and schools		The TP has a clear, detailed privacy notice in place which is publicly available via their website. The Privacy Notice identifies all key elements including contact details, the types of personal information collected, reasons for collecting, processing, and storing the information. Schools can easily access this information.
e.1	c.1.5	Reputation Management		
c.1.5	c.1.5.1	There are clear and established, rigorous procedures for dealing with any incidents of malpractice and maladministration, complaints, and reputational/PR issues		The tuition partner has submitted their allegations, disciplinary, code of conduct, whistle blowing and complaints policy as evidence that procedures are clear and established. These include a staged approach with escalation routes. These documents are detailed and reviewed on an annual basis. The tuition partner has submitted further assurances in relation to this criterion. The shared Malpractice and Maladministration Policy from March 2023 shows the processes that are undertaken in response to such concerns. The policy also states that Managing Director is the named person for managing reputational/PR issues. The assurances are now met.
c.1.5	c.1.5.2	The Tuition Partner adheres to the required NTP Branding and Key Messages		The marketing plan and materials document, and other documentation related to social media presence included in this audit, shows that the tuition partner complies with NTP Key Messages and Brand Guidelines in their physical branding. The tuition partner has signposted the reviewer to https://tute.com/national-tutoring-programme/national-tutoring-programme/ which provides assurance that NTP branding is also included in their digital branding.
e.1	c.1.6	Customer Engagement		
c.1.6	c.1.6.1	Customer engagement is focussed		TP in their supporting statement says '. prioritises the customer experience by making available to schools clear, accurate and up to date information on all parts of their provision...' The TP asks schools for their key priorities via questionnaires and assigns a dedicated account manager to each school, who responds to specific requests. They analyse the effectiveness of delivery of tutoring by offering half termly reviews to schools The TP has in place a clear policy and procedures to manage complaints which has been shared with schools and is visible on their website. The organisation has well developed systems and processes to engage with the schools to ensure a positive pupil experience. There is evidence through emails and minutes of the review processes.

Overall outcome following review

All criteria reviewed is met

