

Observation Protocol

Document Control			
Title	Observation Protocol		
Date of review	01/05/2026		
Next Review	01/05/2027		
Document Owner	Salih Yilmaz		
Version Control History			
Date	Paragraph/section amended	Reason	New issue no.
01/05/23	Created		V1
01/05/24	Reviewed		V2
01/05/25	Reviewed		V3
01/05/26	Reviewed	Annual review	V4

Observation Protocol

Why Observe?

The purpose of observation is to ensure, promote and enhance the quality of the learning experience for all learners.

All staff will be observed twice a year however further observation will be carried out if the staff scores 'requires improvement' or 'inadequate' grading.

Observation Outcome

- Lead to improvements in the quality of experience and achievement of learners
- Support identification and sharing of good practice
- Provide staff with an opportunity for reflection and self-analysis
- Help staff to learn from experience and have the opportunity to develop new ideas
- Gain feedback from learners about the quality of their experience
- Underpin a robust self-assessment

Scope of Observation

- Initial information and advice session
- Initial assessment activity
- Agreement of learning goals and support needs
- Induction
- Enrolment
- Supporting learners to successfully complete their learning programme
- Reviewing and recording progress
- Assessing and recording completion and achievement
- Planning next steps

Observation Type

- Direct observation of one-to-one activities
- Holistic observation of group support
- Feedback from learners involved in the observed activity
- Observation will be conducted according to OFSTED standards

Who will observe

- Quality Assurance Officer

Observation Scheme

Following information will be provided to staff at least one week before the actual observation date:

- A plan – what, where, when, and how
- A method of recording observations
- The feedback and action planning process, and
- A protocol detailing how the scheme will be implemented

Moderation

The purpose of moderation is to promote accurate and consistent judgements. It is vital that there is consistency of judgements and grades within an organisation so that the outcomes of observation are reliable and robust.

Senior Manager will carry out moderation after all the observations taken place for each staff to ensure consistent standards are applied to judgements and grading of observations, provide a record of moderation activity and outcomes and feedback to the observer.

After observation

- Any disputes, please raise it to Senior Manager
- Development points are recorded and SMART actions will be allocated
- Identified points might get discussed in the staff meetings without indicating the staff name
- Staff will get re-observed according to Supplier Observation Record which was design in line with OFSTED and will provide timing of re-observation according to grade scored.