



QA Review Feedback

Protection Level: RESTRICT

Name of Tuition Partner	Tute Education
Name of Reviewer	Adam Lowing
Date of QA Review Completion	14/05/2024

Element	Criteria		All criteria reviewed is met	Assurances required	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 has shared their team structure via an organogram and supporting commentary. The evidence shows that there are clear and well defined lines of leadership responsibilities and that different departments have defined purposes which are considered. The hierarchy is well established and there is a strong sense of accountability. The TP's induction processes ensure that all personnel have read and understood this information.
c.1.1	c.1.1.2	Risk management processes are established throughout the organisation, identifying potential risks and appropriate controls and mitigations			The TP's evidence includes their Risk policy. This is a comprehensive document. The thorough approach is further exemplified by a PowerPoint presentation which explains in detail how risk is managed and gives detail of the numerous risk registers that are maintained. The TP has shared one of their risk registers. The organisation lists a description of each risk, with a description of the potential impact of each. The document has an assessment of the likelihood and impact to give an overall risk score. The TP shows that they identify mitigating factors to reduce the risk.
c.1.1	c.1.1.3	The organisation complies with relevant legislation			The TP has a range of HR policies in place. These include their Modern Slavery policy, Equal Opportunities policy and Equality, Diversity and Inclusion policy. These policies show how the organisation complies with key legislation including the Equalities Act 2010 and the Human Rights Act 1998. The Employee handbook stresses the importance of equality to all personnel and brings this to their attention.
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 has shared a range of documentation to show that there are structured management processes for NTP. The TP ensures that for end-to-end delivery there is a high level of information recorded for procedures. This allows personnel to have a clear understanding of expectations. The TP's evidence includes description of bookings, the programme structure and account management. Personnel benefit



					from training which is applicable to their roles.
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 evidence includes their Quality Assurance policy. This is supported by the TP sharing a flow diagram which provides visual clarification of the processes and procedures that are in place. The policy demonstrates that personnel are supported to have a clear understanding of the processes that are in place to support quality management. This includes the organisation ensuring that compliance checks take place. These reviews, as demonstrated in a previous Element review, are undertaken by the TP's trust board.
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 in place a range of policies that support financial management and control. The TP has shared their Finance and Governance policy, Conflict of Interest policy, Expenses policy, Investment policy and Procurement policy. The TP's processes and systems are well defined which allows those involved in financial leadership and corporate governance to have a clear understanding of control mechanisms. The TP gives consideration to financial risks and how to provide mitigations.
c.1.2	c.1.2.2	The organisation can demonstrate robust economic and financial standing (EFS)			<p>The TP has shared a credit report which states the organisation is below average risk. The TP has shared a signed and dated Director's Statement detailing that the organisation 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 three months. The TP has indicated that they have shared accounts from 2021 - 2023. The TP's accounts for 2022 that are filed with Companies house show that the net assets increased from 2021 to 2022 to £400K.</p> <p>At the point of second review, the TP has shared their draft Profit and Loss for 2023 - 2024 which shows their EBITDA is approximately £1,975,000, and that their net assets (less current liabilities) was £3,195,625 in April 2024. This criterion is now met.</p>
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 shared their Safer Recruitment policy which indicates that there are robust procedures in place relating to recruitment and selection. These are supported by the Modern Slavery statement, Equal Opportunities policy and Equality, Diversity and Inclusion policy. The TP has an Appraisal policy that gives information as to the regular review of personnel's performance which takes place. The TP has an Induction policy which was shared in a previous review. The TP's evidence indicates that they comply with employment regulations and laws.
c.1.3	c.1.3.2	Records for all personnel are maintained and up to date	N/A		This criterion was reviewed in the autumn term.
c.1.3	c.1.3.3	HR policies are established; all personnel receive training in these and confirm acceptance /compliance with			The TP has shared a very wide range of HR policies that are in place within the organisation to support personnel. This includes those such as the Modern Slavery policy, Equal Opportunities and Equality,

		these policies			Diversity and Inclusion policy which supports compliance with key legislation. The TP ensures that personnel receive training in these policies and that they ensure they have been read and understood.
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 range of job descriptions. These include roles linked to tutoring, leadership and support positions. The documents are detailed and provide clear information to personnel as to their responsibilities. The TP's Induction policy, submitted as part of a previous review, shows that initial support and training is provided to personnel. The Appraisal policy provides detail as to how personnel's performance is reviewed to support improvements and progression.
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 TP's GDPR Privacy policy, supplemented by a range of additional related policies, demonstrate how the organisation complies with the Data Protection Act 2018 and GDPR regulations. The GDPR Privacy policy provides detail on how personnel receive data protection training as part of their induction process. The policy also provides explanation that personnel then receive ongoing training and support in relation to this area for the duration of their time with the organisation.
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's GDPR Privacy policy is contained within the footer of the organisation's webpage. This information is therefore publicly available to all stakeholders. The policy provides detail on how data is collected by the TP. The document also explains how data is stored. It covers a wide range of description as to the management of data within the organisation. The TP has also provided their Data Processing Agreement which allows their partners schools to understand the arrangements related to data.
c.1.4	c.1.4.3	NTP Deadlines			The TP has positively engaged in their interactions with the DfE and Tribal. This includes submitting information on time and in accordance with the timescales requested. This has enabled reviewers to conclude element reviews in a timely manner.
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 TP has shared their Complaints policy. The policy shows that there is a structured approach in which concerns and complaints can be managed. They can be progressed, if necessary, through both formal and informal processes. There are clear escalated stages in place. The policy allows for independent/objective input as necessary. There are named points of contact in the policy and it includes email addresses for complaints to be sent via. The TP has also shared their Malpractice and Maladministration policy which shows how concerns of this nature would be managed.
c.1.5	c.1.5.2	The Tuition Partner adheres to the required NTP Branding and Key Messages			The TP has shared in the evidence that they have provided examples of a webpage, a digital advert and a social media post. All contain the use of the NTP logo and adhere to the requirement for branding. In addition, the messaging on the website shows that the TP's information and key messaging is in line with NTP principles.
e.1	c.1.6	Customer Engagement			
c.1.6	c.1.6.1	Customer engagement is focussed			The TP has in place a range of methods to ensure that there is constructive communication with partner schools. The TP seeks to gain feedback from schools to understand their perception of pupils'

				<p>experiences which they can use to further enhance provision. The TP explains in a supporting statement that each school is provided with an online 'hub' which is a central reference point. The TP has a Complaints policy in place which shows that the TP seeks to resolve concerns in a positive and timely manner. It is published on the TP's website. Following a telephone call on 20.5.24, the TP updated the independent/objective input within their Complaint's policy and provided a copy for their Element 1 review. This criterion is deemed as 'met' on the basis that the amended version of the policy is published on the website.</p>
Overall outcome following review				All criteria reviewed is met