### Education Scotland Quality Framework (Interrogative), September 2016: for reference during the inspection of private colleges and English language

#### Capacity for Improvement

**Outcomes and Impact**

How well are learners progressing and achieving relevant, high quality outcomes? How well do we meet the needs of our stakeholders?

**Service Delivery**

How good is our delivery of learning and teaching? How good is our management of the delivery of learning and teaching?

**Leadership and quality culture**

How good is our strategic leadership?

1. **Key performance outcomes**
   - 1.1 Achievement of educational aims, objectives and targets
   - 1.2 Retention, attainment and achievement trends
   - 1.3 Adherence to statutory principles and fulfilment of statutory duties.

2. **Impact on users of organisation’s services**
   - 2.1 Accessibility, flexibility and inclusiveness
   - 2.2 Relevance of provision to learner needs
   - 2.3 Progression, attainment and wider achievement

3. **Impact on staff**
   - 3.1 Motivation and engagement
   - 3.2 Reflection and professional dialogue
   - 3.3 Effectiveness of teamwork

4. **Impact on communities and the economy**
   - 4.1 Relevance of provision to the economy and employer needs
   - 4.2 Relevance of provision to needs of communities

5. **Education, training and lifelong learning**
   - 5.1 Equality and diversity
   - 5.2 The learning process
   - 5.3 Teaching for effective learning
   - 5.4 Context and planning for learning and teaching
   - 5.5 Assessment for learning
   - 5.6 Information, guidance and support
   - 5.7 Enhancement through self-evaluation and internal review

6. **Providing direction and facilitating change**
   - 6.1 Planning
   - 6.2 Implementation of action to meet aims and objectives of plans
   - 6.3 Mapping and responding to the environment
   - 6.4 Planning for and managing change

7. **Management and support of staff**
   - 7.1 Qualifications and experience of staff
   - 7.2 Working relationships with staff, learners and external stakeholders
   - 7.3 Recruitment, selection, deployment and retention of staff
   - 7.4 Workforce planning
   - 7.5 Continuing professional review and development

8. **Partnerships and resources**
   - 8.1 Partnership working with communities, other learning providers, agencies and employers
   - 8.2 Management and use of resources and learning environments

9. **Educational leadership and direction**
   - 9.1 Educational, aims, objectives and targets
   - 9.2 Leadership for learning and teaching
   - 9.3 Leadership of services to support learning
   - 9.4 Developing and maintaining a quality culture

10. **Capacity for Improvement**
    - 10.1 How good is our capacity to improve?