

# ADO SUPPORT STRUCTURE FOR EDUCATION

Company Operations

ADO SERVICES C.I.C.

Incorporating River Valley School

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## 1 Support Structure For Education Overview

ADO is committed to providing the appropriate support to our learners throughout all our learning experiences and other educational products and services. This document sets out those commitments and how we intend to support and maintain the standards expected from them.

The Support Structure For Education document is valid for the following services:

**ADO Education – River Valley AP School – ADO Training Centre**

## 2. Our Vision and Key Aims

Amongst our vision and key aims, ADO has a specific section that highlights a long term commitment to learner centred programmes.

*“Our vision is to provide innovative, caring and supportive life experiences, work opportunities and learner centred programmes and activities for all ages and backgrounds.”*

There are further sections that provide aims where we pursue a passion for providing support and education for all.

For delivery of qualifications we work with Pearson. They are the UK's largest awarding body and are regulated by Ofqual (England), SQA Accreditation (Scotland), CCEA Accreditation (Northern Ireland) and Qualifications Wales (Wales). They offer academic and vocational qualifications that are globally recognised and benchmarked, with educational excellence rooted in names like Edexcel, BTEC, and LCCI.

We additionally work with AQA Unit Awards. AQA is a recognised entry level of achievement scheme and is a tried and tested means by which learners, no matter what their age or ability, can have their achievement formally recognised.

AQA can help learners with progression to further study, training, employment, independent living and more active involvement in society. It is shown to motivate, encourage, engage, support and raise self-esteem and can reward achievement which might otherwise go unrecognised.

Our Early Years education work with OFSTED, to ensure that we are compliant and meeting expectations to deliver early years education programmes.

The Jack Petchey award is another opportunity for children, young people and adults to gain recognition for learning new skills. The Jack Petchey Foundation recognises the positive contributions young people and adults make to society and assist them in achieving their potential. They support programmes and projects that benefit young people aged 11-25.

Our own ADO Badge scheme is popular with children to learn about subjects based upon animals, wildlife and nature, as well as volunteering, mentoring and fundraising. The programmes are generally 7 to 8 weeks in length and provide a certification and fabric badge on successful completion.

### 3. Learning Centres

ADO provides two learning centres offering both outdoor and indoor facilities.

The **Education and Therapy Outdoor Centre** is based at **Poets Corner, Keats Road, Welling** and offers outdoor education facilities.

The Office is based in Upper Wickham Lane where the main administrative support is located. The Head Office additionally provides indoor study, IT Systems, training rooms, multi-media and examination facilities.

### 4. Staff and Resource

The full structure of the company can be viewed on the **ADO Services Organisation Chart** within the ADO Library and on our 'Who We Are' section on our main website here; <http://www.adoservices.co.uk>.

The ADO Education vertical structure is as follows:

**Head** – This role falls under the remit of the **Headteacher and SENCO**. The Head is overall responsible for all the resourcing, staffing and programmes within the ADO Education vertical. They have the ultimate responsibility for the business function of the ADO Education vertical, including River Valley School. They will lead the business and management team to deliver the ADO Education services to the high standards expected. They are the third point of contact in the complaints and escalation procedure. The Head reports into The Education and Therapy Director – Managing Director.

**Key Roles** – Headteacher, Overall Responsibility for Programmes, Quality Assurance, Internal Verification and Escalation. Oversees the Early Years operationally and supportively.

**Education Consultants**– Forming part of the Executive Committee this role provides a sounding board and gives recommendations to the management team throughout. This may include current or changes in policies, procedures, legislation, recruitment, national curriculums and programming. They will support the management team in the decision-making progress and help recruit the professionals required to support the delivery of our education services. Other consultant partners are regularly used by ADO to provide professional help including syllabus, curriculum and policies and procedures documentation.

**Education and Youth Development** – This role is responsible for the further and future development of the educational business opportunities and account management with the

authorities, local boroughs and business partners. They will develop business relations and advise on local authority or borough policy, legislation or budgeting implications.

**Lead Instructor & Manager** – Within the ADO Education team this role provides support to the team responsible for delivering the programmes. The Manager will also lead assessments and be overall responsible to ensure that operationally the team are delivering and following programmes, policies and procedures. This role will identify any staff training requirements and will lead their personal development plans. The Manager is responsible for the Quality Assurance for our education services. They are the second point of contact in the complaints and escalation procedure. They will provide important escalated support to learners and will ensure they are fully supported through their learning experience. This manager reports to The Head

Key Roles – Main Responsibility for delivering Programmes, Quality Assurance, Assessments, managing Documentation, Internal Verification, 2<sup>nd</sup> Line Support and Escalation

**Business and Exams Officer** – This role is responsible for the administration and day to day running of the ADO Education facility. These duties include but are not limiting to:

- Front line contact for referrers and learners who contact ADO
- Direct any referrals or learners to complete the appropriate forms
- Provide front line advice to referrals or learners, where to find the information on the awards, courses, certifications and qualifications ADO offer
- Ensure the registration process is adhered to
- Ensure registration and learning records are updated and maintained
- Manage the documentation throughout the life of the learner whilst at ADO
- Overall responsibility for managing the secure safe room on a daily basis
- Overall responsibility that student learning or study areas are maintained and that any equipment or facilities are in working order
- Ensuring that exam papers, exam conditions and exam dedicated rooms follow the policies and procedures whilst in use
- Ensure that Privacy Policy guidelines are met
- Maintaining and supporting software systems to register, record and maintain learner records.
- Manage the certifications, awards and qualifications appropriately
- Providing first line support to learners
- Providing first line account management with our learning partners and providers

Key Roles – Responsibility for Registrations, First Line Support, Managing Documentation, Internal Verification, Exam Conditions, Withdrawals and Certification.

**Educators** – The ADO team of Educators will deliver the curriculums, courses, programmes, awards and qualifications as directed. The team will be the first point of contact once

learners embark on their education pathway. The educators will ensure they support the learners on the ground and help them towards their goals in attaining success in whatever field of learning they are following. This team will be the first point of contact in the complaints and escalation procedure.

Key Role – Following the Programmes, Curriculums, Internal Verification Guide and policies and Procedures.

**Chief Operating Officer** – Although this role does not have any particular day to day impact on the ADO Education function, it does have overall responsibility for the operational function, policies and procedures and IT-Network-Data Storage Systems. This role is the final point of contact in the complaints and escalation procedure.

The directors, management and staff structure ensures that we can deliver a wide ranging number of learner opportunities across all age groups and abilities.

Key Roles – Version Control, Change Control and Release Management of Policies and Procedures - Programme Verification and Release Management – Website Administration – IT Systems – Head Office Facilities

## 12 Contact

This document was produced by the ADO Operations team in partnership with Pearson. This version supersedes any previous versions and will be reviewed annually.

All correspondence with regard to this policy, or any other operational policy and procedure should be directed to the ADO Chief Operating Officer by e-mailing [gmp@adoservices.co.uk](mailto:gmp@adoservices.co.uk) or calling 0208 855 6778, requesting to speak to the Chief Operating Officer or in writing c/o Chief Operating Officer, ADO SERVICES C.I.C , Head Office, 126 Upper Wickham Lane, Welling, Kent DA16 3DP.