

Quality Assured Care Learning Service – case study

AASOG

AASOG Education and Training is an awarding body recognised and quality assured private further education provider, delivering accredited qualifications across the UK and internationally. One of the organisation's core areas of focus is health and social care for children, young people, adults and older people, across both neurotypical and neurodivergent communities.

As a Disability Confident and Disability Committed employer, AASOG actively supports all learners, ensuring inclusive access to recognised, high-quality training. The organisation's approach is firmly rooted in triangulated partnership: bringing together learners, employers, staff and shareholders to co-create success.

In this case study, Jeminiyi Ogunkoya, who led AASOG through the QACLS process, shares her experience and reflections on why quality assurance is at the heart of what they do.

For Jeminiyi, applying to become quality assured through the Quality Assured Care Learning Service (QACLS) felt like a natural step. The organisation is passionate about delivering above-benchmark training and supporting the workforce to provide safe, effective and values-driven care. "The quality assured process is also about providing high-quality service to the health and social care workforce," Jeminiyi explains. "So to us, we seemed to have shared the same values. Applying to be quality assured was a straightforward decision."

She also highlighted that many of the employers they work with require their training providers to be recognised, particularly to access funding. "Having the approval means employers don't need to change or start looking for another provider," she adds. "It's a mark of trust."

The QACLS quality standards also supported AASOG to reflect on their internal systems, using it as a kind of benchmarking tool. "It was like a SWOT analysis," Jeminiyi says. "It helped us make sure what we think is quality is actually seen as quality, not just from an awarding body perspective, but through the lens of external standards too."

Preparation for the process was detailed and collaborative. Jeminiyi explains that they began by reviewing their organisational mission and vision to ensure alignment with the QACLS standards. "We read through the eligibility criteria, used the self-

assessment tool and followed the step-by-step application guidance, which was very clear, including examples of what types of documents could meet the standards.”

Internally, the application became a joint effort. “There were regular meetings across teams, action plans, task allocations. It was a whole-organisation approach,” Jeminiyi recalls. “It’s what we do every day, so we had a lot of evidence, but we wanted to make sure we presented it clearly and focused on what was asked.”

Jeminiyi speaks highly of the support from the QACLS team throughout the process. “The support we received was exceptional,” she says. “Every time we reached out, we got prompt replies, detailed feedback, and constructive explanations. The flexibility to meet our internal project deadlines was really appreciated.”

AASOG didn’t encounter major concerns during the process, but when they needed clarification, the responsiveness of the QACLS team was a key factor in their smooth experience. “It felt like a partnership,” Jeminiyi says. “They helped us meet our targets and stayed with us every step of the way.”

Reflecting on the process overall, Jeminiyi describes it as a positive and validating experience. “The process required a genuine demonstration of quality delivery in developing the knowledge of the health and social care workforce. Because that’s what we do, it was easy to justify our standards with evidence.”

Achieving QACLS status has had a strong impact across the organisation. “We’re proud of what we do, and benchmarking our system has boosted our confidence,” says Jeminiyi. “It’s also a recognition of the consistent joint effort of our team. Our staff know their hard work meets the highest standards. Our learners and employers are proud to be part of something that’s recognised for quality.”

Since achieving approval, Jeminiyi has noticed a shift in stakeholder confidence too. “There’s an extra boost of trust in what we do. It’s pleasing to experience, that pride and belief in us is growing.”

For other providers, especially smaller ones, she encourages reflection and alignment. “You need to review your mission and vision, does it match what the quality assured system stands for? Use the self-assessment and reach out to the QACLS team. The process is thorough, but it’s also there to support you.”

Her advice for others starting their QACLS journey is to take a whole-organisation approach. “Can you benchmark your systems? Can you justify them with evidence? The evidence needs to come from across your organisation, so teamwork is essential. Make the most of the resources and don’t be afraid to ask questions.”

Looking ahead, Jeminiyi sees this as just the beginning. “Our aim is to maintain high-quality delivery, continue benchmarking our practice, and share learning with others. More recognition of who we are and what we do is fantastic, but the real reward is helping to develop the care workforce. That’s our mission.