



Policies and Procedures

Operations Department

Policy Monitoring and Review Plan

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Policy Approver	QAC	Revised Date	26/07/2024

Policy Monitoring and Review Plan

1. Policy and Principles

The successful monitoring of Future Focus Ltd.'s policies is essential for addressing change and for ensuring policy compliance and effectiveness. It is necessary that effective policy monitoring practices be in place to ensure the success and fitness-for-purpose of institutional policies. Such review is a requisite of Internal and External Audits. Interested stakeholders include prospective employers of our students and relevant authorities.

2. Roles and Responsibilities

The **Organisation Chart** which defines departmental roles and responsibilities provides for effective policy monitoring. This Policy Monitoring and Review Plan complements and expands on the practice of policy monitoring as it relates to the services of Future Focus Ltd. There is the assessment of the functionality of policies, addressing issues of application and compliance.

The Director is tasked with Policy Monitoring and Review and provides advice and support to the staff across the Centre in their roles of ensuring that all policies are appropriate and that the principles outlined therein are upheld. In this light, the Director makes recommendations and provides assistance, whilst the Compliance Officer ensures that relevant directives and regulations are reflected in the policies. Administrative staff ensures that they are being respected and implemented.

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Many Future Focus policies have a requirement that the staff themselves monitor implementation within their respective roles, with monitoring of the application of this policy across the Centre.

3. Scope and Methodology

This policy seeks to provide clear and appropriate direction on what actions and results specific officials are accountable for. In particular, it sets out respective responsibilities of staff for the monitoring and reporting of policy results. Results achieved following the review are utilised to make informed decisions with staff working as a team towards the Centre as a whole. Monitoring is intended to look at the practical examples whilst review is designed as assistance to implement recommendations made. This will lead to streamlining of policies and procedures in accordance with report findings and suggestions.

The review focuses on analysing the current activities undertaken by Future Focus, for monitoring the Centre's policies to identify effective practices for:

- Activities undertaken by the various sectors of the Centre to monitor the implementation of and compliance with Future Focus policies
- Activities undertaken by the Manager to assist staff to monitor policies
- Processes that will facilitate future monitoring activities.

4. Procedure

The approach implemented to conduct the monitoring and review includes the following steps:

- i. Identifying best practices
- ii. Identifying the activities and processes used for monitoring policies
- iii. Identifying the differences between Future Focus Ltd.'s policy monitoring activities and the best practices
- iv. Identifying the process and organizational factors for successful policy monitoring.

Basing on these points, Future Focus puts in place practical recommendations which are developed to monitor the policy review process to ensure that revised policies, in turn, enable monitoring activities in the optimum manner possible.

For each monitoring and review process a sample of policies is selected and input from the relevant member of staff is requested. For each of the policies in the sample, the staff member is interviewed. Major issues facing the policies, the policy monitoring and reporting activities and areas for improvement in policy monitoring are discussed. Basing on these discussions, we develop an assessment of the particular policy. In addition to interviewing staff, discussions may be held requesting feedback and suggestions from relevant stakeholders to gain broader perspectives. Perspectives from internal and external audit groups are also considered within the process.

5. Aims and objectives

The monitoring and review body shall be responsible for the following functions:

- i. To create clear guidelines on what to monitor and review
- ii. To produce clear deliverables and milestones against which to monitor
- iii. To identify the historical performance as benchmark of performance
- iv. To provide a clear understanding of circumstances that may affect performance

6. Implementation

Policies and strategies are based on a given set of conditions at the time of establishment. Conditions may change over time and this would alter the effectiveness of implementation of policy, strategy or legislation. This can lead to failure of the policy and strategy, hence monitoring and review are critical for determining achievement of objects.

Effective Monitoring and Review mechanisms demonstrate transparency and confer accountability. During this process, Future Focus seeks to clearly define:

- What is to be measured
- What is the purpose of measurement / monitoring
- How should it be monitored
- Who is responsible for monitoring and review

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Monitoring is a routine, regular assessment of ongoing activities and progress.

This process seeks to address the following:

- Implementation of planned activities as envisaged / planned
- Meeting of deadlines
- Meeting of milestones and deliverables
- Barriers to achievement of envisaged milestones and deliverables
- Adjustments that must be made in light of the findings

Review and Evaluation shall look at an assessment of overall achievement. This means that we focus on achievements as well as impacts of initiative. This will show whether the desired results that necessitated the implementation of the policies has been achieved, to what extent it has been achieved, and how.

This monitoring and review process shall also determine whether the results are directly attributable to the implementation of our policies or rather they were incidental, in which case it shall be seen what else has contributed to the achievement. The assessment looks at the impact created. In essence this is an assessment of whether the policy, strategy and legislation are achieving the right things.

Approaches to Monitoring & Review are both institutional and operational. They are based on annual or time-based agreed goals and objectives. Monitoring & Review take account of all stakeholders involved, namely:

- Committees / panels
- Focus groups
- Internal review
- External review
- Legislative and regulatory parameters
- Parliamentary Committees

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- Governance Boards
- Powers conferred under legislation

Evidence based monitoring and review mechanisms provide more objective outcomes. Baselines are important for determining progress being made and for the identification of success factors. Successful reviews will depend on the ability to institute corrective action namely, *inter alia*, adjustment of targets, amendments to be in accordance with legislative developments and provision of resources.