



QUALITY LICENCE SCHEME AUDIT REPORT

Section 1: Provider Details

Provider Quality Licence Scheme Number	01313
Provider Name	Fashion Enter
Provider Address	The Factory, Unit 12 Crusader Estate 167 Hermitage Road London N4 1LZ
Provider Contact	Lan Leeder
Contact Telephone Number	02088093311
Contact email address	lan@fashion-enter.com
Type of Visit	Virtual Re-approval/Monitoring
Virtual Audit Date	5 June 2025
Planned Virtual Time	
Planned Virtual Duration	Up to 4 Hours

Section 2: External Quality Licence Auditor Details:

Quality Licence Scheme Auditors Name	Dave Allan
Email	Daveallan2401@gmail.com
Telephone Number	07807 285972
QLS Auditor to be accompanied by	N/A

Section 3: Executive Summary

Fashion-Enter Ltd (FEL) is a social enterprise limited by guarantee which was established in 2006 following an amalgamation with FashionCapital.co.uk.

FEL has now three mission aims:

- To be a centre of excellence for attaining technical skills from levels 1 to 5, including apprenticeships. In 2010, FEL was the first training provider in the UK to undertake technical apprenticeships with Skillset and Conel.
- The second aim is to be a centre of excellence for ethical and sustainable production in the UK.
- The third aim is to support new and emerging designers to ensure their business is successful

Over the last five years, FEL has expanded into regional centres, including Islington, Haringey, Leicester, and Newtown in Palace, Wales. Since the last Audit in 2024, FEL has expanded into repairs with partners from Amsterdam United Repair Centre, opened the UK's first knitting academy, in collaboration with New York based Maeknit, and established a centre for fashion AI in partnership with Chinese company Style3D.

As FEL has gained more momentum within the industry, it has been recognised for its pursuit of excellence by winning two major awards, voted for by the industry: the Drapes Award for Sustainability Champions and Supplier of the Year 2024.

FEL's CEO is now the Chair of the Apparel and Textiles Manufacturing Federation, and in May 2025, FEL orchestrated and hosted the Leicester Made for industry event, where over 1,000 people attended from major brands such as Asda, Gymshark, New Look, Debenhams, and over 63 employer brands showcased. Liz Kendall, the Secretary of State for DWP, also attended the event and chaired a CEO Roundtable, which included almost 50 representatives from industry.

FEL's CEO is also on the main board for the APPG, Fashion Roundtable, which provides FEL with the latest information on new policies and processes for the fashion industry.

In 2024/5, FEL was successful in securing its first Skills Boot Camp Funding in Leicester. The programme was so successful that FEL has now applied for Wave 6 funding for the Skills Boot Camp program in London with the GLA. FEL commenced the second programme for a new mental health wellbeing program entitled Hope-FX2, and a new website was also launched. FEL also completed the FC Designer Workspace six years ahead of schedule with Islington Council, achieving Target Operating Model (TOM) savings of £1m within four years, rather than the predicted six years. This has been excellently received by GLA

FEL is currently in talks to open an academy in the following countries with partners: Kenya, the Isle of Man, Ireland, and Nigeria. With the latter, CEO

Jenny Holloway is on the steering committee of the UK-Nigeria Circular Fashion GIN Steering Committee Meeting.

Comprehensive, and well-presented evidence of how FE continue to meet the QLS Standard was sent to the Auditor by Lan, Head of Learning, which was then followed up with a Teams meeting, on 5 June 2024, between the Auditor and Lan, just to confirm a couple of points, current structure and any changes and updates to Course delivery.

Once again, FE continue to demonstrate an excellent approach to Quality and the systems, policies and processes that support Course delivery. All of which are being very well maintained and continuously improved.

I am therefore very happy to Recommend FE's continued Approval against the QLS Standard and would like to again thank Lan for her approach and cooperation throughout the audit process.

Dave Allan
QLS Auditor

June 2025

Section 4: Quality Licence Scheme Quality Statements and Performance Criteria

Providers approved for the Quality Licence Scheme must adhere to the Quality Licence Scheme Principles, Standard and Agreement

The comments summarise the evidence demonstrated by the Provider against each criteria within the Quality Licence Standard. Criteria will be judged using the scale described below. (Comments sum the evidence demonstrated). Any actions identified will be highlighted in section 6 of this report.

M = Meets the requirement P = Partially meets the requirements (action required)
NM= Requirement not met (immediate action required)

Quality Standard Element 1 – Leadership and Management

Providers must ensure that effective Leadership and Management exists and that the following Criteria are demonstrated:

Criteria	Evidence/Comments	M	P	NM
1.1 Has a named individual with overall responsibility for the Provider	Jenny Holloway, CEO continues to have overall responsibility for the Provider and Course Delivery, and the rest of the organisation structure remains the same, although 4 members of the organisation have been promoted to Director status.	M		
1.2 Has a structure to promote high standards of quality assurance and support	The CEO continues to be responsible for reviewing and planning quality assurance activities supported by Lan, Head of Learning and Divya, Operations Manager. The Organisation structure, as shown to the Auditor, identifies relevant people, roles and responsibilities. Robust policies and procedures remain in place and a Delivery Policy describes the approach to work-based learning and the Quality Assurance Policy makes specific mention to the Delivery and QA approach to QLS Courses.	M		

1.3 Has appropriate policies and procedures to ensure effective quality assurance and support	Appropriate policies and procedures remain in place to ensure effective quality assurance and support to Course delivery. The policies continue to be updated annually, with evidence seen of this happening again from September 2024 onwards. The Tutor and Learner Welcome Pack demonstrates that policies and procedures have been implemented, along with a cloud-based system, so they can be accessed electronically to support the quality assurance arrangements. Once accepted on the course learners receive copies of the Appeals and Complaints Procedure, Malpractice and Maladministration and Plagiarism Procedure, via the cloud-based system. During induction the Quality processes are discussed with Tutors and learners to ensure a clear understanding.			
1.4 Implements policies and procedures to ensure compliance with legislation that promotes Equality and Diversity, Health and Safety, Data Protection and Safeguarding	Evidence was seen of the policies and procedures that ensure compliance with the legislation that promotes Equality & Diversity (Oct 2024) Health & Safety (Mar 25), Data Protection (Feb 25) and Safeguarding of Children and Adults at Risk (Oct 24) having been reviewed, however, it was noted that the Safeguarding Policy contains a reference to "Vulnerable Adults" therefore it is recommended that this is replaced with "Adults at Risk" Regular external and internal 'refresher' training is delivered to staff on these policies.			

1.5 Systems are in place to review and maintain all policies and procedures in line with a defined review cycle	Evidence was seen of the policies and procedures that support Course delivery having been maintained and recently reviewed (from Sep 24) The Compliance Manager with the support of the CEO has overall responsibility for reviewing and maintaining policies and procedures which is undertaken as a minimum every year as part of the quality assurance arrangements. The Quality Policy and Process and supporting Document Version Control sets out the approach and procedure for what and how quality assurance activities are undertaken and has again been reviewed in Sep 24.	M		
1.6 Has effective communication methods to individuals, across teams and/or satellite locations to ensure consistency in the application of policies and procedures	Evidence was again seen of the CEO continuing to hold weekly meetings with all staff to share issues and concerns e.g. 9/12/24, 6 & 13/1/25. This provides the opportunity to discuss strategic issues and quality assurance activities. This also provides the opportunity to ensure the consistency in the application of policies and procedures. This is addition to information being cascaded via e-mail, phone or face to face with any actions from these discussions emailed to the team. Evidence was also seen of Standardisation meetings continuing to take place e.g. 13 Jan 25, where the Ind Cutting Course was reviewed.	M		
1.7 Identifies and creates appropriate and effective Partnerships	A number of important partnerships are in place to help in the production and training of Fashion Enter; however, none are required for actual QLS delivery.	M		

1.8 Where Partnership Agreements exist, these are managed effectively	See 1.7	M		
1.9 Reviews resources appropriately to ensure there is adequate human and physical resources available to ensure high standards are continually maintained	The CEO regularly reviews that sufficient resources are in place and that high standards can be maintained to meet the required supply and demand – as demonstrated in the evidence of Standardisation meetings, in 1.7. The IT system continues to evolve so that the infrastructure is keeping pace with the growth of the services being delivered.	M		

Quality Standard Element 2 – Resources				
Providers must ensure that they have the Human and Physical Resources in place and that the following Criteria are demonstrated:				
Criteria	Evidence/Comments	M	P	NM
2.1 Policies and procedures are in place to ensure that individuals involved in the delivery have the knowledge, skills and experience appropriate for their role	Recruitment and Selection Procedures are in place to ensure that Tutors are recruited with the relevant qualifications and experience. Currently, there are 3 Tutors to deliver the QLS Courses, however, no recruitment has been necessary since the last Audit in May 24. The Operations Manager reviews learner feedback to ensure consistency of approach is being maintained. Sector specific CPD remains the responsibility of the Tutor with standardisation supporting the sharing of skills and knowledge.	M		
2.2 Induction procedures are in place to induct new staff into the organisation and into their roles	An Induction Training Policy remains in place and once appointed there is an Induction checklist that guides the induction process for new staff and covers relevant policies, procedures and working practices.	M		
2.3 Individuals performance is regularly reviewed with any appropriate improvements and development being identified and undertaken	Evidence was seen of the Performance Review Process for a Pattern Cutting Tutor, on 24 May 2025, which demonstrates a robust, two-way discussion that informs continuous improvement. There are also CPD discussions for Tutors and all levels of staff. This is supported by regular informal discussions and monitoring learner feedback, based on completed Course Evaluation Forms, the internal quality auditing process,	M		

	observations at least four times a year as well as peer feedback being encouraged to improve practice. Collectively, this information then records what needs to change or improve and also informs the standardisation process. Over the course of the year all Tutors receive feedback to ensure they are working with the most up to date information and standards are being achieved.			
2.4 Process are in place to ensure individuals are made aware of and apply policies and procedures relating to Equality and Diversity, Health and Safety, Data Protection and Safeguarding	Individuals are made aware of the policies and procedures relating to Equality & Diversity, Health & Safety, Data Protection and Safeguarding of Adults at Risk at their Induction and they also undergo regular online and external training on these related procedures. Tutors have to submit a current Enhanced Disclosure and Barring Service report before they can join the organisation, and this requirement is made clear as part of the interview process.	M		
2.5 Provides individuals with appropriate resource/s to carry out their roles effectively	Fashion Enter Ltd continues to deliver all training sessions at their premises for the numbers of learners involved. Policies and procedures and course materials remain the main resources required, and learners have access to Wi-Fi and printing facilities. The CEO regularly monitors resources to ensure that there are sufficiently available.	M		
2.6 Has appropriate physical resources, accommodation and equipment to effectively deliver courses and support learners	All learners attend sophisticated training sessions and can have course materials in a hard copy format or access them electronically. Fashion Enter Ltd has their own premises for administration purposes and the delivery of courses. The training rooms are well appointed and continue to be relevant to the courses delivered.	M		

Quality Standard Element 3 – Quality of Courses				
Providers must ensure that each non-regulated course has been subject to rigorous and effective internal processes and that the following Criteria are demonstrated:				
Criteria	Evidence/Comments	M	P	NM
3.1 Has a named individual with overall responsibility for course provision	The CEO continues to have overall responsibility for course provision and has an extensive background in Fashion which provides the core of the services being delivered.	M		
3.2 Designs courses with a clear rationale to meet a need	A clear Course Design and Development Policy is in place that details the process followed when designing any Course and has again been reviewed, in September 2024. This describes, prior to designing a course, the CEO researching what is being demanded in the sector, as well as listening to suggestions made. Any rationale for a new course follows the QLS Course Application Form in line with the Course Development Policy. This process begins by first checking on Ofqual and QCF to make sure there is no conflict of interest before developing the new course. Subject specialists develop the content and course structure against set guidelines along with learning outcomes which includes relevant reference to policies and procedures and content. The design and formatting remain the responsibility of the CEO as she has the knowledge and experience to know that it meets the required standards.	M		

3.3 Ensures courses have clear aims and objectives	All courses have clear aims and objectives as well as assessment criteria and the learning outcomes. These are made clear to learners at the beginning of each unit. All the training sessions have learning outcomes clearly set out. Assessment criteria is updated to reflect any changes to the content if appropriate.	M		
3.4 Approves all courses in line with internal processes and procedures	All courses are developed in line with the QLS Course Application Form and Course Development Policy, along with the process and procedures that are followed and described in 3.2. The CEO continues to have overall responsibility for approval of all courses.	M		
3.5 Identifies and addresses any legislation issues within the course design	The CEO continues to be responsible for ensuring legislation is up to date and checked by the Subject Specialist or client. Clients insist that SMETA standards and Fast Forward standards (Retail Industry focused) are adhered too. The CEO is a member of the Industry Think Tank which meets quarterly to review industry standards so that information is always up to date. The CEO is also on the STEM committee for a London Borough of Haringey Council and sits on the Fashion Roundtable as part of the environmental audit committee as the voice of manufacturing, however, whilst this criteria is clearly "Met" it is recommended that it is made clear in the Course Design & Development Policy.	M		

3.6 Ensures courses have a clear outline and plan which caters for all learners	As in 3.3, all Courses have a clear outline and plan which caters for all learners. On application the registration process checks if any special requirements or adjustments are necessary as Fashion Enter Ltd could then support with different needs and equipment if required.	M		
3.7 Ensures courses are supported by appropriate learning resources	Learners continue to receive a Welcome Pack, as well as highly appropriate course materials which learners receive and a complete set of information that they will need to be able to undertake the course. In addition, the courses are supported by access to the Tutor at anytime during the training sessions and via e-mail. The course materials also signposts or reference learners to additional learning and research as appropriate.	M		
3.8 Ensures promotional activity provides accurate and clear information and does not mislead users	Marketing and promotion of the course materials is still carried out through www.fcfta.com, Facebook, Instagram, LinkedIn, Pinterest, Twitter, TikTok and weekly Newsletter to a retained database of people. The Newsletter, on www.fcfta.com, and word of mouth remains the main channels for the recruitment of learners as well as ensuring they meet the criteria to attend the course. The website confirms that information is clear and accurate, ensuring that learners are totally clear what the course offers.	M		
3.9 Course review dates are identified and planned in line with policies and procedures	The Compliance Manager and CEO are responsible for reviewing courses on an ongoing basis to ensure they are up to date and meets the requirements of the learners. As noted in 1.6, evidence of this was seen in the minutes of the Standardisation meeting taking place on 13/1/25, which included the review of the QLS Ind Cutting Course.	M		

Quality Standard Element 4 – Delivery and Quality Assurance				
Providers must ensure that they have effective Delivery and robust Quality Assurance in place and that the following Criteria are demonstrated:				
Criteria	Evidence/Comments	M	P	NM
4.1 Has Delivery and Quality Assurance systems in place to ensure high standards of provision	The Quality Policy and Process (reviewed in Sep 24) continues to set out the approach as to how policies and procedures are maintained and reviewed to support Course delivery. Comprehensive evidence was seen of the Delivery and Quality Assurance systems, policies and processes, that support Course delivery, having been reviewed by the CEO and Compliance Manager, in line with the annual review cycle. In addition, the Internal Quality Auditor (CEO) samples all learners work to ensure the high standards of provision are being delivered.	M		
4.2 Ensures individuals approach to Delivery and Quality Assurance are monitored, reported on and fit for purpose	The Internal Quality Audit process confirms that a consistent approach is being maintained in the monitoring of the assessment practices. Evidence of regular observations are carried out by the CEO and an Observation by LL on the Cutting Course, on 2/12/24, was seen, along with regular Standardisation meetings. The Internal Quality Auditor is responsible for ensuring the Tutors who undertake the delivery are working in line with the agreed approach. The CEO and Operations Manager then take responsibility for ensuring adherence to quality assurance and monitoring and evaluation activities. In addition, learner feedback continues to be reviewed by the Operations Manager and collated to confirm that consistency of approach is meeting	M		

	with their requirements. This feedback is also discussed at Standardisation and weekly team meetings, to identify further areas for improvement.			
4.3 Can demonstrate that Delivery and Quality Assurance activities are fair, consistent and reliable	The assessment criteria continues to be directly based on the content of the course so that the Tutors know exactly what they are marking against. These will only change if the course content changes. As a result, the quality assurance sampling by the Internal Quality Auditor ensures that marking is completely free from bias.	M		
4.4 Evaluates feedback from users and individuals to identify and implement improvements in line with improvement plans	Examples of Learner feedback was shown to the Auditor which is reviewed by the Operations Manager to establish whether there are any issues. Weekly Team meetings also identifies continuous improvement activities and Course reviews carried out in Standardisation meetings referred to improvements made to the resources that support Course delivery.	M		
4.5 Deals with all enquires, appeals and complaints in line with the policy and procedure	The Complaints Procedure is available on the cloud-based system and can be both paper-based and electronic and have been reviewed as per the annual review cycle. No formal complaints have been received since the last Audit visit in May 2024.	M		

4.6 Ensures consistency in Delivery and Quality Assurance activities across any satellite locations	No Satellite locations are used for Course delivery.	M		
4.7 Reviews courses in line with planned dates and clearly records any rationale for deviation	The Quality Policy and Process sets out how courses are reviewed, and evidence was seen of reviews being carried out regularly by the CEO in Standardisation meetings e.g. 13/1/25, and suggestions and improvements made to both the Course and supporting materials. The Self-Assessment Report, and supporting Quality improvement Plan, have again been produced for 24/25, recording the timescales for improvement and actions to be taken.	M		
4.8 Reviews Delivery and Quality Assurance Systems to maintain high standards of provision	Clear, well-presented evidence was again seen of the Delivery and Quality Assurance systems, policies and processes having been very well maintained and reviewed to ensure a continued high standard of Course provision and demonstrating a genuine commitment to continuous improvement.	M		

Section 5: Quality Licence Scheme Sampled Courses

Quality Licence Scheme Course Number	Course Title (including Level)	Learner Name	Assessor	IV	Comments
QLS-05396	Industrial Cutting Course at QLS Level 3	Ana Rodriques	Lan/Chris Toumba	Jenny Holloway	
QLS-05396	Industrial Cutting Course at QLS Level 3	Holly Taw	Lan/Chris Toumba	Jenny Holloway	
QLS-05396	Industrial Cutting Course at QLS Level 3	Katrina Gardner	Lan/Manuela	Jenny Holloway	

Section 6: Action Plan

All actions that have partially met or not met from sections 4 to 5 are included in this section.

Leadership and Management				
Detail	Action/ Recommendation	Criteria Reference	By Whom	By When
It was noted that the Safeguarding Policy contains a reference to "Vulnerable Adults" therefore it is recommended that this is replaced with "Adults at Risk"				
Resources				
Detail	Action/ Recommendation	Criteria Reference	By Whom	By When
Quality of Courses				
Detail	Action/ Recommendation	Criteria Reference	By Whom	By When
The CEO continues to be responsible for ensuring legislation is up to date and checked by the Subject Specialist or client. Clients insist that SMETA standards and Fast Forward standards (Retail Industry focused) are adhered too. The CEO is a member of the				

Industry Think Tank which meets quarterly to review industry standards so that information is always up to date. The CEO is also on the STEM committee for a London Borough of Haringey Council and sits on the Fashion Roundtable as part of the environmental audit committee as the voice of manufacturing, however, whilst this criteria is clearly "Met" it is recommended that it is made clear in the Course Design & Development Policy.				
Delivery and Quality Assurance				
Detail	Action/ Recommendation	Criteria Reference	By Whom	By When

Section 7: Recommendation

Approval recommended	N/A
Re-Approval recommended	Yes
Addition visit recommended	N/A
Rationale for an additional visit:	