



Criteria / Element	Outcome sought	How will we get this outcome?	Responsibility	Success measure	Timescale	Policy Review	Progress notes
Recruitment of learners	<ul style="list-style-type: none"> • Quality learners • Positive attitude • Good attendance • High retention rate • Excellent result 	<ul style="list-style-type: none"> • Learners are recruited from the UK and from European Union • Compliance with Awarding Organisation entry criteria and ECL learner recruitment policy. • Assessment will be performed as per policy to recruit capable learners. 	<ul style="list-style-type: none"> • Director of Studies • Academic Committee 	<ul style="list-style-type: none"> • Learner Attendance • Formative feedback on learners work • Learners academic results 	Ongoing	December each year	
Pre-course IAG service September 2016	<ul style="list-style-type: none"> • Further improvements to certain elements of the pre-course IAG service • Further improvements on the quality of certain aspects of the pre-course IAG service 	<ul style="list-style-type: none"> • Proper implementation of a robust information, advice and guidance (IAG) service all around 	<ul style="list-style-type: none"> • Principal • Academic Committee 	<ul style="list-style-type: none"> • Analysis on Learner feedback as the satisfactory success indicator set at 90% (both agree and strongly agree) • Qualitative monitoring and quality assurance of IAG service (staff observation) 	Feb 2017	December each year	
Recruitment of qualified and experienced teachers	<ul style="list-style-type: none"> • Recruitment of quality teachers • SoW and Lesson plan • Quality teaching materials • Lesson observation • To ensure that the newly recruited teachers are settled in well and their delivery of lectures are up the right standard. • To recruit suitable, appropriately qualified and experienced teachers 	<ul style="list-style-type: none"> • Advertise in the Newspaper and JCP. • Teachers are interviewed consistently and records of their qualifications and experience, CV are kept. • Teachers are hired with teaching qualifications and experiences • On time approval of SoW and LP • On time upload of teaching materials e.g. handouts, PowerPoint presentation • Timely lesson observation and feedback with relevant teachers • Teachers are teaching according to subject specialism and curriculum requirement. 	<ul style="list-style-type: none"> • Principal • Director of Studies • Academic Committee 	<ul style="list-style-type: none"> • Senior managers feedback on lesson observation • Teachers feedback on learners progress 	Ongoing	December each year	

		<ul style="list-style-type: none"> • Teaching materials of new teachers are examined to ensure that they are teaching adequately and appropriately planned contents in line with the module specification. • The new teachers are supervised more often specially during their initial lectures. • Teachers are reminded of their contractual obligation to give a reasonable period of notice when they sign an employment contract so that the existing learners do not suffer 					
Teaching styles and assessment methods	<ul style="list-style-type: none"> • Variety of teaching styles and assessment methods 	<ul style="list-style-type: none"> • Approval of Assignment briefs containing different assessment methods • Lesson plan containing variety of teaching styles. 	<ul style="list-style-type: none"> • Director of Studies • Academic Committee 	<ul style="list-style-type: none"> • Quality submission of assignments 	Ongoing	December each year	
Induction for the newly recruited teachers	<ul style="list-style-type: none"> • To ensure all teachers know about the College, the college policies, about the courses offered, awarding organisation and supports available for them etc. • To improve retention of teachers 	<ul style="list-style-type: none"> • All new teachers have an individual induction session to make sure that they are provided full introduction of the College and courses are on offer • The policies and procedures they need to abide by • The resources that are available for them 	<ul style="list-style-type: none"> • Director of Studies • Academic Committee 	Ongoing	Ongoing	December each year	

Improve communication both internal and external	<ul style="list-style-type: none"> • To ensure that the right communication is taking place both internally and externally • To ensure good practices are disseminated between the teaching staff and management as well as learners • To ensure that the communication between the teachers and assessors and the learners are useful and timely 	<ul style="list-style-type: none"> • Monthly Course Committee meetings are held. • Bimonthly Academic Committee meetings are held • Standardisation meetings are held prior to each assessment. • Minutes of meetings are circulated to all team members ensuring good communication. • Sharing of good practices, resources and knowledge 	<ul style="list-style-type: none"> • Principal • Academic Committee 	Ongoing	Ongoing	December each year	
Robust IV Process and Procedure	<ul style="list-style-type: none"> • To improve quality of assignment briefs • Teaching staff are regularly trained on writing briefs 	<ul style="list-style-type: none"> • Assignment Brief is internally verified and checked by Pearson Assignment Checking Service • IV sampling is designed by the IV prior to the commencement of the course 	<ul style="list-style-type: none"> • Director of Studies • Academic Committee 	Ongoing	Ongoing	December each year	
Timely submission of assignments	<ul style="list-style-type: none"> • To ensure learners submit assignments on time • To ensure assignments are of the right standards • To ensure that the appropriate guidance are followed. • To ensure that the assignments are free from plagiarism 	<ul style="list-style-type: none"> • Learners are made aware of their assignment submission deadlines. Submission deadline is shown in the Academic Calendar and Assignment Brief • Learners are also sent reminders of the submission deadline through online portal • Anti-plagiarism software 'Turn It In' is used to check plagiarism 	<ul style="list-style-type: none"> • Director of Studies • Academic Committee 	Ongoing	Ongoing	December each year	

Assessment	<ul style="list-style-type: none"> To ensure that assessments are performed on time To ensure that the assessments done as per the assessment guidelines of the awarding organisations and the College Policy To ensure that the constructive feedback is given so that the learners can learn the lesson and improve in the future. 	<ul style="list-style-type: none"> Qualified assessors are engaged to carry out assessments. Through robust internal verification process in place to ensure quality assurance in assessments. One to one meetings with the assessors to improve quality of assessments Standardisation meetings takes place to reduce the assessment differences 	<ul style="list-style-type: none"> Director of Studies Academic Committee 	Ongoing	Ongoing	December each year	
<p>Programme / Unit Selection / Monitoring</p> <p>It turned out that ATHE course and the units were harder for Level 3 learners. All learners had to work very hard to get the expected standard of work for a pass grade especially on Academic and Research Skills Unit. This is a unit that is catered for the learners who would like to concentrate on research skills. With the right IAG service, learners have later decided to choose Pearson BTEC course which has more flexibility in unit selection and that they are more suitable to the job market.</p>	<ul style="list-style-type: none"> To ensure that the right course and right modules are selected to ensure progression/employability 	<ul style="list-style-type: none"> Learner feedback is obtained twice for a course (pre-course questionnaire survey) Learners also attend committee meetings where their views are captured 	Principal	<ul style="list-style-type: none"> Difficult modules to cope with 100 % Pass rate but failed to achieve first time round Learner and tutors real life feedback on Course/Units Number of learners enroled with alternative programmes such as Pearson BTEC Individual learning Plan (ILP) as the success measure of course/optional module selection 	Ongoing	December each year	100% passed
Achievement on HND Business Course	<ul style="list-style-type: none"> To improve achievement levels on this course 	<ul style="list-style-type: none"> Learners are to be encouraged, motivated to employability skills. Learners are to be sent to conferences, seminars, job shows, external speakers invited to keep them motivated 	<ul style="list-style-type: none"> Principal Academic Committee 	Ongoing	Ongoing	December each year	

Enhancement of Learner learning opportunities	<ul style="list-style-type: none"> To enhance learners learning opportunities To enhance learners employability skills To enhance learners motivation, aspiration, and achievement 	<ul style="list-style-type: none"> Follow the College Enhancement Policy Learners entrepreneurial club activities Attending trainings, seminars, conferences on CV writing and interview skills Attending various job shows 	<ul style="list-style-type: none"> Principal Academic Committee 	Ongoing	Ongoing	December each year	
Careers Guidance February 2017	<ul style="list-style-type: none"> Increased motivation through careers guidance Prepare learners for job readiness through proper career guidance 	<ul style="list-style-type: none"> National Career Guidance for ECL learners to be sought in collaboration with other organisations. 	<ul style="list-style-type: none"> Programme leader Academic Committee 	<ul style="list-style-type: none"> 27 out of 35 learners (77%) progressed to higher education – Target 80% Number of learners 14 out of 23 (61%) provided specialised career advice and guidance as well as training on job search skills 	May 2017	December each year	77% progress on to HE
Library/online portal/IT facility	To improve access to learning resources	<ul style="list-style-type: none"> Regular check is carried out to ensure the learning portal is working properly Prior to the commencing of the semester it is made sure that the teachers uploaded all the learning materials, academic calendar, assignment brief etc Make sure that the learners are accessing to the learning portal and that there is no issues in accessing Feedback is taken twice a term from the learners about the adequacy of learning resources 	<ul style="list-style-type: none"> Director of Studies Academic Committee 	Ongoing	Ongoing	December each year	
Public information	To ensure that all the information in the policies and procedures, handbooks, prospectus and in the website are accurate, up to date and authentic	<ul style="list-style-type: none"> Regular checks on notice boards to take the old information out and add any new information. Annual or even earlier review of policies and procedures and replace the old version with new both hard copies and in the website 	<ul style="list-style-type: none"> Principal Director of Studies Academic Committee 	Ongoing	Ongoing	December each year	