Quality Improvement Plan

Key judgement area	Recommendation	Success criteria	Action	Responsibility
Quality of Education	Make sure that tutors on apprenticeships consistently use effective assessment strategies to check apprentices' understanding.	Tutors and trainer assessors consistently use effective assessment strategies. Apprentices understand their study topics well and can confidently apply their new knowledge at work.	Provide developmental support and pedagogy updating to relevant staff. Share and model good practice of using effective assessment strategies across all apprenticeship programmes. Create spaces for practice sharing and Team Development Plan reflections. Consider upskilling staff to teaching qualification at level 3 or 5, as appropriate.	Work Based Learning Programme Manager and Co-Ordinators
Quality of Education	Improve the quality of teaching practice in ESOL and on the business administrator apprenticeship, so it is consistently high.	The quality of teaching practice across all ESOL programmes is consistently high. The quality of teaching practice across all apprenticeship standards is consistently high.	Review the effectiveness of current quality assurance processes within ESOL and Apprenticeship. Apply good practice from other curriculum areas to increase effectiveness of quality assurance processes. Monitor performance improvement targets within ESOL and Apprenticeships through the Quality Board and Curriculum Performance Reviews. Strengthen current methodology of creating Team Development Plans to ensure tutors	Senior Manager for Standards and Quality Improvement, Senior Manager for Skills, ESOL Programme Manager and Co-Ordinators, Work Based Learning Programme Manager and Co-Ordinators

			understand their own objectives, development needs, success criteria and support available. Further develop rolling programme of Continuous Professional Development so that teaching staff have access to training sessions aligned to their individual, team and service priorities. Create spaces for sharing good practice, including peer class visits and cross-curriculum networking.	
Personal Development	Provide learners on non-accredited tailored learning courses with effective careers advice and guidance.	All learners understand progression pathways and/or the roadmap to progress to higher level learning / employment. All learners benefit from a meaningful conversation about next steps and further opportunities to fulfil their personal, educational and professional aspirations.	Ensure course induction includes information about course outcomes, progression pathways, next steps and services available to support learners in achieving their goals. Develop Information, Advice and Guidance (IAG) / Careers signposting toolkit to equip learners with information relevant to their personal circumstances. Equip staff with the skills required to provide effective IAG and Careers advice (for example, training how the Gatsby Benchmark can be used to add value to curriculum activities). Ensure progression / next steps review is effectively embedded within Individual Learning Plans for all learners.	Senior Business Support Manager, Participation Manager, Programme Managers

			Further develop internal progression pathways from one programme to another so that learners are aware of further learning opportunities and how the learning offer can support their long-term goals.	
Leadership and Management	Improve quality assurance arrangements so they are effective across all curriculum areas.	Quality assurance arrangements are effective and drive quality improvement across all curriculum areas.	Review and further develop the effectiveness of high level quality assurance processes and working practices to ensure they identify areas for improvement and drive quality improvement. Review and further standardise quality assurance processes at curriculum level. Provide training for managers and co-ordinators on how to conduct professional dialogue / coaching conversations / performance capability procedure. Provide opportunities for good practice sharing on implementing quality assurance and performance management measures.	Senior Manager for Standards and Quality Improvement, Senior Manager for Skills, Programme Managers

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