

Action plan¹ (Presently this action plan has not been approved by OFS)

Creative Academy Slough Borough Council action plan relating to the registration for Office for Students						
Area	Intended outcomes	Action to be taken	Date for completion	Action by	Reported to	Success indicators
The Creative Academy plan for policies, self-assessments, plans and documentation						
(A) Self Assessment on Consumer Protection Law	Demonstrate compliance with Consumer Protection Law in the Higher Education Sector. Enhance student confidence and student standards in information provision, terms and conditions and complaint handling.	Develop self assessment. Send self assessment to governing body for assurance. Send self assessment to SBC Consumer Law team Send self assessment to OFS as part of registration. (Annex C) Upload self assessment to website for transparency.	May 2018	Quality Assurance & Business Manager	Creative Academy Manager	Assurance from the governing body Assurance from SBC Consumer Law team Approval from OFS
(B) Student Protection Plan	Ensure sufficient student protection and compensation should they not be able to continue studies.	Develop plan with student participation. Send plan to governing body for assurance. Send plan to validating partner for assurance. Send plan to OFS as part of registration. (Annex D)	May 2018	Quality Assurance & Business Manager	Creative Academy Manager	Feedback form student participation Assurance from the governing body Assurance from the University of

¹¹ The Academy has developed this action plan in conjunction with the requirements of OFS registration and future development of good practice.

		Publish Plan on website as per requirement.				West London Approval from OFS
(C) Self Assessment on management and governance	To seek assurance that as a provider of Higher Education in England we have appropriate management and governance arrangements.	Develop self assessment Send self assessment to governing body for assurance. Send self assessment to OFS as part of registration. (Annex F) Upload self assessment to website for transparency.	May 2018	Quality Assurance & Business Manager	Creative Academy Manager	Assurance from the governing body Approval from OFS
(D) Access & Participation Statement / Plan	To publish an access & participation statement or plan for prospective and current students to ensure accessibility and widening participation in underrepresented groups in higher Education.	Develop plan with student participation. Send plan to governing body for assurance. Send plan to validating partner for assurance Send plan to OFS as part of registration. Publish Plan on website as per requirement.	May 2018	Quality Assurance & Business Manager	Creative Academy Manager	Monitoring of applications, registrations and progression Analysing comparative data outputs Assurance from the governing body Approval from OFS
(E) Student Terms and Conditions	To ensure that student and institution has terms and conditions that are fair, transparent and accessible.	Review current terms and conditions to ensure fit for purpose. Send to Slough Borough Council legal team for sign off. Send plan to governing body for assurance.	May 2018	Business Support Officer	Quality Assurance & Business Manager	Legal compliance – sign off Assurance from the governing body Assurance from the University of West London

		Send plan to validating partner for assurance. Send plan to OFS as part of registration. Publish terms and conditions on website as per requirement.				Approval from OFS
(F) Refund and Compensation Policy	To ensure that student and institution has a refund and compensation policy that has appropriate provisions. Provide assurances that sufficient funds are available if required.	Produce a refund and compensation plan to protect students. Send to Slough Borough Council legal team for sign off. Send plan to governing body for assurance. Send plan to validating partner for assurance. Send plan to OFS as part of registration. Publish refund and compensation policy on website as per requirement.	May 2018	Business Support Officer	Quality Assurance & Business Manager	Legal compliance – sign off Assurance from the governing body Assurance from the University of West London Approval from OFS
(G) OFS Financial tables	To provide accurate data on students, staff, income and expenditure	Provide accurate data for template. Work with finance to ensure accurate and audited. Send tables to OFS as part of registration.	May 2018	Business Support Officer	Quality Assurance & Business Manager	Checking of information by data support officer and finance Approval from OFS
The Creative Academy plan for ensuring compliance and enhancement						
(1) Create	Ensure students are	Create document stating	June 2018	Business	Quality	Quality checking

standalone document for fees	aware and have accessibility to the costs in a clear and accurate document.	all fees including audition, course fees, tuition fees, studio fees and additional examination fees. Publish on website and link to all information provided. Review annually		Support Officer	Assurance & Business Manager	of information. Update Consumer Protection Law SA
(2) Providing access to terms and conditions and student learning agreement	Ensure student confidence, rights and expectations of the Higher Education provision at Creative Academy.	Publish both terms and conditions and student learning agreement to prospective and current students.	June 2018	Business Support Officer	Quality Assurance & Business Manager	Quality checking of information. Update Consumer Protection Law SA
(3) Review information sent to prospective students	Ensure full information is available to help students make an informed decision	Review of letter templates to include costs, course information, complaints handling and cancellation rights.	June 2018	Business Support Officer	Quality Assurance & Business Manager	Quality checking of information. Update Consumer Protection Law SA
(4) Review information content and accessibility to students.	Ensure full up front information is accurate and accessible to students to ensure compliance.	Review of all policies, procedures and information regarding information provision, T&C's and complaints. Publish on website	June 2018	Business Support Officer	Quality Assurance & Business Manager	Quality checking of information. Update Consumer Protection Law SA
(5) Engage with Slough Borough Council Consumer Protection	To gain assurances that the Creative Academy is compliant and address changes that need to be made.	Send documentation to Slough Borough Council Consumer Law team, implement changes if necessary.	June 2018	Quality Assurance & Business Manager	Creative Academy Manager	Quality checking of information. Update Consumer Protection Law SA

Law team						
(6) Add Consumer Protection Law at team meetings	To ensure issues regarding compliance are addressed and reviewed to ensure compliance.	Add Consumer Protection Law on agenda, ensure participation from relevant persons. Review periodically.	September 2018	Business Support Officer	Creative Academy Manager	Review and monitoring of issues Update Consumer Protection Law SA
(7) Staff Training on Consumer Protection Law	To ensure staff are fully aware of the laws governing consumer protection and adhere to these.	Add Consumer Protection Law training to staff days. Review periodically.	September 2018	Business Support Officer & Team Leads	Creative Academy Manager	Review and monitoring of issues Update Consumer Protection Law SA
(8) Terms and conditions review	To ensure terms and conditions are fair and balanced	Review the terms and conditions with student participation. Send to Slough Borough Council legal team for sign off.	September 2018	Business Support Officer	Creative Academy Manager	Legal compliance – sign off Assurance from student body Update Consumer Protection Law SA
(9) Review of complaints procedures in line with the OIA framework	Ensure complaints procedure and policy adheres to Accessibility, Clarity, Proportionality, Timeliness, Fairness, Independence, Confidentiality, Improving the student experience	Review of all complaints policies and processes benchmarking against the OIA framework. Send changes to OIA Publish on website.	September 2018	Business Support Officer	Creative Academy Manager	OIA assurance Complaints monitoring Update Consumer Protection Law SA
(10) Adopt and	To ensure good practice	To satisfactorily check	September	Business	Creative	Evaluation by

implement the CMA's checklist on Higher Education provision	and compliance for Higher Education provision using advice	policies and procedures against the CMA checklist on compliance in information provision, contract terms and conditions and complaint handling processes and practices	2018	Support Officer & Quality Assurance & Business Manager	Academy Manager	Creative Academy team Assurance from the governing body Update Consumer Protection Law SA
(11) Annual review of the student protection plan	To ensure that the student protection plan remains current and fit for purpose.	Plan student participation in the review of the student protection plan Publish Plan on website as per requirement.	Ongoing & Annually	Business Support Officer & Quality Assurance & Business Manager	Creative Academy Manager	Ensure student participation and engagement Assurance from relevant persons Update Student Protection Plan
(12) Review risks associated with Student Protection Plan	Ensure sufficient mitigation and protection is in place for all students in Higher Education.	Review risks and scenarios that could impact students and put in measures to mitigate these risks.	Ongoing & Annually	Business Support Officer & Quality Assurance & Business Manager	Creative Academy Manager	Assurance from relevant persons Update Student Protection Plan
(13) Annual review of the self assessment on management and governance	Ensure it is adequate and effective in management and governance as a provider of Higher Education	Review self assessment with SBC constitution Publish on website Review annually	Ongoing & Annually	Quality Assurance & Business Manager	Creative Academy Manager	Evaluation of management and governance by managers Update Management and Governance SA
(14) Annual	To ensure there are no	Review terms with student	Ongoing &	Business	Creative	Legal compliance

review of terms and conditions	changes that could jeopardise terms and conditions that could be unfair, non-transparent and non-accessible.	participation. Send to Slough Borough Council legal team for sign off. Send plan to governing body for assurance. Publish Plan on website as per requirement.	Annually	Support Officer	Academy Manager	– sign off Assurance from the governing body
(15) Annual review of refund and compensation policy	To ensure there are no changes that could jeopardise refund and compensation.	Review policy with student participation. Send to Slough Borough Council legal team for sign off. Send plan to governing body for assurance. Publish Plan on website as per requirement.	Ongoing & Annually	Business Support Officer	Creative Academy Manager	Legal compliance – sign off Assurance from the governing body
(16) Annual review of access and participation plan	Ensure access and participation is offered to underrepresented groups for accessing Higher Education provision by monitoring current trends	Review plan with student participation. Update plans to ensure current. Send plan to governing body for assurance. Publish Plan on website as per requirement.	Ongoing & Annually	Business Support Officer	Creative Academy Manager	Monitoring of applications, registrations and progression Analysing comparative data outputs Assurance from the governing body
(17) Creation of a steering group involving SBC, UWL, Industry,	Adequate and effective management and governance of the Higher Education provision offered at Creative Academy	Creation of steering group Definitions of purpose Creation of action tracker Meetings	January 2019 & Annually	Creative Academy Manager	OFS and other bodies who require assurances	Monitoring effectiveness. Reviews

Students						
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