

Action plan¹

Creative Academy Slough Borough Council action plan relating to the Review of Specific Course Designation March 2018						
Recommendation, affirmation or good practice	Intended outcomes	Action to be taken	Date for completion	Action by	Reported to	Success indicators
The QAA review team identified the following features of good practice .						
The model of learning and teaching practice which successfully prepares students for employment (Expectation B3).	To assure and enhance academic quality for learning and teaching	Actively engage industry partners on timetable through masterclasses. Engage industry mentors to keep up to date with sector needs; develop new opportunities to work in the dance sector.	Complete Review yearly - ongoing	Senior Lecturer Dance – Contemporary	Creative Academy Manager	Statistics showing industry engagement and graduate destinations. Timetable planned with engagement
The very high level of support for students that makes a significant positive contribution to their personal, professional and	To assure and enhance academic quality enabling student development and achievement.	To ensure that levels of support remain consistent by developing staff to keep retention rates high, replacing staff when necessary and recruitment of the right numbers of students to ensure class	Complete Review yearly - ongoing	Creative Academy Manager / Quality Assurance Manager	Council Senior Management Team	Data monitoring and planning to ensure every student has a personal tutor, mentor and opportunity to access all

¹ The Academy has been required to develop this action plan to follow up on good practice and address any recommendations arising from the review. QAA monitors progress against the action plan, in conjunction with the Academy's awarding body.

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academic development (Expectation B4).		sizes promote quality learning.				support. X2 Senior Lecturer Dance & Data Support Officer recruited
The systematic commitment to provide a wide range of extracurricular activities that enriches the student experience (Expectation B4).	To assure and enhance academic quality enabling student development and achievement.	Additional technique classes to be evaluated yearly to ensure they enrich the programme and changes made to keep content current to industry needs. Create evaluation sheets for non-modules.	Jan 2019 And after each semester	Senior Lecturer Dance / Tutors	Creative Academy Manager	Positive evaluation and feedback of all additional technique classes Due in Jan after semester
The work of the Wellbeing Team and range of support provided, which enhances the quality of students' learning opportunities (Enhancement).	To ensure the quality of learning opportunities through enhancement and development meeting the needs of students	The Wellbeing team ensure team meetings take place and all future support provided is tailored by student need and aspiration. Identify trends that could lead to issues and act upon.	Oct 2018 And Yearly after	Well Being Lead	Creative Academy Manager	Team meeting minutes evaluated and outcomes followed up in action plan Well Being meeting and booking with students
The QAA review team makes the following recommendations						
implement a formal process for the confirmation of assessment outcomes at key	To assure and enhance academic quality in assessment of students and the recognition of Prior Learning	To develop a quality cycle linked to the universities teaching and assessment policies. Implement during the year to ensure	Complete & added to the Quality Enhancement Strategy	Creative Academy Manager & Quality Assurance	Council Senior Management Team	Mapping dates for this to take place on the academic timetable

points in the academic year (Expectation B6).		outcomes are being met		Manager		throughout the academic year Golden Thread document updated
review recruitment and selection procedures to ensure that prospective students have timely access to audition and selection information (Expectations B2 and C)	To assure and enhance academic quality in Recruitment, Selection, and Admission to Higher Education. Assure valid, reliable, useful and accessible information about our provision.	To review and amend procedures and information sent to prospective students including audition invitations and offers. Create audition and starter packs and send within 5 working days.	Complete & Review annually	Business Support Officer	Quality Assurance Manager	Ask for student opinions on content, any queries on information re-check to ensure it is clear. Audition, starter and information packs complete and sent in timely manner
clearly articulate the difference between the complaints processes of the individual organisations and the relationship between them (Expectation B9)	To assure and enhance academic quality in academic appeals and student complaints.	To separate the complaint procedures to ensure prospective students and current students have a clear understanding on whom to complain to and how if necessary	Complete & review annually	Quality Assurance Manager / Business Support Officer	Creative Academy Manager	Ensure obligations to OIA are met, and Slough BC, University of West London agree them Agreed and updated on website and links in packs
develop and implement a public	Assure valid, reliable, useful and accessible	The development of a public information policy	Complete & review	Data Support Officer	Quality Assurance	Policy to be agreed with

information policy which clarifies Academy responsibilities and stakeholder requirements (Expectation C).	information about our provision	that adheres to Slough Borough Council policy and is fit for purpose for Creative Academy.	annually		Manager	Slough BC communications Public Information policy created
formalise procedures to ensure more effective oversight of key quality assurance processes internally and within Slough Borough Council (Expectations B8 and B6).	To assure and enhance academic quality in Programme Monitoring and Review and Assessment of Students and the Recognition of Prior Learning.	To develop a quality cycle enabling reviews of key quality assurance procedures annually	September 2018 – procedures required? For discussion at next board CA Manager agreed mapping of dates.	Quality Assurance Manager	Creative Academy Manager	Agree quality cycle with University of West London to ensure quality assurance is being met at periodic reviews Added into golden thread
The QAA review team affirms the following actions already being taken to make academic standards secure and/or improve the educational provision offered to students						
the actions being taken to develop the online alumni network to promote professional opportunities, raise student aspirations and contribute to the currency of the professional environment	To assure and enhance academic quality in enabling Student Development and Achievement.	The development of a social media team who work with the alumni and students to ensure maximum exposure raising professional opportunities and visibility.	Complete & ongoing	Social Media team	Creative Academy Manager	To evaluate the number of interactions on various social media platforms. Facebook, Twitter, Instagram plan completed, evaluation

(Expectation B4)						ongoing
the progress being made to formalise the enhancement process (Enhancement).	To ensure enhancement is at the forefront of academic provision, and a policy to underpin this.	To complete the enhancement policy and golden thread from a working draft to a fully functional policy.	Sep 2018 – reviewed in Aug 2018, awaiting approval	Creative Academy Manager	Council Senior Management Team	To evaluate enhancement changes at staff meetings and away day ensuring they are effective. Document completed

KEY:

Complete

In Progress

Problem, Missed or needs reviewing

