

Expectation	Recommendation	Responsible/ Action by	Target Date	Action Agreed	Reported to	Success Indicators
B2	Formalise the admissions process to ensure effective oversight of the admissions process	Business Development Manager	Sept 2016	Recruitment and Admissions Policy	School Board	Policy applied to all applicants to ensure consistent expert and fair admissions, including enhanced support to make informed decisions and clear and transparent selection criteria
		School Director/ Director of Education	Sept 2016	Entry Test	Quality Enhancement & Academic Development Committee	Entry Test Project evaluation across company. Orientation peer observation.
B4	Improve support provided to students to help to identify suitable work placements	Careers Manager	May 2016	Careers Intranet Publication	Quality Enhancement & Academic Development Committee	Simplicity/ Career Intranet online platform launch. Student engagement with & feedback on careers support information, CV & portfolio development, placement and job opportunity publication and booked surgery support.
		Director of Education	Oct 2016	Student Placement Roadmap	School Board	Quality Enhancement Strategy to further map placement to cohort and engage previous placement students, employers, academic placement tutors, careers service across key stages of student lifecycle to better deliver support needs. Focus group feedback.
B9	Improve information for students engaging with the new complaints process including clearer communication of outcomes of formal and informal complaints	School Director/ Director of Education	Sept 2016	Complaints Procedure Publication	Programme Committee, School Board	Enhanced complaints procedure/ templates/ register/analysis/ poster published. Programme Committee review of complaints trends to monitor School response.
		Director of Education/ HR Manager	Oct 2016	Complaints Procedure Induction & Training	Student Forum, Staff Forum	Start of year induction (student) and training (staff/ student rep) to ensure clarity of process, roles, responsibilities, and actions. Feedback from student and staff forum on clarity of process.
B10	Ensure that all students on placements are supported in accordance with handbook requirements	Careers Manager/ Programme Leaders	Sept 2016	Placement Handbook Review	Quality Enhancement & Academic Development Committee	Review & mapping of programme, unit and placement handbooks to ensure that all practices, processes and policies consistently operationalised. Placement student survey review.
		Director of Education	Oct 2016	Student Placement Roadmap	School Board	Quality Enhancement Strategy to develop placement learning & teaching for potential and current placement students, working with programme leaders, academic placement tutors and careers service to develop academic content. Focus group feedback.

C	Ensure that students have sufficient pre-course information about course content to enable informed decisions to be made	Business Development Manager/ Director of Education	Aug 2016	Pre-Arrival Publication	School Board	Pre-arrival publication information enhancement including revised pre-arrival guide, course summer projects, student content social media, welcome week induction guide & programme, prospectus. Induction and Open Day/ Orientation survey review.
		Admissions Team	May 2016	Orientation Enhancement	Quality Enhancement & Academic Development Committee	Enhancement activities include: Facetime Student Orientation, Onsite Agent Orientation, Increased Individual Orientation Availability (upto 40/wk.), and Increased Programme Leader Orientation. Induction and Orientation Survey Review.
		Business Development Manager/ School Director	Oct 2016	Terms and Conditions Review	School Board	CMA review undertaken to ensure compliance with latest regulatory requirements.

Expectation	Affirmation	Responsible/ Action by	Target Date	Action Agreed	Reported to	Success Indicators
B3	Plans being implemented to improve the learning environment in response to student feedback	School Director	Sept 2016, Jan 2017	London School Renovation Programme	School Board	Phase 1: Redecoration, student social space, group staff offices, accessories laboratory, audio-visual facilities, photographic facilities, student storage, staff common room. Phase 2: Material library, pop-up exhibition spaces, environmental improvements, additional teaching spaces, improved building security & reception/ entrance facilities. Student use of and feedback on school facilities.
B9	Information of revised appeals process to establish oversight of the appeals process and early resolution of students' assessment concerns	School Director/ Director of Education Director of Education/ HR Manager	Sept 2016 Oct 2016	Appeals Procedure Publication Appeals Procedure Induction & Training	Programme Committee, School Board Assessment Board	Revised appeals procedure/ register/analysis/ poster published. Programme Committee review of clarity of process. Start of year & pre-assessment induction (student) and training (staff/ student rep) to ensure clarity of process, criteria, and actions. Feedback from student forum on clarity of process.
8	Introduction of monitoring in the use of complaints and appeals outcomes as a source of student feedback	School Director	Apr 2016	Complaints & Appeals Analysis	Programme Committee, School Board	Revision of Continuous Improvement Plan to include trend analysis of informal and formal complaints/ appeals by course/ programme. School Annual Monitoring Review of Complaints & Appeals.

Expectation	Items of Good Practice	Responsible/ Action by	Target Date	Action Agreed	Reported to	Success Indicators
B3	Use of 'live briefs' to promote students engagement with current sector practices, challenges and developments	Programme Leaders, Careers Manager, Directors Projects, Business Development Manager	Jun 2016	In-Course & Extracurricular 'Live Projects'	External Development Committee	Engagement strategy for student/ alumni/ tutor projects within LFW. Pilot projects to increase engagement in 'live projects' in UG curriculum based upon review/ best practice from MA courses. BA Revalidation, MA Revalidation, Annual Monitoring. Increase in 'live project' partners.
B10	Active engagement with a wide range of sector employers which effectively supports curriculum development and the student learning experience	Careers Manager, Business Development Manager, Director of Education	Oct 2016	School Events Programme	External Development Committee	Strengthen School Events Programme utilising Alumni Launch, Careers Days, and LFW. Increase 'sector employer' collaborative projects. Increase onsite graduate recruitment activities