Apprenticeships Quality Improvement Plan 2023-24

SAR Section Reference	Area of improvement	Action Plan	Action Owner(s)	Timescales	RAG Progress to date
Section One: Quality of Education					
6.2 Para. 2	Diagnostic screening of functional skills (English and Maths) at the start of an apprentice's journey for those who do not have evidence of prior attainment.	Review effectiveness of BKSB tool, when used, to assess functional skills needs.	School Degree Apprenticeship Managers	Sept 2024	GREEN
6.2 Para. 6	Planning and undertaking of progress reviews.	Review of management and recording of progress review targets, utilising smart assessor.	School Degree Apprenticeship Managers Apprenticeship Skills Coaches/Senior tutors	Sept 2024	RED
6.3 Para. 9	Identifying and providing early support and interventions for apprentices with a learning difficulty or disability from enrolment.	1. Analysis of reasons why apprentices who identify as having a learning difficulty or disability are withdrawing from programmes. 2. Implementing support actions during onboarding and enrolment.	1. School Degree Apprenticeship Managers 2. Apprenticeship Programme Directors	Sept 2024	AMBER
Section Two: Behaviours and Attitudes					

5.0 Para. 5	Communication of current safeguarding policy and procedures to employers	All employers to receive a copy of the current QM safeguarding policy and procedures, and any updates communicated when applicable.	Eileen O'Gara, Head of Degree Apprenticeships	June 2024	GREEN
Section Three: Personal Development					
5.2 Para.5	Portfolio Completion and Workload Management	1. Improve the timing of apprentices undertaking their EPA, aiming for apprentices to engage earlier in their EPA window as defined in the specific apprenticeship standard. 2. Enhance the visibility of apprenticeship resource requirements at programme approval.	1. School Degree Apprenticeship Managers 2. Adam Streames, Deputy Head of Academic Quality and Standards	Sept 2024	AMBER
Section Four: Leadership and Management					
5.2 Para. 1	Communication on timelines and processes, including assessment feedback	1. Communicate timelines clearly to apprentices to ensure they are well-informed throughout their programme and expectations are managed. 2. Provide timely assessment feedback to apprentices, in line with QM marking and	1. School Degree Apprenticeship Managers 2. Apprenticeship Programme Directors & Module Organisers	Sept 2024	AMBER

		feedback policy (15 working days).			AMBER
5.2 Para. 2	Employer engagement with apprenticeship standards and apprentice data	1. Foster communication and active engagement with employers to improve collaboration and enhance the partnership between QM and employers. 2. Embed improvements in programme documentation, especially the programme specifications, to further highlight the apprenticeship standard and enhance the mapping of the academic programmes to those standards.	1. Eileen O'Gara, Head of Degree Apprenticeships 2. Adam Streames, Deputy Head of Academic Quality and Standards	Sept 2024	AMBER
9.0 Para. 6	Embedding apprenticeship requirements further into the Quality Framework	1. Strengthen the monitoring, recording and reporting of KSB's, off-the-job training, progress/tripartite reviews and EPA completion in Smart Assessor. 2. Development of Smart Assessor briefing and training, guidance and communities of practice as	1. Eileen O'Gara, Head of Degree Apprenticeships 2. School Degree Apprenticeship Managers	Sept 2024	RED

		the software is rolled out across all apprenticeship provision. 3. Development of quality related programme level self-assessment guidance and EPA guidance for schools / institutes	3. Ellie Watson, Academic Quality and Standards Officer (Degree Apprenticeships)		
Section Five: Other					
2022-23 SAR L&M Para. 2	Comms plan for degree apprenticeship targets and vision to be completed and communicated.	Communicate the strategy to all key stakeholders.	Eileen O'Gara, Head of Degree Apprenticeships	June 2024	AMBER
Not referenced in 2022-23 SAR.	Review the programme approval process and documentation to greater reflect apprenticeship specifications, including KSB mapping and resourcing requirements.	Review part 1 and 2 of the programme approval process to show greater scrutiny for KSB mapping for apprenticeship programme proposals.	Anthony Michael, Deputy Vice-Principal (Education) Eileen O'Gara, Head of Degree Apprenticeships Adam Streames, Deputy Head of Academic Quality and Standards	June 2024	AMBER
Not referenced in 2022-23 SAR.	Review and update policies and procedures that apply to apprenticeship provision to ensure there is consistent usage and compliance across Queen Mary.	Central Degree Apprenticeship team to review degree apprenticeship policies and procedures, draft updates or new policies as required. Policies for approval through EQSB and onto Senate. Procedures kept locally.	Eileen O'Gara, Head of Degree Apprenticeships Jane Pallant, Director of Governance and Legal Services	July 2024	AMBER

		DGLS to review Queen Mary policies and procedures to greater reflect apprenticeship requirements in areas where needed. Approval through EQSB and onto Senate where required.	Adam Streames, Deputy Head of Academic Quality and Standards Ellie Watson, Academic Quality and Standards Officer (Degree Apprenticeships)		