

Quality Improvement Plan
A1 - How well do learners achieve and enjoy their learning?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Success Rates - overall where needed but especially 16-18, Skills for Life and ER provision	<p>Identify all areas where success rates are below national benchmarks and minimum levels of performance</p> <p>Further develop strategies and actions to ensure: all learners sit examinations and submit coursework and learners receive appropriate additional support to achieve planned outcome, eg enhanced monitoring systems and tutor involvement</p>	All areas above MLP	December 2010	BAL Management Programme Team Business Enterprise Learner Services Team Exams Team
Learner Support and Enrichment	Develop curriculum where needed to ensure full support for learners - develop strategies such as embedding Skills for Life, enrichment activities, volunteer tutors and EAAs available for all courses where outcomes not at required standard	Improved learner outcomes and enjoyment	December 2010	BAL Management Programme Team Business Enterprise

Quality Improvement Plan

B1 - How effectively do teaching, training and assessment support learning and development?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Initial Assessment	Ensure results of initial assessments are reflected in learning programmes and individual learner needs are met Improve tutor skills in this area with training and mentoring support	Improved success rates and learner outcomes	December 2010	Learner Services Team Programme/Bus Enterprise Teams
Course delivery to ensure learners are achieving and progressing	Review teaching and learning and course delivery models Ensure tutors are using action learning models of delivery, the VLE and IT support Encourage learners to take ownership of their progress and achievement Provide a full programme of tutor development training, improve tutor involvement and attendance at curriculum meetings Improve action planning and support of tutors post-observation	Improved success rates and learner outcomes Improved Tutor Grading Profile	December 2010	Programme and Bus Enterprise Teams Tutors, Assessors

Quality Improvement Plan
B2 - How effectively does the provision meet the needs and interests of users?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Learner Involvement	<p>Improve response rate of learner evaluations and feedback Ensure all feedback reviewed and acted upon</p> <p>Develop learner involvement in planning and quality improvement by developing strategies and actions</p>	<p>Target of 100% of learners completing their course Wider stakeholder group set up</p>	July 2010	<p>Programme Team Business Enterprise Learner Services</p>
Learner Progression and Destination	<p>Develop the curriculum to ensure full progression routes are available within the programme Ensure mid and end of course IAG available to individuals and groups Improve collection of learner destination data by involving tutors and follow-up surveys</p>	<p>Improved learner feedback, learner progression and destination data to inform future provision planning</p>	December 2010	<p>Programme Team Business Enterprise Learner Services MIS Team</p>

Quality Improvement Plan

B3 - How effectively does the provider use partnerships to develop its provision to meet learners' needs?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Joint management of BAL and PAL	Further develop collaborative working with PAL to share good practice in all areas, improve performance, jointly manage and develop the curriculum to provide a programme to meet needs of learners across Bournemouth and Poole	Achieve Grade 2 across all areas Increase enrolments to meet all targets	December 2010	BAL/PAL Management
Widen participation	Further develop community links through current partnerships and develop new partnerships to ensure BAL is meeting the needs of local groups and individuals. Support PCDL Strategic Partnership and develop informal learning opportunities to engage with new learners	Increased enrolments from a wider range of groups and individuals	December 2010	BAL/PAL Management Programme and Business Enterprise Teams

Quality Improvement Plan

B4 - How effective are the care, guidance and support learners receive in helping them to attain their learning goals?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Screening, initial assessment and support - with special attention to learners with mental health issues	Ensure 100% of learners receive full pre-course information and screening to ensure learners enrol on appropriate courses Improve identification of special needs, health issues, disability requirements etc.	Improved retention, success and achievement	July 2010	Learner Services Team
	Review induction, assessor support and underpinning knowledge of all ER provision to ensure it meets learner and employer needs		July 2010	Business Enterprise Team
Personal Learning Plans	Review use and effectiveness of personal learning plans to ensure learners feel supported throughout their course and have full understanding of the support they can receive from the tutor and wider BAL teams.	Improved outcomes for learners	December 2010	Programme and Business Enterprise Teams

Quality Improvement Plan
C1 - How effectively do leaders and managers raise expectations and promote ambition throughout the organisation?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Communication with staff	<p>Review all communication with staff to ensure all staff have full knowledge of future challenges and expectations and have a clear understanding of management and staff roles</p> <p>Further develop an inclusive environment where all staff feel involved</p>	Improved performance Improved engagement of all staff with future challenges and targets	July 2010	BAL Management
Clarity of leadership and direction of the joint management team	BAL and PAL senior management working together to ensure both BAL and PAL staff teams have a full understanding of the joint approach and the direction that BAL and PAL will need to take to secure an improved standard of provision over the next few years	High quality provider delivering high levels of success	December 2010	BAL/PAL management

Quality Improvement Plan
C3 - How effectively does the provider promote the safeguarding of learners?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Safeguarding policy, procedures and activity	Work with PAL to review joint policies and procedures to develop a joint approach. Develop a joint training programme for staff and a raising awareness programme for learners Lead Officers to monitor and report to senior management Lead Officers to attend external training to ensure fully up to date with all requirements Lead Officers to ensure BAL/PAL policy fits into BBC and BoP policies	Excellent procedures in place with all learners feeling secure in the learning environment	July 2010	BAL/PAL management Lead Officers Facilities Team
Staff development - Health & Safety, Risk Assessment etc	Improve the knowledge of assessors and IVs regarding H & S and risk assessment procedures through a planned training programme	Improved safe learning environments	December 2010	Facilities Team Programme Team Business Enterprise Team
Raising Awareness of H & S with learners	Develop system for assessing learners' understanding of H & S and how safe they feel	Learners confirm they feel safe	July 2010	

Quality Improvement Plan
C4 - How effectively does the provider actively promote equality and diversity, tackle discrimination and narrow the achievement gap?

Area for Improvement	Planned Action	Desired Outcome	Timescale	Responsibility/Links to other plans
Specific support for groups identified as having additional needs	Develop specific support to groups such as 16-18, learners with mental health issues, learners with learning disabilities and difficulties eg 1:1 entrance interviews, dedicated Learner Support 'buddy', additional individual learner management time, tutorials, etc	Improved outcomes for these groups in line with other learners	December 2010	BAL Management Learner Services Team Programme Team
Common Inspection Framework	Embed the new framework into the equality and diversity ethos of BAL. Specifically take action to reduce any significant variation in outcomes between different groups of learners.	Promotion of equality and diversity to narrow the achievement gap	July 2010	BAL Management Learner Services Team
Equality and Diversity policy and procedures	Review policy and procedures jointly with PAL to ensure procedures actively promote equality and diversity and that there is a joined up approach across the organisations	Seamless approach to equality and diversity across both providers	July 2010	BAL/PAL Management

