

Quality Assurance Agency Higher Education Review Report
Futureworks Training, Ltd: October 2017
Action Plan

CREATED BY: Academic Quality Team & Student Partners

DATE: 3 April 2018

#	Activity	Activity lead	Date target to be achieved	Update
Recommendations: After one year of operation, conduct a formal review of the new governance structure to ensure clarity in the responsibility for the maintenance of standards (Expectation A2.1)				
1.	We will undertake a self-assessment on management and governance in line with OfS registration. To be reviewed by: Management Committee, Board of Directors and Board of Governors.	<ul style="list-style-type: none"> Academic Quality Team (AQT) Board of Governors 	Self-assessment phase: By May 2018 Review phase: By August 2018 Action planning phase: Sept 2018 – Dec 2018	As of 28 February 2018, the AQT began this work, in collaboration with the Chair of the Board of Governors.
2.	The Head of Academic Quality & Enhancement (AQE) will investigate and report on the operation of the new governance structure. This report will be informed by consultation with a wide range of stakeholders. This report will be reviewed by: Management Committee, Board of Directors and Board of Governors.	<ul style="list-style-type: none"> Head of Academic Quality & Enhancement (AQE) 	Investigation phase: March – July 2018 Reporting phase: Aug 2018 – Sept 2018 Action planning phase: Oct 2018 – Jan 2019	Committee Membership Questionnaires have been agreed and will begin going out to members from March 2018.

3.	We will investigate and report on the operation of the Student Partner Framework. This report will be reviewed by: Student Partner Committee, Management Committee, Board of Directors and Board of Governors.	<ul style="list-style-type: none"> • Head of AQE • Board of Governors • Board of Directors 	Investigation phase: Summer 2018	Minutes from committee meetings will be audited after the Semester Two meetings have been held, based on the minutes and sign-in sheets from each.
			Reporting phase: July 2018 – Sept 2018	
			Action planning phase: Sept 2018 – Dec 2018	
4.	We will commission an external review of the new governance structure by an impartial auditor. Outcomes of this review will be reviewed by the Management Committee, Student Partner Committee, Board of Directors and Board of Governors.	<ul style="list-style-type: none"> • Head of AQE • Board of Governors • Board of Directors 	By January 2019	
Affirmation of action being taken: The work underway to enhance student engagement and representation across all levels of the institution (Expectation B5).				
5.	We will continue to work in partnership with students in strategic decision-making and in curriculum design, including processes associated with applications for registration with the Office for Students and taught degree awarding powers.	<ul style="list-style-type: none"> • Board of Governors • Board of Directors 	Registration with the Office for Students: March/April 2018	
			Application for Taught Degree Awarding Powers: Summer/Autumn 2018	
			New programme proposal: MA Sound & Music Production (Autumn 2018) ¹	
6.	The Board of Governors will review its current membership with a view to strengthening the student voice.	<ul style="list-style-type: none"> • Board of Governors 	By January 2019	
7.	We will extend participation in policy development by Student Partners as the new governance structure is refined.	<ul style="list-style-type: none"> • Head of AQE 	From January 2019	

¹ This programme is only in the early approval stages and cannot be advertised/ marketed or recruited to as of yet.

Plans to capitalize on the identified good practice: 1. The enhancement-led approach to maintaining and systematically improving the quality of learning opportunities (Expectation B1). 2. The commitment to providing an inclusive learning environment that enables students to develop as independent learners (Expectation B3). 3. The comprehensive approach to supporting academic staff in continuing their professional development, thus enabling staff to enhance the learning experience (Expectation B3). 4. The support for disabled students, and in particular the Running Start initiative, which enables students to fulfil their academic and professional potential (Expectation B4). 5. The approach to embedding employability across learning opportunities, which effectively prepares students for a career in the creative industries (Expectation B4). 6. The commitment to authentic, flexible and relevant assessment practice that enables all students to demonstrate achievement (Expectation B6). 7. The approach to ensuring that students are provided with relevant and trustworthy information, and in particular, the work that has been done to ensure compliance with relevant regulatory frameworks (Expectation C). 8. The embedding of a quality enhancement ethos into the institutional culture, which promotes the continuous improvement of learning opportunities (Enhancement).

8.	We will apply for OFS registration for inclusion in the published registry from July 2018.	• General Manager	May 2018	
9.	We will proceed with plans to apply for Taught Degree Awarding Powers.	• General Manager	Summer/Autumn 2018	
10.	We will perform a regular assessment of how well we are continuing with this good practice at a meeting of the Management Committee Sub-Group (Academic).	• General Manger	Every 12 months	This will commence from the Summer 2018 meeting.
11.	We will continue to refine internal monitoring systems, including the appointment of a new Data & Compliance Manager responsible for, inter alia, providing robust management information, in order to ensure continuous improvement of academic quality and discuss the outcomes of this work at the annual conference.	• Head of AQE • Data & Compliance Manager	Reviewed annually (next review Summer 2018)	The new Data & Compliance Manager started at Futureworks on 26 March 2018.
			Appointment of D&C Manager: ASAP	

Signature: _____

Mr. Chris Mayo, Managing Director

Date: 3 April 2018