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 Completed. Further improvements identified in Economics and Finance undergraduate provision where a maths test is optional for 24-25 and will be compulsory for 25-26. Academic Professional does not use the BKSB tool and screening is performed manually.
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	AMBER Smart Assessor utilized across the majority of apprenticeship provision and audits take place regularly, but still needs to be rolled out to Academic Professional (2025). Attendance/engagement has been highlighted as an area for further improvement and engagement policies have been introduced to

					support this. CMDA does not use a smart assessor, but progress reviews are recorded at the time of tripartite reviews taking place.
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	GREEN Completed. Analysis across apprenticeship provision data shows reduced withdrawals and where withdrawals are happening these are not related to apprentices that have an identified learning difficulty or disability.
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 Completed. All employers receive a copy of the QMUL Safeguarding policy or the hyperlink as part of the mandatory training plan at the onboarding stage. All apprentices receive a safeguarding and prevent briefing as part of their induction process.

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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	GREEN Completed. 1. Where needed, in year targets are being set to support timely completion of the EPA and the new DTSP programme structure introduces a reflective practice module that also incorporates the completion of the portfolio. Improved evidence collection for e-portfolio completion has been introduced through programmes QMPlus pages. 2. Programme approval processes and documentation have undergone audit and revision to enhance the visibility of apprenticeship resource requirements. New forms are in use

					from Sept 2024.
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 feedback policy (15 working days).	1. School Degree Apprenticeship Managers 2. Apprenticeship Programme Directors & Module Organisers	Sept 2024	GREEN Completed. 1. Communication of timelines and assessment deadlines are collected at the start of term and communicated to apprentices. 2. QM marking and feedback policy is being adhered to.
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	1. Eileen O'Gara, Head of Degree Apprenticeships 2. Adam Streames, Deputy Head of Academic Quality and Standards	Sept 2024	GREEN Completed. 1. Apprenticeship Managers have implemented a range of strategies to improve communications and engagement with employers. Employer business development, contract

		standard and enhance the mapping of the academic programmes to those standards.			negotiation and review meetings take place when necessary. 2. Programme documentation has undergone audit and revision to enhance the visibility of apprenticeship requirements, including awareness of the apprenticeship standard and mapping to KSB's. New forms are in use from Sept 2024 and new programme specification is being finalised.
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 the software is rolled out across	1. Eileen O'Gara, Head of Degree Apprenticeships 2. School Degree Apprenticeship Managers	Sept 2024	AMBER 1. Apprenticeship Managers monitor, track and update individual apprenticeship progress as it is a mandatory part of each programme. KSB's, off-the-job training,

	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)	progress/tripartite reviews and EPA completion are being uploaded to Smart Assessor for transparency and action planning with employers, apprentices, and school managers. 2. Completed. Smart Assessor training guidance is in place and will continue as the software is rolled out across all provision. 3. Programme Self-Assessment guidance has been completed. Awaiting development of QAA apprenticeship tool-kit (completed June 2024) to ensure consistent guidance across the sector. Development QM EPA guidance is now underway.

Section Five: Other

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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	GREEN Completed. Reviews and action plans around the apprenticeship strategy have been drafted. Further revies and discussions are ongoing as the strategy continues to develop.
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	GREEN Completed. Programme approval processes have undergone audit and revision to enhance the visibility of apprenticeship requirements, including an updated part 1 and part 2 programme proposal form, module proposal forms, and other relevant documentation. New forms are in use from Sept 2024 and new programme specification is being finalised.
Not referenced in 2022-23 SAR.	Review and update policies and procedures that apply to apprenticeship provision to ensure there is consistent usage and	1. Central Degree Apprenticeship team to review degree apprenticeship policies and procedures, draft updates or new	Eileen O'Gara, Head of Degree Apprenticeships Jane Pallant, Director of	July 2024	Green Completed. 1. Review of procedures completed and led to

	compliance across Queen Mary.	policies as required. Policies for approval through EQSB and onto Senate. Procedures kept locally. 2. 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.	Governance and Legal Services Adam Streames, Deputy Head of Academic Quality and Standards Ellie Watson, Academic Quality and Standards Officer (Degree Apprenticeships)		new policies and guidance being drafted. Apprenticeship provision fits with QM and will be reviewed when needed. 2. DGLS review of procedures has led to improvements to greater reflect apprenticeship requirements where needed such as, programme documentation, programme approval, programme quality monitoring, review, and self-assessment, and exam boards.