

Programme Quality Improvement Plan Guidance

The Quality Improvement Plan (QIP) is a critical tool for identifying and addressing risks within Queen Mary's apprenticeship programmes. The primary objectives of a QIP are to:

- **Identify Concerns:** Detect areas of concern within the apprenticeship programmes
- **Propose and Implement actions:** Develop and execute responsive actions to address identified concerns
- **Monitor Impact and Outcomes:** Continuously assess the effectiveness of these actions and their impact within apprenticeships.

To ensure the QIP remains an effective tool, it is important to adhere to the following guidelines outlined below when completing and updating the template.

Alignment with the Self-Assessment Report (SAR)

There are five areas of focus within the QIP that align directly with SAR:

- Quality of Education (Including Intent, Implementation, and Impact)
- Behaviours and Attitudes
- Personal Development
- Leadership and Management
- Apprentice/Employer Feedback

As each section of the QIP corresponds to a section of the SAR, it is crucial to ensure that each identified action is documented on the correct section of the QIP. For ease of reference, include the paragraph and page number from the SAR corresponding within each area of improvement.

Action Plan Guidelines

The action plan column should detail the specific steps that will address each identified area of improvement. All actions should be SMART:

- **Specific:** Clearly define the action.
- **Measurable:** Ensure the action's progress can be tracked.
- **Achievable:** Set realistic and attainable goals.
- **Relevant:** Ensure actions directly relate to and address the area of improvement.
- **Timely:** Establish deadlines to achieve the action within the current academic year.

Assignment and Accountability

Assign each action to the appropriate individual or team responsible for its completion. Clearly identify these owners to ensure accountability.

Set a realistic deadline for each action, specifying the month and year by which it should be completed. Deadlines must be achievable and should aim to resolve the risk within the current academic year.

RAG Rating System

Use the RAG (Red, Amber, Green) rating system to indicate the overall status of each action identified.

- **Red:** Significant issue or delay requiring immediate action.
- **Amber:** Potential issue or action that requires close monitoring.
- **Green:** No immediate issues; the action is on track for resolution.

Comment Section

The comment section of the QIP should be completed during the second review point in Spring. At this time, provide an update on whether the action is completed or still ongoing.

Final Sign-Off

A final sign-off is required by the Degree Apprenticeship Manager, the Head of School/Institute, and the Faculty Deputy Dean for Education to validate that the QIP has been thoroughly reviewed and all necessary actions have been appropriately documented and addressed.

Regular Review and Updates

Regular updates to the QIP should include detailed information on the progress of each action item. Specifically, indicate whether an action has been completed, providing supporting evidence where applicable. If an action is closed, clearly outline the steps taken to achieve completion and why it is now considered resolved.

When closing off the QIP at the end of the academic year, any outstanding actions should be carried forward to next year's QIP. Completed actions should be removed.

Further Support

For further support, contact Academic Quality and Standards: qualityandstandards@qmul.ac.uk