

The matrix Standard

Annual Continuous Improvement Check (CIC) Year 1



Customer name	London School of Commerce & IT
Customer key contact	Hasina Haque
Customer ID	C19205
Project number	PN104402
Assessor name	Graham Pickup
CIC due date	22/07/2020
CIC completed on	27/07/2020
Decision	Maintaining accreditation

General Comments	The College has started delivering courses through the Buckinghamshire New University. The student numbers have increased in the last year and the College has recruited additional staff to cope with the increase. It has moved to delivery using Zoom during the lockdown. Retention rates are still good at above 80%.
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Section 1	Section 2	Section 3
Areas for Development (AfD) suggested in your assessment report	Please state what actions, if any, you have taken to address the AfD and the impact it has had on your service. You may wish to give examples of supporting evidence.	Your assessor's comments
<ul style="list-style-type: none"> The College has a Quality Improvement Plan (QIP), which is reviewed by the management. It may wish to consider developing the use of the QIP to capture improvements identified in observations, EQA visits and feedback and review this at staff meetings on a regular basis. This will help to ensure all staff are aware of the quality issues to 	<p>We have reviewed the Quality Improvement Plan for 2019-2020 and included the recommendations in it. Two rows have been created to the end to capture improvements identified in observations, and EQA visits and feedback.</p> <p>Two front line staff who provide IAG to the potential and existing students were observed by</p>	<p>Actions in the QIP include; the improvement of the broadband and development of other facilities for the students in response to feedback.</p> <p>Review of information provided by the advisors was actioned from the observations.</p>

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be addressed and give them the opportunity to share ideas on how to address them. (4.5)	<p>the senior management twice per year and their performance were recorded in a prescribed report form. These reports were presented and discussed at AQEC meetings with the aim of improving the service to address any shortcomings. The discussion was recorded in meeting minutes.</p> <p>External visit such as EQA visit, Lead Standard Verifier (LSV) and Academic Management Review were also shared with staff at AQEC meetings. They were recorded in meeting minutes too.</p>	The EQA reports were good.
<ul style="list-style-type: none"> Feedback is collected and analysed by the Dean. The College may wish to consider sharing the feedback received at staff meetings, which may help to ensure all staff are aware of the issues raised in the feedback and give them the opportunity to share ideas about how to address them. (1.7) 	<p>Student feedback were collected and analysed. This was presented and discussed at a staff meeting with the aim to improve the service and address any shortcomings. The discussion was recorded in meeting minutes.</p>	See actions included in the QIP above, which were discussed at staff meetings.
<ul style="list-style-type: none"> Some staff are working towards an IAG qualification. The College may wish to consider enabling all staff involved in the IAG Service to have access to some form of IAG training as appropriate to their role. This may include workshops or sessions in staff meetings to cover particular topics, and the College may want to ask partners if there is any way they can support in this. This may help to ensure all staff are 	<p>The College organised an in-house seminar on IAG for all staff to attend. The seminar was organised in line with the aims of OfS strategy to IAG. Key points discussed in the seminar were OfS's strategy, summary and approach to student information, advice and guidance. The basic knowledge on IAG was also discussed based on the information collected from different sources including NCFE website.</p>	A seminar was held for staff, which has made them more aware of the impact of IAG on the progression and retention of the students.

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<p>aware of what is involved in good IAG and help them identify ways to develop it further. (2.4)</p> <ul style="list-style-type: none"> The College holds staff appraisals but not all staff reported that they had them. The College may wish to consider ensuring that all staff have regular appraisals, giving them the opportunity to discuss their performance, training and any ideas they may have to develop their role. (4.6) 	<p>The Staff appraisals were conducted for all staff who worked for the whole of 2019. There are three sections in the Form. There are as follows:</p> <p>SECTION A: REVIEW OF LAST 12 MONTHS (Self-Assessment statement)</p> <p>SECTION B: PLANNED WORK OBJECTIVES AND STAFF DEVELOPMENT FOR THE FORTHCOMING YEAR</p> <p>SECTION C: ADDITIONAL COMMENTS OF EITHER APPRAISEE OR APPRAISER</p> <p>The aim of this is to ensure that all staff gets the opportunity to reflect on their performance and any training or CPD they wish to take.</p>	<p>All staff who have been with the College for at least 12 months now have an appraisal.</p>
<ul style="list-style-type: none"> The Teachers provide informal IAG during the course. The College may wish to consider developing a workshop/tutorial regarding employability skills as well as careers information, which can be delivered on all courses by all of the Teachers. This will help to ensure consistency and quality of the provision. (3.2) 	<p>The College organised seminars on boosting employability skills. For example, the College arranged a seminar on Essential Skills for Employability on 5th November 2019 in the College premise for all students. Student feedback showed positive response on that seminar.</p> <p>On 11th December 2019 the College invited a</p>	<p>The guest speaker was a Business Development manager, the students reported that they found the session very useful. The College may wish to consider providing more sessions like this for students.</p> <p>The College will continue to develop more</p>

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	<p>Guest Speaker to interact with the students on the essential skills employers are looking for and why these skills are important. This seminar was arranged to make the students aware of soft skills and how to acquire them.</p> <p>On 2nd, 6th and 9th July, the College arranged seminars on Academic Writing, Study Skills and presentation skills for all students. Students welcomed these sessions.</p> <p>The College provides training to students on Job interview, CV writing, use of appropriate body language in interviews. The College circulates useful information on seminars related to job or academic matter and signpost them to various job shows.</p> <p>From September 2020 teachers will be delivering short training on prevent, safeguarding, mental health across all courses. This way our teachers will be able to provide standardised information to all our learners.</p>	<p>sessions to cover mental health and safeguarding, for example.</p>
<ul style="list-style-type: none"> Teachers use their experience to signpost students to other organisations. The College may wish to consider developing a list of organisations for staff to use for refer/signposting students for any support the 	<p>Teachers at LSCI are approachable to the students. Not only they are knowledgeable and subject expert they have wealth of experience and share good practice. Teachers attend meeting at LSCI where they share their experience and</p>	<p>The list has been developed and includes mental health support organisations, libraries and various events, such as jobs fairs.</p>

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College cannot provide. (3.6)	knowledge with the students and management. The College has developed a list of organisations where the staff and students can be referred/signposted to should there be any necessity.	
<ul style="list-style-type: none"> The College holds various staff meetings. It may wish to consider holding a meeting for all staff to attend together, this will help to ensure all staff are aware of any developments or changes and can input and share any ideas they may have. (1.2, 1.7) 	The College holds staff meetings to discuss various issues where all staff are invited to attend these meetings. This is there open platform where they can express their view on any matters freely and share new ideas to adapt as good practice.	All staff meetings are now held, and include student reps. It is felt that they work well and staff are now more aware and motivated. They are being held more frequently during lockdown.

Other Developments

Please state any other areas where you have improved your IAG service and details of the actions you have taken.	Your assessor's comments

What Next	Date
CIC Year 2 due by	22/07/2021
Accreditation Review on-site visit to be conducted by	22/07/2022

Feedback:

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After your CIC has been completed please provide The Growth Company with your organisation's views about the process on the feedback questionnaire sent to you.

Guidance notes:

1. You need to demonstrate your continuous improvement activities and the impact of these to your Assessor on an annual basis. The CIC will usually be conducted remotely, either by telephone or Skype etc. You may wish to provide examples to share with your assessor of these changes and your assessor may ask for supporting evidence of the changes adopted.
2. It is expected that your CIC will be completed on, or around the anniversary date of your accreditation. CIC's are an integral part of the assessment and accreditation process for the **matrix** Standard and therefore it is important that these are completed in a timely manner to ensure that your accreditation is not withdrawn, or additional fees incurred.
3. Prior to the CIC taking place, your assessor will complete **Section 1** of this document and send this to you.
4. You need to complete **Section 2** and return to your assessor prior to the CIC discussion. The starting point for the discussion will be the Areas for Development suggested in your assessment report, although you do not need to adopt all, or any, of these suggestions. The focus of the **matrix** Standard is that of continuous quality improvement to your Information, Advice and Guidance (IAG) and therefore you need to show your assessor the changes you have made in the last 12 months which you can detail in the 'Other Developments' section.
5. During the CIC discussion, your assessor will discuss any issues, changes, or challenges you have faced during the last 12 months and will reflect on the progress of improvements to your IAG.
6. Following the CIC discussion, your assessor will make a judgement on your improvements and confirm this by completing **Section 3** of this document and returning it to you and to The Growth Company.
7. Should the decision of your assessor be that further action is required, you will need to complete a further CIC within 3 months of your original CIC due date. The cost for this additional check is £150 + VAT and needs to be paid in full prior to the additional check.