

The matrix Standard

Annual Continuous Improvement Check (CIC) Year 2



| | |
|----------------------|--------------------------------|
| 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 | 22/07/2021 |
| CIC completed on | 19/07/2021 |
| Decision | Maintaining accreditation |

| | |
|------------------|--|
| General Comments | <p>The Company moved its delivery and support for learners to online very quickly during the lockdown restrictions. It has had more frequent contact with learners, by Zoom/phone or email, than normally.</p> <p>The Company has maintained learner numbers and its performance.</p> <p>It has developed working with partners to provide work experience for learners. Due to the restrictions some learners have been allowed more time to complete their course.</p> <p>Information is provided to learners by Zoom meetings and through development of the website.</p> |
|------------------|--|

| 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 | <p>We have reviewed the Quality Improvement Plan (QIP) for 2020-2021 and included your recommendations in it. Two rows have been created to the end of the table to capture</p> | <p>The QIP has been developed and more issues are captured on it now.</p> |

The matrix Standard
Annual Continuous Improvement Check (CIC) Year 2



| 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 |
| <p>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 be addressed and give them the opportunity to share ideas on how to address them. (4.5)</p> | <p>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 the senior management 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 (AMR) were also shared with staff at AQEC meetings. They were recorded in meeting minutes too.</p> | |
| <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. This was also discussed at the AQEC meeting. The discussions were recorded in all meeting minutes.</p> | <p>The feedback being received is very positive.</p> |

The matrix Standard
Annual Continuous Improvement Check (CIC) Year 2



| 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 |
| <p>• 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 aware of what is involved in good IAG and help them identify ways to develop it further. (2.4)</p> | <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 Office for Students (OfS) strategy to IAG. Key points discussed in the seminar were the OfS 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> <p>Other sources include:</p> <ul style="list-style-type: none"> • Student information, advice and guidance: OfS Strategy- summary and approach • NCFE Online Resources on IAG • Workbook 1: Cache Level 2, Certificate in Information, Advice and Guidance • Workbook 2: Signposting and Referral- Information, Advice and Guidance • Level 2 Certificate in Information, Advice and Guidance <p>Staff attended the seminar found this helpful and has enriched their knowledge on the aims and objectives of IAG and its quality assured practices.</p> | <p>IAG training has been provided through a presentation at a staff seminar when issues staff were facing were discussed. This was well received by staff.</p> |

The matrix Standard
Annual Continuous Improvement Check (CIC) Year 2



| 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 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 2020. 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>These are in place. They are 1 to 1 meetings when support for the staff member is discussed, and training needs are identified, for example working online, and wellbeing through the Pearson Portal.</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>From September 2020 extracurricular activities on Prevent, Motivational Talk, Mental Health and Safeguarding have been embedded in lesson plan. This approach has been adopted to ensure uniformity and standardisation is maintained.</p> <p>Students have been signposted to seminar on Diversity, Equality and Inclusion.</p> | <p>Employability skills are now embedded in the courses, including mental health awareness, safeguarding and employment skills, such as cover letters and interview skills.</p> <p>The learners are giving good feedback, they are reporting that it is making them more confident and better prepared for when they apply for jobs.</p> |

The matrix Standard
Annual Continuous Improvement Check (CIC) Year 2



| 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 |
| | <p>Teachers are familiarising students with MIND website and emphasis has been given on Staying Safe and Managing Anxiety.</p> <p>DET students have been signposted to SEND seminars and HND students on Partnership to CMI and HN Global.</p> <p>HN Global platform is built by Pearson to support and enrich students on their academic performance as well as their employability skills. It contains wealth of information such as study materials, teaching materials, examples, sample assignment briefs, video clips etc.</p> <p>Students are receiving Mentoring support from the College in academic and non-academic matters as well as progression.</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 College cannot provide. (3.6) | <p>The College has developed a list of organisations where the teachers or staff may signpost students on services that the College is unable to provide, for example, family matters, financial, immigration, health, pension, debt, ageing and others.</p> | <p>The list is shared with teachers for them to use to signpost the learners.</p> |
| <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 | <p>The College held a staff meeting on 3rd March 2021 to discuss any issues that they might have as well as to discuss potential interventions for further</p> | <p>Staff are able to share their views and good practices at the meetings.</p> |

The matrix Standard
Annual Continuous Improvement Check (CIC) Year 2



| 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 |
| <p>staff are aware of any developments or changes and can input and share any ideas they may have. (1.2, 1.7)</p> | <p>improvements. The College invited all staff to attend this meeting. They expressed their views and opinions on various matters freely in order to improve the course delivery and expected outcome on students' assignment submissions, assessment, grading, feedback, external verifications etc.</p> <p>In addition, the College held various standardisation meetings at different times. These are listed below:</p> <ol style="list-style-type: none"> 1. 29 Oct 2020 - Pearson HND programme 2. 24 Feb 2021 - Bucks programmes 3. 03 March 2021 - Pearson DET programme 4. 9th and 10th June - Pearson DET programme 5. 15 June 2021 - Pearson HND programme 6. 05 July 2021 - Bucks programmes <p>We also had a meeting with the relevant University staff and LSCI management and teaching staff to discuss in detail all issues in order to tighten the loose ends and improve the quality altogether.</p> <p>We also held a student representatives' meeting on 17th and 24th June.</p> <p>This is how we involved our teaching staff and other staff aware about what is happening with</p> | |

The matrix Standard
Annual Continuous Improvement Check (CIC) Year 2



| 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 |
| | regard to our various course provisions so that the information dissemination is valid, genuine and authentic. | |
| | | |
| | | |
| | | |

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 | 22/07/2022 |
| Accreditation Review on-site visit to be conducted by | 22/07/2023 |

The matrix Standard Annual Continuous Improvement Check (CIC) Year 2



Feedback:

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.