ENHANCEMENT PLAN

Enhancement Plan

Leadership and quality culture

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
1.1a	Staff of New College Lanarkshire have limited understanding of the role of the Regional Board, which may limit their understanding for the need for change.	Need to strengthen communication channels between the Board, staff of the college and raise Board's internal profile. This could include developing the Board presence on The Clan, website, Natter and NewsClan. The Student President is a member of the Board and we can also consider how he is supported more effectively to publicise his board role.	Assistant Principal: Organisational Development	March 2018 to reflect board cycles
1.1b	Staff of New College Lanarkshire have limited understanding of the role of the Regional Board, which may limit their understanding for the need for change.	Additional resources now available on the Clan for Mental Health Awareness, Dementia Awareness and Stress. Free stress control classes are planned on the different campuses. We have already increased OH FTE and reviewed aspects of service to create greater opportunities for awareness raising activities.	AP: Organisational Development AP: Estates	Dec 2017
1.2a	Leaders to further refine actions to communicate and collaborate to lead to continuing improvements in PIs.	Promotion of dashboards and ACE, to ensure PI information is being accessed and understood. Analysis of PIs and specific actions taken to be monitored via the ACE process, Quality Conversations and the Scottish Government Retention Project. Analysis of Curriculum Planning to be carried out. Faculty management to ensure all ACE's are completed.	AP: Quality Enhancement/AP: Learning and Teaching/ AP: Systems. Head of Faculty	June 2018

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
1.2b	Some staff have limited awareness of Learning and Teaching strategy, which may result in less focus on actions that improves learning and teaching.	Inclusion of an objective in Professional Development Review for CQLs to ensure that Lecturers know and understand the Learning and Teaching strategy. Presentation at Required Information Sessions	AP: Learning and Teaching	June 2018
1.3a	Limited evidence of the extent to which Career Long Professional Learning (CLPL) arrangements are meeting the needs of learners	CPD is largely driven by faculties and services based on need and service development. However, recording, evaluation and reporting of how CPD links to strategic and operational objectives to demonstrate effect on learner experience requires to be strengthened.	AP: Organisational Development	June 2018
1.4a	Views of learners using college residences not obtained which means they are not fully involved in developing improvements.	Establish mechanism to gather learner feedback for those individuals using the residences.	Conferencing & Accommodation Manager	Feb 2018
1.4b	Anonymised feedback from learners on SDS programmes not gathered, which may prevent learners feeling comfortable providing constructive feedback.	Develop mechanisms for anonymised feedback from learners on SDS programmes using online technologies.	Head of Regional Business Development	Jan 2018

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Delivery of learning and services to support learning

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
2.1a	Information gathered and shared with external agencies not always consistent, which slows the communication process and may result in a delay in the decision making.	Standardise referral documentation, so that it mirrors paperwork used by external agencies.	Assistant Principal: Organisational Development	Dec 2017
2.1b	Not all staff able to attend scheduled CPD sessions on safeguarding. Need for alternative ways to access CPD on safeguarding highlighted by staff with class commitments.	Develop on-line course for staff to increase awareness in relation to safeguarding to increase support for staff across college.	Assistant Principal: Organisational Development	Dec 2017
2.2a	Faculty staff are not always aware of existing and new contacts with employers across the college.	Presentation at Required Information Sessions and the CQL Action Group of the Student Tracker system that exists for this purpose.	AP: Learning and Teaching / Head of Regional Business Development	Jan 2018
2.2b	Career Management Skills standards not fully embedded with all staff.	Information sessions on My World of Work delivered during CPD week. WOW ambassador programme launched for 2017/18. Time allocated within FE tutorial slots for raising awareness of website.	AP: Learning and Teaching	Dec 2017
2.2c	In some areas course review lacks effectiveness. Clearer processes would help faculty staff to concentrate on the most appropriate themes for review.	Create shared area on CLAN for Course Evaluation and Review records to be held. Include scrutiny of records in Internal Audit schedule and provide any identified CPD support needs to CQLs and course teams in relation to deployment of the procedure. Evaluative writing sessions to be delivered.	Quality Manager	Dec 2017

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
2.2d	Not all courses contain sufficiently signposted development in essential skills. Clarity on essential skills development would be enhanced by a clear college policy separate from core skills.	An Essential Skills strategy will be developed for the college	AP: Learning and Teaching	June 2018
2.3a	Feedback suggests that learners would like more access to ICT resources for them to work out-with class in one campus.	Expand provision of ICT in communal areas such as Learning Centre and Library. Survey Wireless systems to ensure access is provided in learner communal areas.	AP: Systems	Nov 2017
2.3b	There is an inconsistent approach to induction across faculties/courses, which may prevent good communication with learners about relevant services.	Standardised "Welcome" information available to Faculties on Moodle and the college website. A review of the effectiveness of this initiative will be carried out.	AP: Learning and Teaching	Feb 2018
2.3c	Some staff do not take part in effective analysis of their course and unit PIs (leading to specific actions for improvement). The availability of real-time information would support this.	Identify and analyse trends in withdrawal and successful completion for a range of protected characteristic groupings for HEFT and FEFT. Identify generic groups at risk, and provide CQLs with the data. Monitor ACE action plans and feed back to CQLs on any gaps where these 'at risk' groups do not have actions relating to them. Promotion of KPI dashboards.	Quality Manager	March 2018

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
2.3d	Some staff do not have confidence to identify and meet all learners' needs in relation to Access and Inclusion.	Deliver bespoke Access and Inclusion awareness training to all staff. Engage with teaching staff to ensure a confident, supportive workforce equipped to meet the needs of all learners. Engage with support staff to ensure services are designed holistically and delivered with individual learners' needs in mind.	Head of Faculty	April 2018
2.3e	Opportunities for long-term staff to further develop their learning and teaching practice are limited.	Additional CPD opportunities timetabled including Teachmeet and teaching thinking.	AP: Learning and Teaching	Mar 2018
2.3f	Some staff report need for improved access to mechanism for logging learning and teaching evaluations.	A system will be developed for logging learning and teaching evaluations.	AP: Learning and Teaching AP: Systems	June 2018
2.4a	Access to information on external support agencies is not fully developed, which means some learners may not be aware of all the support available.	Promote counselling service and local stress support sessions within the community. Organise event for Mental Health Awareness Day in October. Events and services to be promoted via the Clan, Facebook, Twitter and noticeboards. Details of agencies that can help with financial support e.g. food and baby banks, CAB to be made available.	AP: Quality Enhancement	Dec 2017
2.4b	Need to evaluate the impact of the change to the learner notification system that alerts them of where they are during any given funding process.	Evaluation of the changes made using perception and performance data.	AP: Finance	Jan 2018

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
2.4c	Duplication of learner information input for administrative application and funding procedures flagged up from learner feedback.	Personal data submitted for course application to auto populate funding application to reduce duplication of data entry.	AP: Systems AP: Finance	Sept 2017
2.5a	Additional support for UCAS applications would be helpful, as some learners require more one-to-one support than currently available.	Additional drop-in sessions between 4.00 – 4.30pm will be included in the promotion of the UCAS talks. Numbers attending will be gathered for all campuses.	AP: Quality Enhancement	Dec 2017
2.6a	In order to further develop Foundation Apprenticeships, additional placement opportunities are required for learners.	Contact with relevant employers and local authorities to set up suitable opportunities.	Partnership Coordinator (Foundation Apprenticeships)	June 2018
2.6b	Additional opportunities for learners to engage with industry required, in order to ensure work readiness and improve transition to employment.	Extend industry engagement for learners in all faculties to enhance their knowledge of the sector by developing a process that creates aware of industry college visits and ensuring this is communicated via marketing, and curricular staff.	Head of Regional Business Development /Head of Faculty	June 2018

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Outcomes and impact

Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
3.1a	Although DDA and Equality Act compliant, a few areas of the physical estate present access challenges and should be reviewed to further meet the needs of all learners.	Ensure current provision of Estates is inclusive of staff and learner views when reviewing the physical estate in order to consider reasonable adjustments.	AP: Estates	June 2018
3.1b	Further develop the use of 'My Equality' on the VLE in order to encourage all staff and learners to embrace the ethos of equality and inclusion.	Promote and facilitate better use of 'My Equality' on the VLE Refresh "My Equality" on the VLE. Remind staff teams of this resource that is available for staff and learners. Promote this resource to staff undertaking the PDA: Teaching.	Manager: Equalities, Policy and Analysis	Dec 2017
3.1c	Need to develop a resource database for learners to better promote information related to wellbeing and inclusion.	College to establish a resource database for learners to promote wellbeing and inclusion. Student Advisers gathering details of organisations /agencies that can be accessed from the Clan.	AP: Quality Enhancement	Oct 2017
3.1d	Further develop analysis of data in relation to the college's Gender Action Plan.	Further development of actions of analysis of data in relation to the college's Gender Action Plan with particular emphasis on subject areas with severe gender imbalances	Manager: Equalities, Policy and Analysis & AP: Systems	Nov 2017

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Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
3.2a	Performance Indicators (PIs) show performance below sector average for Completed Successful and Withdrawal for both FE and HE.	PI roadshows undertaken across all Faculties to increase dashboard awareness. Participation in national retention group and follow up training to support early intervention to retain learners. Need to refine the dashboard to utilise a red, amber, green system. Enhanced pre-entry guidance and interviews identifying workloads, required commitments and more information about course content	AP: Quality Enhancement / AP: Systems/Head of Faculties	June 2018
3.2b	Limited improvement actions recorded on ACE for some programmes with low PI data.	Promotion of dashboard and ACE, to ensure PI information is being accessed and understood. Develop quality improvement plans through ACE to ensure low performance courses have actions to improve PIs.	AP: Quality Enhancement / Head of Faculties	June 2018
3.2c	Insufficient monitoring and reporting of some learners at risk of withdrawing or not achieving.	Improve monitoring and reporting of learners at risk of withdrawing or not achieving via promotion of Dashboards. Insight and training to be provided to Faculties.	AP: Systems Head of Faculties	Nov 2017

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Area for Dev	What's not working/happening?	What needs to be done	Person Responsible	Target Date
3.2d	Performance Indicators (PIs) for FTFE and FTHE care experienced learners is significantly below college average. **FTFE** EW – 23.6% compared to 14.22% Suc – 48.6% compared to 59.03% **FTHE** EW 26.6% compared to 7.6% Suc – 46.6% compare to 66.95%	Ensure all CQLs are aware of who is care experienced on their courses so they can better support and promote the information regarding the unequal outcomes for care experienced learners to all staff. Every care experienced learner to be offered an Educational Learning Support Interview as early as possible on course, as well as a Student Adviser interview to explore need for support. Advice sought from external agencies regarding how best to support care experienced learners. Investigate and develop a peer mentoring system to give additional support to care experienced learners. Use the Scottish Government Retention Project as a vehicle for investigating aspirations and attitudes of learners to their studies to lead to other steps for support. Promote the use of role models who have been successful in their studies to increase aspirations in this group. Work with local authorities to better inform care experienced learners about college life. Advice sought from learners on how best to support them.	AP: Learning and Teaching	June 2018