

Higher Education Review (Alternative Providers) of Sherwood Counselling and Psychotherapy Ltd t/a Sherwood Psychotherapy Training Institute

**Action Plan**

1 Findings	2 Actions to be taken	3 Date for completion	4 Action by	5 Success Indicators	6 Progress
<b>Recommendations</b>					
Review the Provider's approach to student partnerships, to ensure that the collective student voice is represented at all deliberative committee meetings (B5)	<p>Review current approach</p> <p>Consult with Programme Leaders</p> <p>Consult with student representatives</p> <p>Discuss at Combined Programme Committee (CPC) – agenda item</p> <p>Review is signed off and outcomes implemented</p>	<p>January 2018</p> <p>February 2018</p> <p>March 2018</p> <p>March 2018</p> <p>April 2018</p>	<p>Director team</p> <p>Director team and Programme Leaders</p> <p>Director team and student representatives</p> <p>Head of Training</p> <p>Director team</p>	The student voice is evidenced as being represented at every level within the organisation i.e. student/ peers level, tutor level, Programme Leader level, Director team level.	
Ensure all student representatives are provided with appropriate training prior to undertaking their role (B5)	<p>Consult with student reps at CPC meeting</p> <p>Working party created with student reps from all courses</p>	<p>November 2017</p> <p>November 2017</p>	<p>Head of Training</p> <p>Head of Training</p>	<p>Training materials are in place and available for the new academic year in September 2018.</p> <p>Student reps can confirm that they have received information</p>	CPC consulted in November 2017 and student volunteers came forward to form a working party: the working party includes a representative from each of the three

	<p>Student representative terms of reference to be reviewed/ rewritten</p> <p>Process for selection of student reps to be written</p> <p>Prepare a student rep induction pack</p> <p>Consult with Programme Leaders</p> <p>Consult with CPC</p> <p>Training resources in place</p>	<p>January 2018</p> <p>January 2018</p> <p>January 2018</p> <p>February 2018</p> <p>March 2018</p> <p>August 2018</p>	<p>Working party</p> <p>Working party</p> <p>Working party</p> <p>Working party</p> <p>Working party</p> <p>Head of Training</p>	<p>regarding the responsibilities and expectations of the role prior to undertaking duties.</p>	<p>courses and the Head of Training.</p>
<p>Develop a documented approach to information management that clearly articulates roles and responsibilities for ensuring all public information is fit for purpose, accessible and trustworthy (C)</p>	<p>Review current Information Management Policy</p> <p>Arrange General Data Protection Regulation awareness training for staff</p> <p>Identify roles and responsibilities for all areas of publicly available information including: handbooks,</p>	<p>February 2018</p> <p>January 2018</p> <p>February 2018</p>	<p>Business Manager</p> <p>Business Manager</p> <p>Business Manager</p>	<p>Formal sign off arrangements are documented and communicated to all stakeholders for all changes and updates to publicly available information.</p>	

	FAQs, policies, Moodle and the website				
	Ratification of updated Information Management Policy	March 2018	Director team		
<b>Affirmations</b>					
The steps being taken to improve the timeliness of assessment feedback (B6)	<p>Marking deadlines are monitored and reminders sent to teaching staff</p> <p>Process for online submission of all assignments to be developed (except in cases where confidential information is shared, and dissertations).</p> <p>Teaching staff to receive training on Moodle at several points in the year</p> <p>A workshop on assessment, feedback and marking to be arranged for teaching staff.</p>	<p>October 2017</p> <p>Complete by May 2018</p> <p>Complete by July 2018</p> <p>April 2018</p>	<p>Academic administrators</p> <p>IT consultant</p> <p>IT consultant</p> <p>Head of Training</p>	<p>Current time period of feedback of 6 to 8 weeks is not breached.</p> <p>The average time period for feedback in 2018/19 is less than the current 6 to 8 week deadline.</p>	<p>Work began in August 2017</p> <p>First training session took place at November '17 All Tutor Day</p>

	Online submissions for assignments (where possible) implemented	September 2018	Head of Training and Business Manager		
The steps being taken to restructure academic governance and management to ensure deliberative oversight of the quality of learning opportunities (B8)	<p>Senior management have regular meetings with Directors</p> <p>Regular 4 way meetings take place regularly throughout the year</p> <p>Regular line management and team meetings implemented with all staff</p> <p>Reviews and regular meetings with Staffordshire University (validation partner) taking place</p> <p>Interim exam board established</p>	<p>Head of Training and Ruth Layzell Business Manager and Alison Fookes</p> <p>Directors, Head of Training and Business Manager</p> <p>Head of Training, Programme Leaders, Business Manager</p> <p>Head of Training, Business Manager</p> <p>Head of Training</p>	<p>Informal meetings taking place</p> <p>2017/18 meeting timetable followed</p> <p>2017/18 meeting timetable followed</p> <p>on-going</p> <p>July 2018</p>	<p>Academic management structure embedded within the organisation</p> <p>Effective structure in place to monitor and review the quality of learning opportunities</p>	<p>Informal and formal meetings taking place with all stakeholders on a regular basis.</p>