Areas to address	Action to be taken	Target date	Success indicators
Continue the development of Kaplan Tutor Academy's support and development for new staff across centres	Design a roadmap and metrics scorecard that will allow Kaplan Tutor Academy (KTA) to continue to drive and improve performance	Draft by 30/06/2017 Review by 31/12/2017	• Roadmap production. • Visibility of scorecard • Improvement in metrics from 2018
	Tutor training for utilisation and accessibility of new systems and the enhancement of technological skills	30/06/2017	• Tutor systems understanding and technology use
Develop and implement an appropriate teaching and learning strategy to enhance the quality of academic delivery and the student learning experience	Teaching strategy to be developed to provide overarching guidance to Kaplan faculty.	30/06/2017	• Teaching strategy document
	Utilise teaching strategy to inform KTA scorecard and relevant metrics to enable monitoring of teaching strategy engagement	31/12/2016	• New targets in KTA scorecard and roadmap • Metrics monitored and communicated to senior management by exception
Establish a process to build upon the existing student feedback procedures on all delivery channels	Create and maintain a product insight log which captures all feedback from all stakeholders. Student satisfaction surveys/error reporting/first experience surveys/paper based feedback/encouragement of staff to forward on informal student feedback	31/12/2016	• Log exists and is maintained
	Monitor implementation of change requests originating from the product insight log	Ongoing	• Product change requests • Monthly status report of product change requests
	Continue to produce 'you said we did document' bi annually.	Bi annual	• Production of 'you said we did' and responses to relevant questions
	Review the current mechanisms for sharing 'you said we did' with students	30/06/2017	
Develop a robust internal moderation process to enable students to achieve the intended learning outcomes for the credit or qualification being sought	Implement a robust quality assurance process for markers.	30/06/2017	• Student feedback on marking
	Issue guidance to markers on expectations for feedback	30/06/2017	
Develop and implement a formal process to ensure regular and systematic monitoring and review of all programmes of study across all centres	Formal annual review on a location basis and programme basis - student numbers and retention, student satisfaction, pass rates, tutor performance.	31/12/2018	• Implementing the annual review and subsequent action plan
Strengthen the organisational engagement with the Quality Code to enhance the quality of student learning opportunities	Full mapping exercise to the Quality Code through liaison with key internal stakeholders	30/09/2017	• Full mapping and subsequent action plan
	Identification and planning to address relevant weaker aspects relating to Quality Code	30/09/2017	
	Communication to all key stakeholders about the Kaplan's engagement with the Quality code	31/12/2017	
Continue to take deliberate steps to identify at risk students using relevant data	Continue to proactively reach out to students who are off track or those where data evidences they are at risk through learning coaches.	Ongoing	• Absenteeism • Student retention

Signed:
Peter Houillon
Chief Executive Officer
17th October 2016

Report location: Kaplan Financial Ltd HER report