European College of Law & Business
WE VALUE YOUR POTENTIAL

Quality Improvement Plan 2022

Criteria / Element	Outcome sought	How will we get this outcome?	Responsibility	Success measure	Timescale
Recruitment of students	• Quality students • Positive attitude • Good attendance • High retention rate • Excellent result	• Students are recruited from the UK and from European Union • Compliance with Awarding Organisation entry criteria and ECLB student recruitment policy. • Assessment will be performed as per policy to recruit capable students.	• Director of Studies • Academic Committee	• Student Attendance at 80% • Students' academic results – 80 % pass rate	End of each course
Pre-course IAG service	• Further improvements to certain elements of the pre-course IAG service • Further improvements on the quality of certain aspects of the pre-course IAG service	• Implementation of a robust information, advice and guidance (IAG) service all around	• Principal • Academic Committee	• Student feedback on IAG service - satisfactory success indicator set at 60% and above. • Monitoring of quality assured IAG service (staff observation)	Halfway through each course
Recruitment of qualified and experienced tutors	• Recruitment of suitable, appropriately qualified and experienced tutors • SoW and Lesson plan • Quality teaching materials • Lesson observation • To ensure that the newly recruited tutors are well settled and their delivery of lectures are up to the right standard.	• Advertise through JCP and word of mouth/private recommendation. • Tutors are interviewed consistently and records of their qualifications and experience, CV are kept. • Tutors are hired with teaching qualifications and experiences • On time approval of SoW and LP • On time upload of teaching materials e.g. handouts, PowerPoint slides • Timely lesson observation of tutors and provide feedback	• Principal • Director of Studies • Academic Committee	• Senior managers feedback on lesson observation • Student feedback on satisfactory teaching quality	Halfway through each course

Improve communication both internal and external	• Ensure that the right communication is taking place both internally and externally • Ensure good practices are disseminated between the teaching staff, students and management • Ensure communication between the tutors / assessors and students are useful and timely	• Bimonthly Academic Committee meetings • Standardisation meetings are held prior to each assessment. • Meeting minutes are circulated to all team members ensuring good communication. • Sharing of good practices, resources and knowledge	• Principal • Academic Committee	Student feedback on satisfactory teaching quality	Halfway through each course
Timely submission of assignments	• To ensure students submit assignments on time • To ensure assignments are of acceptable quality • To ensure that the appropriate guidance are followed. • To ensure that the assignments are free from plagiarism	• Students are made aware of their assignment submission deadlines shown in the Assignment Brief • Anti-plagiarism software 'Turnitin' is used to check plagiarism	• Teachers • Director of Studies	Assignment submission rate at 80%.	At the end of each submission deadline
Assessment, IV process and pass rate	• To ensure that assessments are performed on time • To ensure that the assessments are done as per the assessment guidelines • To ensure that the constructive feedback is given so that the students can learn the lesson and improve in the future.	• Qualified assessors are engaged to carry out assessments. • Through robust internal verification process in place to ensure quality assurance in assessments. • Standardisation meetings takes place prior to each assessments to reduce the differences in assessments and share knowledge on developmental feedback	• Assessors • Internal Verifiers	80% pass rate on assessment	At the end of each course
Careers Guidance	• Increased motivation through careers guidance • Prepare students for job readiness through proper career guidance	• Students attending seminars and workshops to receive career guidance • Students attending trainings on CV writing and interview skills	• Programme leader	• Students providing feedback on the usefulness of the seminars / workshops at a scale of 1-5. • Number of students received the career guidance training on CV writing and interview skills as part of their job readiness – a success indicator is set at more than 75% of student attendance.	
Public information	To ensure that all the information in the policies and procedures, handbooks, prospectus and in the website are accurate, up to date and authentic	• Regular checks on notice boards to take the old information out and add any new information. • Annual or even earlier review of policies and procedures and replace the old version with new both hard copies and in the website.	• Principal • Director of Studies • Academic Committee	• Student feedback on IAG service - satisfactory success indicator set at 60% and above.	December each year