

# Ensuring Higher Standards

Improve



# Improve

## Leaders in delivering quality improvement

- Do you need an expert opinion on where strengths and weaknesses lie - with provision, with staffing, with continuous improvement and performance management systems?
- Do you suspect that you have unsatisfactory provision within your organisation?
- Do you have satisfactory provision which has stagnated?
- Do you have potential for excellence which is somehow not realised yet?

### *Improve service*

Protocol National's *Improve* service is delivered by an expert team of trained inspectors with skills in diagnosis, coaching, training, change management and best practice in leading continuous improvement. Its purpose is to support Principals and others responsible for the quality of a provider's provision in honestly taking stock of the issues and enabling rapid and sustainable improvement.

### Expert support

In a supportive relationship, we can deliver the necessary tough judgements and then provide the expert support to ensure that quality improvement will follow quickly.

We know what inspectors and other external assessors will be looking out for and we can help you to make sure that curriculum areas and other aspects of provision do themselves justice.

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## Great results

“Aberdeen College has used the services of Improve consultancy to undertake lesson observations. We have found the quality and standard of consultants to be excellent and have been very pleased with the reports provided. These have helped us enormously in identifying improvement plans. We have now commissioned training through Observe and are confident that the standard will be very high. ”

Alison Hay, Deputy Principal, Aberdeen College

“Barnsley College has delivered a steep improvement trajectory in recent years. At the same time we have worked consistently with Emma Jarman, Head of Observe and Improve, and her team of consultants, to support the process of achieving excellence through a range of initiatives, primarily concerned with self-assessment and teaching and learning. Emma is extremely well informed, flexible and provides significant added value.

We have an established and productive relationship with Observe and Improve, and find that such a reliable contact is of great value.”

Phil Cook, Deputy Principal, Barnsley College



# Developing Outstanding Capacity to Improve

Flexible and inspiring consultancy support to strengthen self-assessment, continuous improvement and self-regulation.

## Critical friend support for senior and middle managers - needs analysis and review

A senior consultant will undertake a detailed review and analysis of the impact of key strategies and continuous improvement processes. Critical friend support can provide an honest external assessment of the effectiveness of key systems and functions, including:

- Self-assessment and improvement planning
- Responsiveness to learners and employers
- 14 - 19 curriculum development and delivery
- Support, business and marketing services
- Promotion of equality and diversity
- Response to ECM outcomes
- Effectiveness of safeguarding arrangements
- Value for money and impact measurement
- Pre and post inspection support
- Lesson observation process and its links with improvement planning, appraisal and performance management.



## SAR Surgeries

Using inspection, coaching and mentoring methodologies, our senior consultancy team of trained Ofsted inspectors will work with your curriculum heads and course leaders across a range of subject sector areas to ensure curriculum SARs and course reviews are:

- Responsive to CIF, FFE, ECM, safeguarding and E&D agendas
- Aligned to key organisational strategic priorities
- Judgement rich
- Supported by appropriate evidence
- Focused on priority areas
- Standardised

To ensure outstanding continuous improvement, we can also work with you to produce Quality Improvement Action Plans (QIPs) which:

- Lead to meaningful and outcome-focused action plans
- Provide clear impact measures

Consultants will deliver a series of one hour surgeries with Heads of Departments and/or Course Leaders. Each consultant will review up to five SARs, course reviews or related QIPs per day.

## Curriculum review and / or inspection preparation

Targeted observation, assessment and practical quality support for a potentially failing curriculum area (or other aspect of provision) or for an area which is failing to reach potential. Up to three subject specialist inspector / advisers will carry out lesson observations and provide coaching, advice and guidance for staff and managers. Support will include review of the impact of self-assessment, performance management and improvement planning in the area. Reports will include recommendations relating to continuous improvement processes and leading and managing change.

# Developing Outstanding Teaching and Learning

Flexible and innovative consultancy support to enhance your organisation's ability to develop and maintain excellence in teaching and learning.

## Teaching and Learning "Change Agent" Support

Ongoing coaching support for teaching teams to improve standards of teaching and learning. Change agent support is tailored to meet your needs, but can focus on helping teachers to use active learning and formative assessment strategies; improve differentiation to meet all learners' needs; incorporate Outcomes for Learners, E&D and Safeguarding in teaching and learning appropriately.



## External Lesson Observation Services

Providing external validation of internal observation grades and processes, this service offers both subject specialist observers and generic senior observers as follows:

### Paired developmental observations with the provider's internal observers.

One to five days of paired observations with a senior consultant.

- Paired observations on curriculum sessions identified by the provider and associated feedback by internal observers to lecturers.
- Written observation records provided for each lecturer observed.
- Verbal feedback and advice provided for each internal observer on the accuracy of judgements, quality of feedback and recommendations for improvement made.
- Written observation records provided for each internal observer observed.
- A report summarising strengths, satisfactory aspects and weaknesses of the provider's internal observation process and team with recommendations for sustainable improvement and best practice transfer.

**Fee: £800 per day**  
(Maximum of 4 paired observations per day)

### Developmental observations for curriculum, "Skills for Life" and tutorial teaching staff.

One to five days of observations with a subject specialist consultant.

- Observations of curriculum and / or tutorial sessions identified by the provider and associated developmental coaching and feedback to lecturers.
- Written observation records provided for each lecturer observed, including SMART recommendations for improvement and best practice transfer.
- A report summarising strengths, satisfactory aspects and weaknesses of teaching and learning in the curriculum/work based area with recommendations for sustainable improvement and best practice transfer.

**Fee: £800 per day**  
(Maximum of 5 observations per day)

## Great results

“As a Jobcentre Plus provider, we needed a consultant with experience and knowledge of the sector to help improve our quality improvement strategies, not just for inspection but moving forward. Protocol National provided us with consultancy in the last few weeks prior to our first Ofsted inspection, driven by our own needs and agenda.

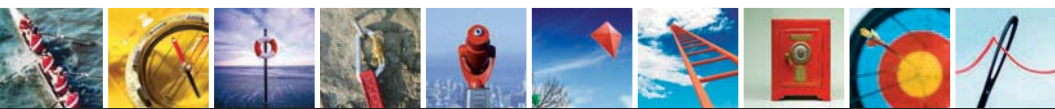
Our consultant provided invaluable support, exceeding expectations, which enabled us to turn areas for improvement identified in our self assessment process, into strengths identified by Ofsted.

A real benefit was the focus which the consultant provided for the whole team in our final preparations, sharing knowledge of best practice, inspectorate expectations and current trends. She reviewed our current systems and enabled us to set standards of excellence, with clear and understood improvement strategies.”

Adrian Armstrong, Managing Director, Armstrong Learning

“This has been a very successful exercise. (Protocol National Improve) has made a significant contribution to our self-assessment process and to peers working across the organisation. The reports are very clear and useful.”

Peter Templeton, Director of Education and Strategy, Workers' Educational Association



We will be happy to meet and discuss support requirements to ensure that your exact needs are met.

Consultancy support is charged at £800 plus VAT and expenses per day.

Contact Nicola Bacon on: 0115 911 1113 for more information or visit [www.protocol-national.co.uk/improve](http://www.protocol-national.co.uk/improve)

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