



Blackburn Gould and Associates

Quality Improvement Plan

December 2025

AREAS FOR IMPROVEMENT	IMPACT ON LEARNING	SOURCE OF EVIDENCE
Behaviours and Attitudes		
Safeguarding needs to be covered at all reviews and on-line sessions	All learners and staff re-enforce acceptable behaviours	Monthly tracking and review with executive.
Review learner handbook and update to include VLE activity, use of resource materials, update Safeguarding and Equality & Diversity	Learners are better equipped to meet the requirements of Safeguarding and Equality & Diversity in the workplace	
Improve IAG and Learner feed-back mechanisms – giving responsibility for gathering and recording feed-back to one of the administration team supported by assessors	<p>Improved feed-back as part of continuous improvement</p> <p>Higher scores for IAG in learner feed-back</p>	Recording / tracking reports from August 2021



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Management and Leadership		
Managers and Leaders need to better delegate to enable all staff to make decisions within their area of expertise	Immediate decision making for programme enrolments	Improved enrolment timescales
Managers and Leaders recognise the need for externally audited quality marks to evidence the strengths of the business	Learners recognise that they will receive high quality Information, Advice & Guidance in line with the organisation.	Increased 'good' feed-back from learners on induction, career information and progression opportunities. Achievement of Matrix accreditation.
Managers and Leaders recognise the need to demonstrate secure systems for data usage and protection.	Personal data storage is encrypted and protected	Cyber essentials + certificate
There needs to be more employer engagement activities to continually support individuals into sustained jobs and involve them in planning the curriculum, and plan the curriculum offer. Further work needs to be carried out in the new academic year 2026 to secure improvements in this area.	Learners benefit from improved information as to careers within multiple sectors.	More employers are captured on Blackburn Gould and Associates CRM and return business improved by 20%.



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General Company (not in SAR)		
Tracking of Learners	Better able to provide Management Information Reports	Monthly reports with accurate data
Strengthen the ambition for learners that are difficult to engage.	Higher achievement rates	Improved achievement rates
Consider strengthening the executive through having non-executive Directors to help with growth and expansion	Business sustainability	NED's in post
Gain City and Guild's accreditation		Certificate
Gain Cyber Essentials		Certificate
Review and expand curriculum offer to include: Teaching assistants, logistics (warehousing), etc.		



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Personal Development		
Encourage well-being sessions through including at induction		Improved well-being within learners recorded on feed-back
Well-being and British Values enhanced and offered to all learners regardless of starting point or ethnicity	All Blackburn Gould and Associates learners demonstrate a commitment to contributing towards community activities	Feed-back evaluation