



**COURT**  
 THEATRE TRAINING  
 COMPANY

*'Train for a life in the theatre by working in the theatre'*

## **CTTC ACTION PLAN 2018**

This Action Plan has been developed by the CTTC Quality Manager and Senior Management Team in conjunction with the Student Representatives/Company Managers from both student cohorts. It also involved consultation with representatives from our validating partner, Buckinghamshire New University.

<b>ACRONYMS/INITIALS USED IN PLAN</b>	
<b>1. CTTC Individuals and Committees</b>	
SRs/CMs	Student Representatives/Company Managers (at CTTC the SRs are also known as "Company Managers" to mimic the professional context of a working theatre. There are two SRs/CMs for each of the two year groups)
SMT	Senior Management Team
SSC	Student Staff Committee
AQC	Academic Quality Committee
P	Principal
DoS	Director of Studies
ADoS	Assistant Director of Studies
HRMM	HR and Marketing Manager
EO	Enhancement Officer
QM	Quality Manager
PM	Partnerships Manager
SA	School Administrator

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EE	External Examiner
<b>2. Representatives from Buckinghamshire New University consulted as part of the development of this Action Plan:</b>	
Bucks	Buckinghamshire New University (Validating Partner)
WL	Will Lishman, Registrar (Educational Partnerships), Bucks Uni
NF	Nic Fryer, Partnership Tutor
JI	Julie Irwin, Director for Student Success (responsible for student complaints)
JW	Jean Whitehouse, Academic Registry (as above)

<b>Good practice points from HER Report November 2017</b>	<b>Action to be taken</b>	<b>By Whom</b>	<b>Date</b>	<b>Success indicator</b>	<b>Reported to/ Evaluation/ Evidenced by</b>	<b>Follow-up/ Completion/ Date</b>
1. The 'buddy system' promotes effective student induction and provides continuing support and development for both participants over the duration of the programme (Expectation B4)	<p>Students reps/CMs consulted for feedback on the current buddy system and any ideas for further enhancements: Suggested social gatherings for buddies and follow-up meeting with buddy mid-way through first term and maybe termly (EO to follow this up as part of Induction Week planning)</p> <p>SMT and Enhancement Officer to consider enhancements to Buddy System. EO proposed joint theatre visits and reviews, to be reported in Newsletter</p> <p>Info on Buddy System to be updated in Welcome Pack</p> <p>Introduce enhance Buddy System in Induction Week September 2018</p>	<p>SSC</p> <p>SMT Meeting</p> <p>HRMM</p> <p>EO/DoS/ SA</p>	<p>3.5.18</p> <p>3.5.18</p> <p>11.5.18</p> <p>Sept 2018</p>	The 'Buddy System' is enhanced to provide additional support and development for students; students participate in and are aware of enhancements; buddies are encouraged to meet at least termly for the duration of the programme	<p>Student feedback</p> <p>SSC and SMT meetings &amp; Minutes in next academic year</p>	<p>YES; May meetings held</p> <p>Sept 2018- Enhanced buddy system to be introduced during induction week</p>

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<p>2. The range of professional experience and currency of staff which helps students develop essential industry competencies (Expectation B4)</p>	<p>Invite new, practising professional Directors, to CTTC for production modules to broaden students' professional experience of current practice and industry competencies</p> <p>New voice and singing tutors employed from Jan 2018, with highly relevant and current musical theatre experience, to enhance currency</p> <p>Induct new CTTC Patron and invite him to address student cohorts</p>	<p>DoS</p> <p>P/DoS</p> <p>P/DoS/ SRs</p>	<p>Spring/Summer 2018</p> <p>Jan 2018</p> <p>April/May 2018</p>	<p>Students' gain even broader exposure to staff/Directors/Patrons with highly relevant and current experience, who can aid in further development of students' essential industry competencies</p>	<p>Student feedback</p> <p>Ongoing SSC and SMT meetings &amp; Minutes</p>	<p>YES; New Appointments confirmed in Jan and April/Ongoing</p>
<p>3. The mission-led immersion in a working theatre environment and the programme of enhancement activities which together promote employability (Enhancement)</p>	<p>Explore potential visits to other working theatres in order for students to also experience other working theatre environments</p> <p>Employ new directors for production modules that also run their own professional companies, creating potential connections for future employment</p> <p>Review and develop enhancement activities that can promote employability</p> <ul style="list-style-type: none"> <li>- developing further advice for students on securing an agent.</li> <li>- Developing Student Mental Health initiatives and building resilience for employment</li> <li>- Planning a workshop on setting up your own theatrical company</li> </ul>	<p>DoS</p> <p>DoS</p> <p>EO/QM</p> <p>EO</p> <p>QM/DoS</p> <p>EO</p>	<p>Spring &amp; Summer Terms 2018</p> <p>Spring &amp; Summer Terms 2018</p> <p>Jan 2018 Enhancement Review meeting with QM</p> <p>Feb AQC &amp; other meetings Enhancement</p>	<p>Expanded student immersion in working theatre environments and programme of enhancement activities, which together promote employability</p>	<p>Student feedback</p> <p>Ongoing SSC, Staff and SMT meetings and their Minutes</p>	<p>YES; Jan &amp; Feb meetings held and being followed up in May and at Annual Monitoring/ Induction Planning in August/Ongoing</p>

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			Standing agenda items			
<b>Recommendations from HER Report November 2017</b>	<b>Action to be taken</b>	<b>By Whom</b>	<b>Target Date</b>	<b>Success indicator</b>	<b>Reported to/ Evaluation/ Evidenced by</b>	<b>Follow-up/ Completion/ Date</b>
By May 2018: · articulate and make available the process by which students can initiate a complaint at CTTC (Expectation B9)	Draft a new CTTC informal complaint form	QM/P	February 2018	New draft CTTC informal complaint form completed	P & SMT	YES/Feb.18
	Academic Quality Committee (AQC) to consider and approve new form and discuss with Bucks Registrar (Educational Partnerships), (WL) who attended as guest	AQC /Bucks Rep (WL)	20.2.18	Draft approved by AQC with support from WL	AQC	YES/20.2.18
	Meet with Bucks Uni representatives (JI/JW) to review and agree meshing of Complaints procedures and new draft informal complaint form	QM/DoS/ ADoS/ Bucks Reps	11.4.18	Complaints process reviewed and agreed between CTTC and Bucks Representatives	QAC/Bucks Reps	YES/11.4.18
	Student reps-Company Managers (CMs) to consider and comment on draft informal complaints form and revised complaints process at SSC and with their cohorts	SR/CMs/ SSC	3.5.18	SRs approve form and complaints processes; Student reps/CMs and all students fully aware of, and satisfied with, updated complaints processes	SSC/Student Reps/ Company Managers	YES/3.5.18
	Articulation and availability of Complaints Procedures is reviewed and revised for all relevant documentation and online i.e. in Student Handbook, Operations Manual, Website and Intranet	HRMM/ QM	11.05.18	Complaints Procedures are clearly articulated and made available in all CTTC documentation and on CTTC website and intranet	SMT/AQC	11.5.18

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	Complaints process and relevant links to documentation sent to all new students as part of Welcome Pack on enrolment	HRMM	Aug/Sept 2018	All newly enrolled students receive details of Complaints process, and relevant links to documentation, as part of their Welcome Pack.	SSC/SMT/AQC	Aug/Sept 18
	Complaints Procedures and resources to be clearly articulated to new students during induction week and copies/links to relevant documents provided	EO/DoS/QM/NF	Sept 2018	Complaints Procedures clearly outlined to students as part of Induction Week programme	SSC/SMT/AQC	Sept 2018
	Student reps-Company Managers (CMs) reminded about Complaints Process by Director of Studies (DoS) during the academic year and review of complaints process incorporated into termly Student/Staff/AQC Meetings periodically	DoS/QM SRs/CMs	2018-19 and ongoing	Students are reminded about Complaints process periodically during academic year. Articulation, availability and effectiveness of Complaints process is monitored via committee process	SSC, Staff Meetings, AQC	Ongoing
	Review effectiveness of Complaints process with Bucks Partnership Tutor as part of Annual Monitoring & Review	DoS/QM/NF	2018-19 and ongoing	Effectiveness of joint Complaints process is kept under review with Bucks Partnership Tutor	AQC, Annual Monitoring and Bucks Partnership Tutor & Annual Review Process	Ongoing
By July 2018: clarify and publish	Clarify the role and status of the non-assessed modules with SMT and Bucks reps (Will Lishman, Registrar	SMT/AQC/Bucks	Feb & May Staff	Role and status of the non-assessed modules is clarified with SMT	SMT/ AQC	YES/20.218 and May 2018

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for students, the role and status of the non-assessed modules in the context of the validated programme (Expectations B1 and C)	(Educational Partnerships) and Partnership Tutor	Reps (WL & NF)	meetings	and Bucks reps and confirmed at AQC		
	Clarify the role and status of the non-assessed modules with CTTC tutors	Staff Meeting	3.5.18	Role and status of the non-assessed modules is clarified with all CTTC teaching staff	Staff Meetings	YES/20.218 and May 2018
	Clarify the role and status of the non-assessed modules with student reps/CMs and their cohorts	SSC/ Student Reps/ CMs	3.5.18	Role and status of the non-assessed modules is clarified with current students	SSC	YES/3.5.18
	Publish clarification of the role and status of the non-assessed modules on the CTTC website, Intranet and in all relevant documentation i.e. Student Welcome pack/Handbook (wording to be approved by Principal and signed off by Public Information officer MK)	HRMM /QM/P	End May 2018	Role and status of the non-assessed modules is published and clarified in all public and student information sources i.e. website, intranet, and relevant documents	SMT/AQC/ SSC	May 2018 and reviewed periodically
	Clarify role and status of the non-assessed modules in the context of the validated programme for students as part of induction week	EO/DoS/ QM	Sept 2018	Role and status of the non-assessed modules in the context of the validated programme is outlined to students as part of induction week	Student feedback on induction week/SSC	September 2018
	Review clarification and publication of the role and status of the non-assessed modules in the context of the validated programme as part of annual monitoring	AQC and annual monitoring return for	August 2018 and annually	Clarification and publication of the role and status of the non-assessed modules is reviewed annually as	AQC/ Bucks Academic Committee	August 2018 and annually

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		Bucks		part of annual monitoring both internally at CTTC and externally with Bucks		
<p>By July 2018:</p> <ul style="list-style-type: none"> <li>strengthen the approach to module and course evaluation to enable effective and systematic monitoring of CTTC provision (Expectation B8)</li> </ul>	<p>DoS to report summary of students' end of module evaluations to AQC on a termly basis</p>	DoS	Termly commencing Feb 2018	All module evaluations systematically summarised and reported to AQC in a termly basis	AQC meetings and minutes	Termly from Feb 2018 onwards
	<p>AQC to evaluate module feedback on a termly basis and annually at annual monitoring meeting in the summer</p>	AQC	Termly and August 2018	All module evaluations systematically evaluated and monitored by AQC on a termly basis and as part of annual monitoring each summer	AQC meetings and minutes and Annual Monitoring meeting minutes	Termly from Feb 2018 and every August
	<p>Student Course questionnaire, that was initiated in Feb 2017, to be made an annual event as part of annual course monitoring</p>	HRMM/E O/DoS/ SMT/ SSC	Spring/ Summer 2018	A course questionnaire is given to students annually and monitored by both AQC and by Principal/SMT for quality monitoring and strategic oversight of provision respectively	AQC/SMT/ SSC meetings and minutes	YES/SSC 3.5.18 May AQC and Staff Meetings
	<p>Include module, course and student evaluations as part of CTTC annual monitoring return for Bucks</p>	DoS/QM/ NF/ EEs/ Bucks reps	Aug/Sept 2018	Module, course and student evaluations are also systematically reviewed annually with partnership tutor, external examiner and validating partner as	AQC and Bucks Academic Committee	August/ September 2018 and ongoing annually

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				part of annual monitoring		
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