QA

Learn. To Change.

Listen. To Change.

Your feedback matters

Listen. To Change.

Content in this edition reflecting on the Summer Term 2025

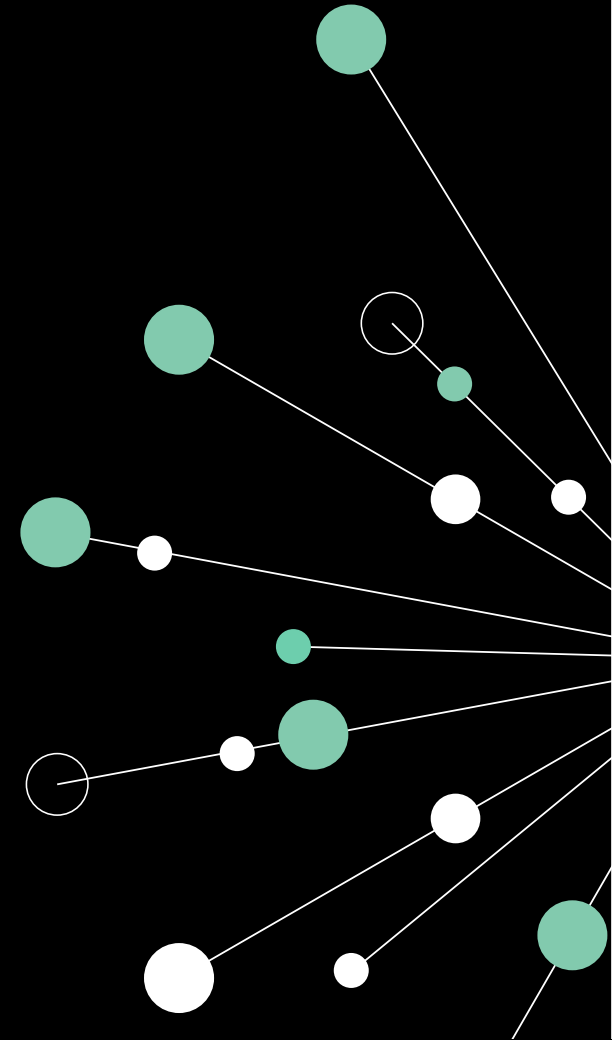**1** Pulse survey results – feedback from live workshops

2 News from our Programmes – programme specific improvements

**3** General update – improvements made responding to learner feedback

Pulse Surveys

Summer Term feedback

During the Summer term we have seen the fabulous pulse survey scores given in Spring maintained across the board as shown below. This recent term we have seen an uplift of 13% in the number of responses received, so it's great to see that more learners are scoring workshops so favourably.

Pulse Survey Results Summer 25

2754 Responses

97% Tutor Delivery

96% Content

97% Relevance to Role
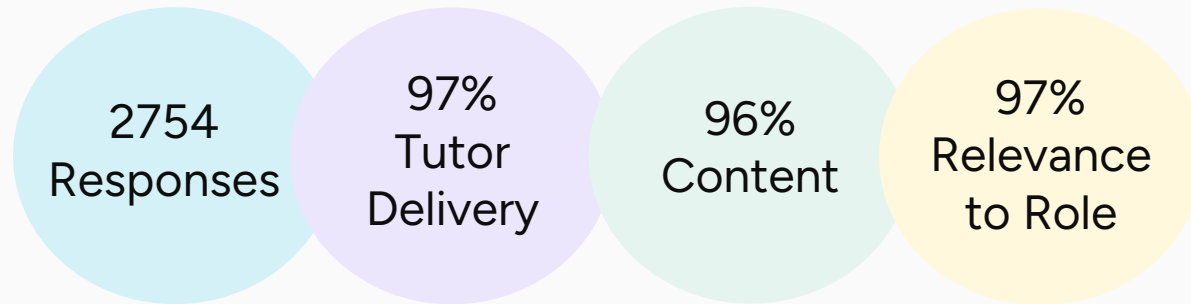
This term, our Teaching and Learning community has focused on **developing emotional intelligence and effective conflict management strategies**, ensuring that our workshops foster positive interactions and supportive learning environments. It's great to see these values reflected in your experience.

Your feedback helps us keep improving and shaping the workshops to support you throughout your degree apprenticeship. Thank you for your time, effort, and dedication!

News from our Programmes

Programme specific improvements
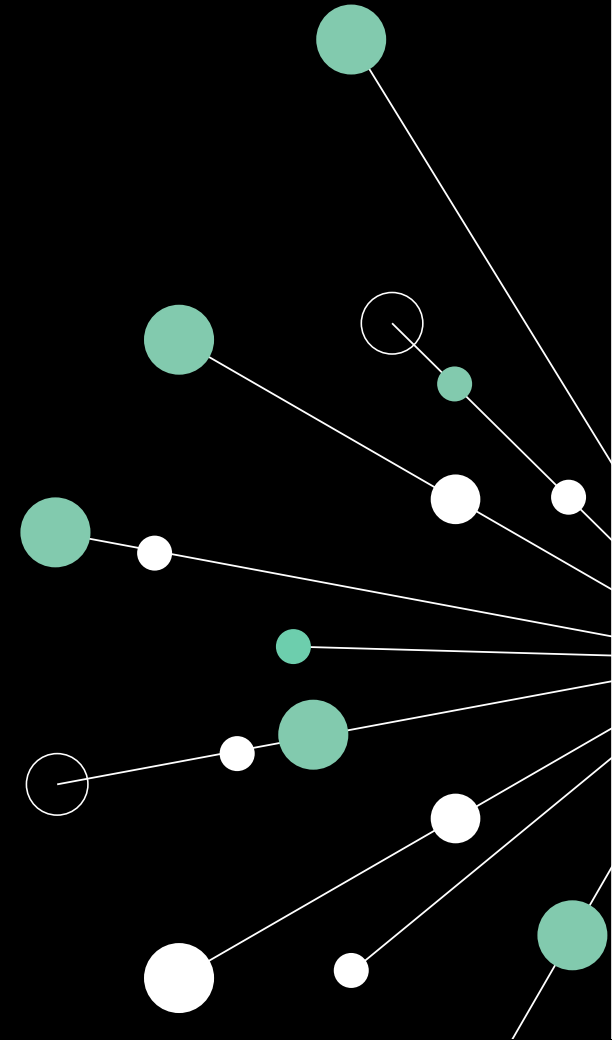
News from our Programmes 1/2

DMDA – Learners express some confusion around how to write a proposal for their work-based project (which forms part of their EPA). Although the Academic team had already provided learners with a template proposal, a learner fed back (through the student reps) that she felt a guide detailing exactly how to complete the template would be beneficial. The team produced this document and disseminated it to learners: this seems to have given learners more confidence with writing their proposals as the Academic team have received fewer queries about proposals and since, learners' proposals have been signed off promptly by the Independent Assessor (without any reworks being required).

DTS L7 – In response to Spring Term feedback where learners requested further support regarding the assignment for Technical and Digital Leadership, in the Summer Term the Academic team created workshop activities that were specifically linked to the assignment and highlighted these links in the workshop slides. Learners have responded well to this, stating it makes the breakout sessions all the more productive and that they feel more prepared when completing their assignment. This approach will be phased into the other core module (Business and Technology).

Cyber Security - The feedback from the last cohort on the Digital Forensics module highlighted the challenge they experienced with the size of the dataset provided for the assignment and how that impacted their ability to complete different tasks for the assignment. In response, the Academic team created multiple datasets for the module assignment and include a scaled down version that should require moderate computing resources to analyse.

DTS L6 – Last term the Academic team introduced fixed times for office hours in the afternoons on either Tuesday or a Thursday to allow for better planning and to avoid clashes with classes. They also pre allocated markers for all modules at the start of the term to speed up the standardisation process.

News from our Programmes 2/2

AI L7 – Last term, there were some concerns about the quality of the Python course on QA Platform that learners are asked to take in addition to their normal modules. Learners were finding the resulting workload high. The Academic team have selected and will recommend alternative shorter Python courses this term to reduce the burden and provide a better experience for learners. Additionally, from this term, assignments (apply stage activity) will move from the Academic team to DLCs to manage and mark. The assignments will be more staged across the term rather than only end-of-module tasks. Additionally, the assignments will be submitted to Bud and marked based on whether specific KSBs have been met or not, rather than learners receiving a mark out of 100. This will reduce the number of platforms learners need to interact with, which is another concern often raised. The AI L7 team hope that learners will find this new assignment method more rewarding.

CMDA – Drop-in sessions were trialled last term, specifically for learners resitting modules, to ask specific questions about the feedback they received and how to improve upon that. Although these sessions were delivered later in the term than the team would have liked, they were a success and will be repeated in weeks four and five of next term.

General update

Improvements made responding to learner feedback

QA
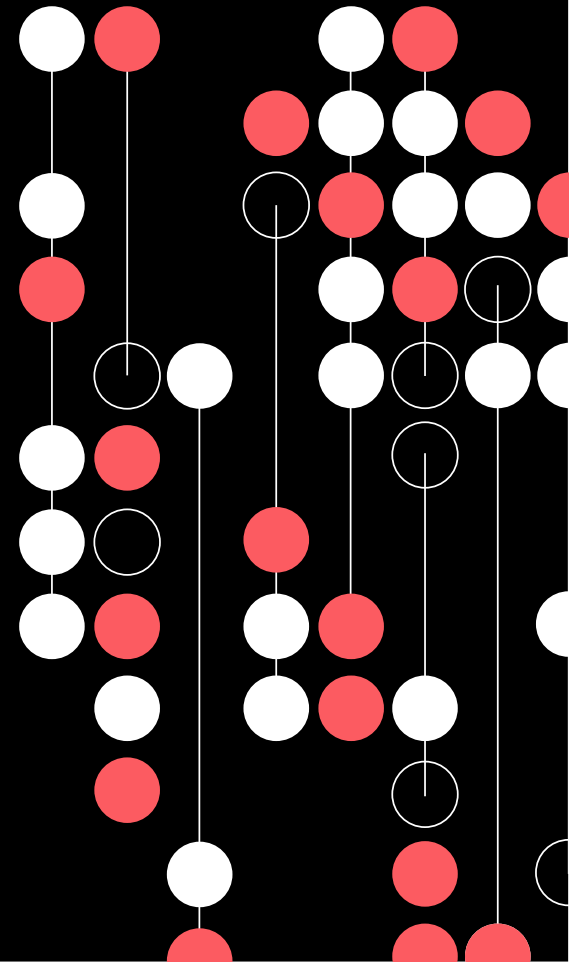
Student Representatives

Student Representatives play a vital role in continuous improvement ensuring your voice is not only heard but acted upon. Learners have an opportunity to have a formal role in enhancing the quality of their programmes and become a vital link between staff and the wider learning community. Feedback shared by your reps in **Summer Term**:

Highlights	Challenges
ACE Team is a valuable support resource Consistency with Skills Coaches has been well received for **CMDA** and **DMDA** **CMDA** learners benefit from strong Project Supervisor support with comfort zones being challenged **PMDA** learners report improved tutor consistency with reduced cover staff	Delays in OTJ hours approval in BUD and slow responses from some DLCs Frequent changes in Skills Coach alignment **(PMDA)** Learners expressed they would like to utilise more ACE Team sessions where possible Limited engagement in breakout sessions (**AI** & **Cyber**) Pulse Survey links not consistently shared by tutors Canvas search functionality requested Excel Journal format seen as outdated and difficult to use Staff information on Canvas requires updating

All feedback has been collated for review and action where required.

We are looking for student representation for the following programmes:

BSc CMDA
BSc CST
BA DMDA

BSc DTS (NU)
BSc DUX
BSc PMDA

If you are interested in becoming a Student Representative or would like to know who your rep is, please contact retentionandcareersteam@qa.com and one of the team will be in touch.

Industry Forum Talks

📢 **Industry Talk Recap: AI in Project Management**

Last term, on **4th August**, we were delighted to host an engaging Industry Talk delivered by **Dr. David Spoors** (Programme Leader for our Project Management Degree Apprenticeship) and **Mike O'Farrell-Follos** (Head of Level for the same programme).

Their session explored how **AI can support Project Managers and professionals by easing workloads and improving efficiency**. The talk generated excellent feedback, and if you missed it, you can catch up on the recording here: Industry Forum Talks

🔍 **What's Next?**
This term, our upcoming Industry Talk will focus on **Cyber Security**, led by **Richard Beck, our Practice Director**. More details will be shared soon - so keep an eye out!

Technologies and learning platforms

MS Teams Rollout – our phased approach to MS Teams rollout continues. Separate detailed comms will be sent out to those affected.

Thank you for reading

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