

How The Minster Centre Understands and Implements Enhancement

The Minster Centre aims to provide excellent integrative training and psychotherapy services by continuously monitoring and improving the quality of our whole training experience. Our approach includes:

- Seeking out and listening to regular internal and external feedback.
- Identifying good practice and areas where we can improve.
- Identifying and implementing changes we can make that will result in improvement.
- Monitoring the impact of changes we have made, communicating those changes, and providing updates on any outcomes.

Procedures:

The QAA defines enhancement as 'taking deliberate steps at provider level to improve the quality of learning opportunities.' The Minster Centre has set following procedures in place in order to drive the enhancement process:

The Quality Committee

Formed of staff, student and alumni representation, the committee will produce and track an overall Quality Action Plan that draws on the good practice and recommendations identified by Training Committees, student representation processes, Annual Monitoring Reports, External Examiner Reports, internal projects and external reviews.

Student engagement

The Minster Centre is keen to develop a partnership between students and staff to allow for continual improvement and enhancement of the student experience. Feedback from students is therefore encouraged as an ongoing, constructive dialogue between staff and students. The main ways we engage with students are:

- Student Representation and participation in Boards of Study.
- Student (and recent graduate) involvement in committees and procedures including the Quality Committee, the Board of Trustees and external reviews.
- Surveys including module feedback, overall experience surveys and one off surveys on particular themes.

Staff review and development

Including staff appraisal and peer review processes, staff training days and meetings, exchange of good practice mechanisms, culture of support and development modelled by senior staff.

Annual monitoring (retention, progression and achievement)

We have regular review and monitoring procedures in place which include Training Committees, the Annual Monitoring Report for Middlesex University and the Annual report on the Diploma in Counselling for the British Association for Counselling and Psychotherapy (BACP).

External Examiner (EE)

The EE acts as independent moderator and impartially considers student attainment overall. The EE provides one of the principal means of ensuring the maintenance of nationally comparable standards.

Validation/revalidation/accreditation of programmes

External validation and accreditation of our courses ensures we meet and maintain externally developed standards. The Centre runs two MA programmes, validated by Middlesex University and subject to review on a six yearly cycle. The Diploma in Counselling is accredited by BACP and subject to re-accreditation on a 5 yearly cycle. Training to Advanced Diploma level is accredited by UKCP and also subject to a 5 year review.

Quality Assurance Agency (QAA)

The Minster Centre's HE provision has been reviewed by the QAA and is subject to annual review. An ongoing action plan forms part of this process.

Informal feedback

This can often lead to either small but helpful improvements being made quickly or to the early raising of issues and opportunities which may go on to lead to much larger changes after a more formal process.

Monitoring Outcomes

The overall Quality Action Plan will be maintained and updated and made available via the website and Moodle. Board of Study and Quality Committee minutes will be available to all students on Moodle. This will be supplemented by an annual *You said We did* document, summaries of the survey results of student surveys on Moodle, and termly Newsletters for staff and students.

Policies

The following policies are relevant to the work that The Minster Centre undertakes to implement enhancement:

- Diversity and Inclusivity Policy
- Staff Performance Management and Appraisal Policy
- Student Grievance and Complaint
- Fitness to Practice Policy