



**Higher Education Review
March 2015**

**Action Plan
June 2015**

In the course of the College's Higher Education Review (March 2015) the review team identified the following areas of good practice that are worthy of wider dissemination within the College:

Good practice	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
1. The comprehensive support for students through the admissions process, with a particular emphasis on equality and diversity (Expectation B2).	1.1 Maintain distinctive Advice and Guidance department	September 2015 and on-going Termly	Admissions Manager	Positive student feedback	Faculty boards HESB College Executive	
	1.2 Further enhance the interview process by including questions which will help to identify potential issues		Faculty Boards Managers and HE teams	HE Student body continues to be diverse		
	1.3 All new information and guidelines regularly shared with HE staff		Admissions Manager and HE teams	Student success rates maintained or improved		
	1.4 Advice and Guidance factsheets regularly updated and available on the college website		Admissions Manager	HE Staff feedback confirms published information is accurate and up-to-date and		
2. The integral role of employers in learning and assessment activities (Expectations B6 and B3).	2.1 Cross-college share best practice in project briefs developed in conjunction with employers	September 2015 January and March 2016	Faculty Boards Managers and HE teams	Increased opportunities for developing learners' employability skills	Faculty Boards HESB	
	2.2 Further promote the role of employers in the learners' teaching and	September 2015-on-going	Faculty Board Managers and HE teams	Learner recruitment continues to grow		

	<p>learning journey in order to increase recruitment</p> <p>2.3 Continue to build on links with employers to further plan learning and assessment</p> <p>2.4 Plan and develop cross-college initiative where the Arts and FDEY learners participate in same project in order to share good practice and develop skills</p>	<p>HE Staff Conference September 2015 and on-going</p> <p>September 2015- June 2016</p>	<p>Marketing</p> <p>Faculty Board Managers and HE teams; HESB</p> <p>HE teams</p>	<p>Enhanced progression opportunities for learners</p> <p>Greater variety of assessment methods</p> <p>Learners benefit from wider knowledge and skills</p> <p>Positive student feedback</p>	<p>College Executive</p> <p>Governing Body- Curriculum and Standards</p>	
<p>3. The effective use of the work-based mentoring process to support and enhance student learning opportunities (Expectation B10, Enhancement).</p>	<p>3.1 Continue good practice of mentoring process in FDEY.</p> <p>3.2 Share good practice of mentoring, work-based learning, live projects and industry links across HE provision</p> <p>3.3 Collect employer feedback systematically in order to inform curriculum development</p>	<p>On-going</p> <p>HE Staff conference September 2015</p> <p>September 15- July 16 termly</p>	<p>FDEY Managers and team</p> <p>Faculty Boards Managers and HE teams</p> <p>HESB</p> <p>Faculty Boards Managers and HE teams</p>	<p>Student success rates maintained or improved</p> <p>Increased opportunities for developing employability skills</p> <p>Learners benefit from wider industry knowledge</p> <p>Curriculum offer prepares learners for employment</p>	<p>Faculty boards</p> <p>HESB</p> <p>College Executive</p> <p>Governing Body</p>	

4. The introduction of the higher education teaching observation process (Expectation B3).	4.1 Evaluate the HE observation process to date	July 2015	HESB, Faculty Boards Managers and HE teams	Findings from HE observation pilot discussed and disseminated to the HE team		
	4.2 Review HEI partners observations process (CCCU, Kingston, LSBU) in order to mirror practice	July-Sept 2015	HESB	College HE observation process mirrors partners HEIs	Faculty Boards	
	4.3 Agree the College's HE observation plan and process for 15-16	HE Staff conference September 2015	HESB, Faculty Boards Managers and HE teams	Guidelines and paperwork available to all teams	HESB	College Executive
	4.4 All HE observations are carried out in term 1	Sept-Dec 2015	HE Lecturers	100% of observations completed	Governing Body- Curriculum and Standards	
	4.5 Moderation of observation reports	Jan 2016	HESB	Moderation confirms robust process and good practice shared		
	4.6 Amend college's observation of teaching and learning policy to incorporate changes for the HE provision	March 2016	HESB	Proposed HE amendment to OTL policy		

The review team agreed the following areas where it would be desired to take action:

Recommendations	Action to be taken	Target date	Action by	Success indicators	Reported to	Update/ Evaluation
1. Develop and implement the programme approval process for Pearson programmes (Expectation A3.1)	1.1 Clarify Pearson's procedure for programme approval and disseminate to the Arts department. 1.2 Share best practice of successfully approved programmes	September 2015	HESB Faculty Boards Managers and HE teams	Clear process and guidelines available to all HE staff New programmes are approved successfully	Faculty Boards HESB	
2. Clarify policy and procedures for admissions appeals (Expectation B2)	2.1 Clear guidelines on how applicants can appeal the result of an interview, including the named person who the appeal goes to, are published both on the website and in print. 2.2 The Complaints Policy and procedure are easily accessible for applicants and staff. 2.3 All lecturers to include information on how to appeal at interview process	September 2015 September 2015	Admissions Manager Learner Services Manager HE Teams	100% of applicants have to access the complaints policy and understand the procedure for admissions appeals HE staff can access copies of the policy and share with applicants when relevant	Faculty Boards HESB College Executive	

<p>3. Make external examiner reports more easily accessible to students (Expectation B7)</p>	<p>3.1 Copies of EE reports to be available on each course Moodle page (ensuring confidential information is omitted)</p> <p>3.2 A summary of EE reports to be included in course handbooks</p> <p>3.3 Progress on EE recommendations to be reviewed at team meetings where student representatives participate</p>	<p>September 2015</p> <p>October 2015</p> <p>February 2016</p> <p>May 2016</p>	<p>Faculty Boards Managers and HE teams</p>	<p>100% of learners can access previous EE reports.</p> <p>100% of learners receive updates on progress against EE recommendations</p>	<p>Faculty Boards HESB College Executive Governing Body- Curriculum and Standards</p>	
<p>4. Formalise processes for updating published information on programmes (Expectation C).</p>	<p>4.1 Identify a named person who will be responsible for checking that college and partner HEIs published information is accurate and regularly updated.</p> <p>4.2 Standardise and audit course handbooks</p>	<p>September 2015</p>	<p>MIS</p> <p>Faculty Boards Managers and HE teams</p> <p>HESB</p>	<p>100% of applicants and learners access accurate and updated information.</p>	<p>Faculty Boards HESB College Executive</p>	
<p>5. Standardise the operation of Faculty Boards to meet their terms of reference in full (Expectations A2.1 and B8)</p>	<p>5.1 Review and agree Faculty Board terms of reference</p> <p>5.2 Agree standard agenda</p> <p>5.3 Faculty Boards meetings to take place</p>	<p>July 2015</p> <p>September 2015</p> <p>Termly</p>	<p>Faculty Boards Managers ; HESB</p>	<p>Consistent approach to conducting and reporting on Faculty board findings</p>	<p>HESB College Executive Governing Body- Curriculum and</p>	

	<p>termly, two weeks prior to the HESB meetings. Meetings are fully minuted and outcomes reported to the HESB.</p> <p>5.4 Student representative/s attend all meetings</p>	Termly		Learner voice captured systematically	Standards	
6. Ensure the Higher Education Standards Board discharges more effectively its responsibilities for programme approval, monitoring and review (Expectations B8, A3.3 and B1).	<p>6.1 QIAPs to indicate action points and progress against course level actions.</p> <p>6.2 Faculty Boards meetings review progress on QIAP and EE actions</p> <p>6.3 QIAPS to be brought to and monitored at HESB meetings</p>	<p>October 2015</p> <p>Termly</p> <p>Termly</p>	<p>HESB</p> <p>Faculty Boards</p>	<p>Clear process for programme approval established.</p> <p>Greater focus on progress ensures all actions/recommendations are met.</p>	<p>Faculty Boards</p> <p>HESB</p> <p>College Executive</p> <p>Governing Body-Curriculum and Standards</p>	
7. Make greater use of the quality cycle to identify enhancement initiatives more systematically (Enhancement)	<p>7.1 Ensure student representation at Faculty board and HESB meetings</p> <p>7.2 Clearly identify enhancement activities, minute and report these through management meetings including governors</p>	Termly from September 2015 to July 2016	<p>Faculty Board Managers/course leaders</p> <p>HESB</p>	<p>Learner voice captured systematically and outcomes analysed to inform planning.</p> <p>Enhancement activities are reported</p>	<p>Faculty Boards</p> <p>HESB</p> <p>College Executive</p> <p>Governing Body-Curriculum and</p>	

	<p>7.3 Ensure enhancement activities are scheduled appropriately and linked to cross-college activities and quality calendar</p> <p>7.4 Identify enhancement recommendations on EE reports and include in QIAPS</p>			<p>on and planned timely.</p> <p>Activities develop learners' skills and knowledge in line with course, employers and EE expectations</p>	Standards	
<p>8. Make more effective use of external examiner reports in the annual monitoring process (Expectation B8).</p>	<p>8.1 Progress on EE recommendations to be reviewed at team and Faculty Board meetings</p> <p>8.2 QIAPs and end of course reviews include an update on progress</p> <p>8.3 Managers report regularly on progress at PRBs and HESB meetings</p> <p>8.4 Summary of actions and progress is included in self-assessment and reported via area and college SAR.</p>	<p>Monthly from September 2015 to July 2016</p> <p>July 2016</p> <p>Termly from September 2015 to July 2016</p>	<p>Faculty Board Managers/course leaders</p> <p>Faculty Board Managers/course leaders</p> <p>HESB</p>	<p>QIAPs and PRB reports show progress on EE actions.</p> <p>External moderation confirms actions achieved</p> <p>Course and curriculum development show EE actions have been implemented.</p>	<p>Faculty Boards</p> <p>HESB</p> <p>College Executive</p> <p>Governing Body-Curriculum and Standards</p>	

Date: 27th July 2015

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Signed: 