

HE Review Action and Quality Improvement Plan 2016

Recommendation	Expectation	Date for completion	How	Who	Progress
<p>Make information on appeals and complaints more accessible for prospective and current students via the College's website.</p> <ul style="list-style-type: none"> - <i>There is no standard form available for the applicants to appeal (Ref 2.20)</i> - <i>The appeal process for applicants for Pearson higher education programmes is not available on the College's website (Ref 2.20)</i> 	B2, B9	1 st September 2016	<p>Standard form to be developed.</p> <p>Flowchart to be produced to demonstrate appeals process.</p>	<p>HE-C</p> <p>HE-C</p>	
<p>Make current external examiner's reports available to all students.</p> <ul style="list-style-type: none"> - <i>The College is aware that there is an expectation that external examiners' reports are made available to students; however, although some are uploaded to programme-specific VLE pages, only a few of the students whom the team met confirmed having seen them (Ref 2.104)</i> 	B7	16 th December 2016	<p>Reports (with confidential data redacted) uploaded to Moodle.</p> <p>Students to be contacted when reports available.</p> <p>Reports to be used in induction activities.</p>	<p>DMs</p> <p>DMs</p> <p>All teaching staff</p>	

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Affirmations	Expectation	Success Indicators	Progress
The steps being taken to formalise student engagement across the College at all levels through the relevant Strategic Enhancement Priority.	B5	<ul style="list-style-type: none"> • <i>Positive student feedback through learner surveys and forums</i> • <i>Student forum to align with Student Engagement Strategy</i> • <i>HER Action Plan to be updated in consultation with HE students</i> • <i>On-going and increasing involvement of HE students in QA/I processes</i> 	
The expansion of the Academic Standards Policy to provide strategic oversight of higher education provision.	B8	<ul style="list-style-type: none"> • <i>Outcomes of TRB/ASB/HEAB & Steering Group</i> 	
The steps being taken to provide systematic feedback to students on actions taken in response to module evaluation and analysis.	B8	<ul style="list-style-type: none"> • <i>'You said, we did' notices</i> • <i>Amended modules brought to validation events</i> • <i>Positive student feedback</i> 	
The actions being taken to monitor the scope of complaints and the timeliness of responses.	B9	<ul style="list-style-type: none"> • <i>Successful and timely resolution of complaints</i> • <i>Reduced complaints as the result of implemented improvement plans</i> 	

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<p>The steps being taken to improve strategic oversight of data analysis across higher education provision to inform planning and decision-making.</p>	<p>C</p>	<ul style="list-style-type: none">• <i>User friendly and accurate data available to HE management and delivery teams</i>	
<p>The investment being made in staffing infrastructure to embed higher education quality assurance across the College.</p>	<p>Enhancement</p>	<ul style="list-style-type: none">• <i>HE to receive continued support from Quality team</i>• <i>Higher Level Strategy to introduce new strategic role</i>	

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Good Practice	Expectation	How this has been developed throughout 16/17
The integrative approach to strategic oversight of higher education provision across the College which combines the business and academic planning processes.	A2.1, A3.1, B1, B4, B8	
The effective partnership with its awarding bodies which underpins academic standards and promotes staff development and student learning opportunities.	A2.1, B3	
The wide range of teaching and learning initiatives which proactively support the students and staff and enhance the learning experience.	B3, B4, Enhancement	