

## QAA Action Plan 2013-14


Recommendations	Actions	Timescale	Action by?	Monitoring Evaluating Reporting
Establish, implement and embed robust arrangements for the communication of consistent information in relation to course deadline submissions, feedback on assessed work and the submission of assignment drafts	Assessment deadlines from course handbooks to be removed and replaced by the term of submission	Oct-13	Ops Manager	Director HE
	Deadlines planned by team at beginning of each term, both formative & summative deadline dates to be published on moodle and assessment briefing sheets	Oct-13	Programme Leaders/ HE Teams	Director HE
	Raise student awareness of marking and feedback turn around at induction & on assessment briefing sheets	Oct-13	Programme Leaders/ HE Teams	Director HE
	Policy on submission of drafts published on moodle and in student & staff handbooks	Oct-13	Director HE	Academic Board
	Ensure that course handbooks stipulate three working weeks for marking and feedback and not 15 days	Oct-13	Ops Manager	Director HE
Extend the composition and terms of reference of the	Include student representatives on the academic board / academic support staff/ programme leaders	Sep-13	Director of Adult & HE	Academic Board

Academic Board to enable it to take effective oversight of higher education	Clarify remit of Academic board to include review of management information data	Sep-13	Director of Adult & HE	Academic Board
	Find a suitable time for Academic Board Meetings which increases likelihood of attendance - may have to be scheduled outside of normal college hours	Sep-13	Director of Adult & HE	Academic Board
Ensure that student representatives are appropriately trained and supported for their roles to reach the broader student community	Create a student rep handbook to cover these requirements and provide guidance on-the-job	Handbook to be in place Sep-13 On-going from Sept 2013	Programme Leaders /Director of Adult & HE	Academic Board
Revise procedures for HE complaints and appeals so that they relate specifically to higher education students	Adopt Middlesex University procedures as far as possible	Sep-13	Director of Adult & HE	Academic Board
Develop and implement an HE information policy	Ensure that there is a consistent approach to sign off for information including marketing materials, course handbooks and documentation.	Sep-13	Director of Adult & HE	Academic Board
Continue to develop holistic approach to lesson observation at HE level	New process implemented	Oct-13	Director of Adult & HE	External Examiners, Academic Board

	Review of new process	Jul-14	Programme Leaders/ Director Adult HE	Academic Board
Continue to develop a student questionnaire based on NSS questions	Questionnaire implemented in July 2013	Sep-13	AP Quality / Programme Leaders	Director of Adult & HE
	Results to be analysed Sept 2013 and any actions to be included in annual monitoring reports to Middlesex University		AP Quality / Programme Leaders	Director of Adult & HE
Map PSC quality assurance arrangements against sections of the UK Quality Code for Higher Education	Mapping of B1-B6	01-Jan-14	Director of Adult & HE	Academic Board
	Mapping of B7-B9 & A1-A6	01-Jul-14	Director of Adult & HE	Academic Board
	Mapping part C	01-Sep-14	Director of Adult & HE	Academic Board
Develop procedures, with external representation, for periodic review of programmes prior to formal awarding body review	Procedure developed and agreed by Academic board.( include discussion of AMRs by team before submission to MU)	01-Sep-14	Director of Adult & HE	Academic Board
Develop a higher education staff development plan to include teaching and learning and scholarly activity	Develop a central plan for all HE staff remain current and well qualified.	Jul-14	Director of Adult & HE	Academic Board
	Director of HE to discuss with SDO / Caxton Group Members / MU	Jul-14	Director of Adult & HE	Academic Board
	Run Conference in Summer on HE Teaching & Learning with other members of the Caxton Group. Invite staff to present papers.	Jun-14	Director of Adult & HE, SDO	Feedback from event

Develop management information systems that make better use of comprehensive higher education management information including benchmark data	Ensure college systems produce data which enables monitoring of retention, achievement, success, disability, appeals, complaint statistics and other benchmark data for use in AMR reports is produced at College level and not programme level, ie bring in line with rest of College	Jul-14	AP Quality & Director of Adult & HE/ MIS Manager	Academic Board.
Develop and implement a planned approach to career and progression advice for higher education students	Produce leaflet/booklet for students on progression and sources of career advice.	Sep-13	Director of Adult & HE / Ops Manager	Academic Board.
	Work with local Universities to establish progression routes and ensure Middlesex University Rep visits where appropriate to talk to students about progression	On-going	Programme Leaders/ Director of Adult HE	
	Discuss with current careers what service could be offered and at what cost.	Jan-14	Director of Adult & HE	
	Introduce careers /progression sessions for each degree programme	Jan-14	Director of Adult & HE	
In consultation with students, revise the current College Charter to more accurately reflect the expectations, entitlements and responsibilities of higher education students.	Revise the Student Charter, in particular to highlight the student responsibility to familiarise themselves with contents of the student handbook and understand the relevance of it	Sep-14	Student Reps & Director of HE	SMT/Academic board

Enhance the effectiveness of the VLE as an interactive learning tool	Ensure that modules on moodle conform to a consistent format for all HE programmes. Publish format in Staff HE handbooks.	Sep-13	Programme Leaders	Director of Adult & HE
	Ensure HE staff have appropriate training for developing interactive aspects of moodle	Jul-14	Director of HE & SDO	Academic Board
	Introduce more interactive tools such as Wiki, Blogs, Discussion Forums and Apply & Reflect	Jul-14	Programme Leaders & teaching teams	Director of Adult & HE
	Increase student usage of opportunities to engage in learning and feedback to tutors via Moodle	Jul-14	Programme Leaders & teaching teams	Director of Adult & HE
	Engage external moodle consultants to make moodle more accessible to students and easier to navigate/a more sophisticated moodle with drop down menus	On going over year	Director of Adult & HE	Divisional meeting
Develop an effective approach to the securing and monitoring of placements and identify and implement support mechanisms for the development of	A process for overseeing all placements will be developed. Processes agreed and documentation to further develop effective relationships with workplace mentors which will be adopted consistently across all subject areas	Processes in place and feedback from Mentors Nov-13	Curriculum Head for Childcare in conjunction with the Head of Counselling and Teacher	Director of Adult & HE

mentors/placement staff			training	
	Provide better information to employers about the mentoring process and ensure information is sent out at the beginning of the academic year	Nov-12	HE Admin	Feedback from students and employers
	Appoint member of admin staff to deal with mentors and employer liaison	Sep-13	Director of Adult & HE	Academic Board
Principal	Stephen Carville		Date	21/08/13