



QAA Quality Enhancement Action Plan

2015-2016

Improvement / Practice / Reference	Action to be Taken	Target Date	Accountable / Action By	Success Indicator	Reported To	Evaluation / Impact
Recommendations:						
Expectation A2.1	Further develop, rationalise and update quality assurance and enhancement documentation to reflect new structures for management and academic governance.	September 2015	Quality Manager	Academic Board established to replace the Academic Quality Committee. Redefined structures, roles and responsibilities.	Senior Management Team (SMT)	Effective oversight and strategic guidance with regular progress checking, review and evaluation
Expectation A3.1	Ensure academic staff are appropriately skilled, supported and developed to design and deliver the College's planned and future academic programmes	September 2015	Quality Manager and the Heads of School	Skilled and trained team of staff in the processes and procedures for new programme design and development.	New Academic Board	Rigorous and consistent processes for the approval of new programmes ensuring academic standards meet the academic frameworks and regulations.
Expectation B1	Formalise and thoroughly record the internal deliberations concerning new programme	September 2015	SMT and Academic Board	New Academic Board Remit that allows scrutiny, oversight and strategic guidance on programme	SMT & New Academic Board	Rigorous and auditable internal development process. Clear milestones

	development, and ensure effective academic scrutiny			design and development. And the new programme design and development committee		and timescales with identified accountability. Monitored and evaluated through the programme design and development committee.
Expectation B8	Revise the remit of the senior Academic Quality Committee, ensure robust scrutiny and effectively record the outcomes of annual programme review	September 2015	Quality Manager and Provost & CEO	Revised remit of the new academic boards that ensures scrutiny and effectively records the outcomes of annual programme review	Academic Board	Annual review of key processes for programmes and organisational evaluation.
Enhancement	Consolidate and embed a more systematic approach to the enhancement of student learning opportunities	December 2015	Quality Manager and the Heads of School	Reflective review of programme enhancement in the Academic standards committee reporting to the new Academic Board. Amended Enhancement of Learning Opportunities Strategy.	Academic Board	Review of enhancing students learning opportunities
Affirmation of Actions being taken:						
Expectation B3	Specific responsibility for leading initiatives in learning and teaching, and academic development	September 2015	Standards lead and Head of School	Effective learning and teaching enhancing students learning opportunities	Academic Board	Effective and rigorous processes and procedures in place to deliver, monitor, review and enhance learning opportunities
Expectation C	Approval and implementation of the draft internal policy for information and approval procedures	November 2015	Quality Manager & Head of Marketing	Embedded internal approval process	SMT	Authorisation process in place enabling accurate information through all sources of communication
Good Practice:						

Expectation B2	The extensive individualised support provided for students during the application, enrolment and induction process	September 2015	Head of Student Services and Marketing	Effective pastoral, financial, welfare, learning and study support for all students. Excellent advice and guidance	SMT & Academic Senior Management Team (ASMT)	Excellent support services across a range of services
Expectation B4	The comprehensive range of individually tailored and flexible support for students	September 2015	Head of Student Services	Effective pastoral, financial, welfare, learning and study support for all students. Excellent advice and guidance	SMT & ASMT	Excellent support services across a range of services
Expectation B4	The extension of the use of high profile guest speakers to support the needs of an increasingly broad range of sports related programmes	September 2015 to June 2016	Heads of School	Student engagement and satisfaction rates	ASMT & Academic Standards Committee	Range and volume of guest speakers across all programmes
Expectation B9	The collection of data to document, analyse and respond to informal complaints	September 2015 to June 2016	SMT and ASMT	Effective monitoring and review	ASMT & Academic Standards Committee	Data evaluated to implement improvement strategies