

East Berkshire College
QAA action plan 2015-16

Action plan relating to the Higher Education Review of May 2015						
Recommendation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
The QAA review team made the following recommendations						
By September 2015						
R1) Ensure that the terms of reference and membership for the key deliberative committee for quality assurance enable effective evaluation of student engagement and feedback, and external examiners' comments (expectations B8, B5, B7)	Improved terms of reference that facilitate systematic and thorough consideration of the views and representation of students and external examiners.	a) Review the role, ways of working and membership of the HE Steering group, to ensure that students' views and participation, and external examiners' feedback are fully represented and considered	September 2015	Chair of HESG DPCQ	CSMT	CSMT minutes to SMT & C&Q Committee
		b) Clarify the role and responsibility for each member of the HE Steering Group	Meetings: September 17,18 & 23, 2015	DPCQ	CSMT	CSMT minutes to SMT
		c) Introduce induction for all members of HESG	Meetings: September 17,18 & 23 2015	DPCQ	CSMT	CSMT minutes to SMT
		d) Establish and implement clearly assigned actions and tracking of progress at each meeting	Introduce in first meeting 14/10/15 and at each	DPCQ	HESG	CSMT minutes to SMT

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			subsequent meeting			
		e) Formalise Sub-committees such as Board of Studies & Course Committee from which the HESG will receive minutes and reports	TD – November 2015	AB – DPCQ	HESG	CSMT minutes to SMT
Recommendation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
R2) Formalise guidance, including programme information, for workplace mentors and ensure that roles and responsibilities are clear (Expectation B10)	Clearly defined guidance and information, roles and responsibilities for all workplace mentors	a) Agree and develop a standard college format to produce information across all HE programmes for all workplace mentors	End September 2015	HoTL/SL/QM	Directors of HE Curriculum led by DHEQP	HESG, CSMT
		b) Produce information in electronic and hard copies and give to mentors.	1 st meeting of HESG: Oct 13, 2015	HoTL/SL	QM	HESG, CSMT
		c) Workplace Mentor information to be reviewed by HESG	1 st meeting of HESG: Oct 13, 2015	HoTL/SL	CSMT	CSMT minutes to SMT
		d) Arrange training programme for workplace mentors	1 st meeting of HESG: Oct 13, 2015	QHEC/QM	HESG	CSMT minutes to SMT
R3) Formalise and document the processes for the approval and review of information (Expectation C)	A college-wide, formal process for the approval and review of information for higher education.	a) Establish and implement a policy of clearly defined processes and responsibilities to ensure consistency and accuracy of information.	End September 2015	Director Learner Services & Communications	HESG	CSMT minutes to SMT

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By December 2015						
Recommendation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
R4) Develop a more systematic approach to providing oversight and management of the good practice and recommendations emerging from external examiners' reports (Expectation B7, Enhancement)	Formal written reports on comments and feedback from external examiners presented to HESG to improve and enhance learning (as in amended HESG terms of reference)	a) External examiners comments to be sent to programmes leaders as soon as received.	November 2015 HESG meeting	QHEC	HESG	CSMT
		b) Programme leaders to respond to comments and identify specific actions from EE reports to include in self-evaluation. (Good practice & recommendations)	October 2015	Programme Leaders	Directors of HE Curriculum/ DHEQP	HESG
		c) External examiners' reports collated for all HE programmes, to include comments and actions from programme leaders	Presented to November 2015 HESG meeting	QHEC	DHEQP	HESG/ CSMT minutes
R5) Ensure the annual self-assessment process provides more evaluative and effective planning and oversight of provision (Expectation B8)	Improved self-assessment of higher education that is objective, evidence-based reliable and consistent across all programmes	a) Revise the self-assessment process for higher education to include objective, evidence-based action plans for improvement and the sharing of good practice at programme level across all HE provision.	October 2015	DPCQ	HESG	CSMT minutes to SMT
		b) HE action plans to be regularly reviewed and updated termly at course team level.	November 2015; March & June 2016	SL/Programme leaders	Directors of HE Curriculum	HESG/ CSMT
		c) HE action plans to be monitored and progress recorded systematically at each HESG meeting.	November 2015; March & June 2016	Directors of HE Curriculum	HESG	CSMT
		d) Self-assessment for higher education programmes to start at	From October to	Programme leaders	Directors of	DQ&P

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		programme level using revised college pro formas for self-evaluation.	November 2015		HE Curriculum	
		e) College self-assessment report for higher education to be presented to HESG for ratification	January 2016	DPCQ	CSMT	CSMT minutes to SMT & C&Q Committee
Recommendation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
R6) Consolidate and articulate a more systematic and explicit approach to the enhancement of student learning opportunities (Enhancement)	Successful strategy for monitoring and review of enhancing student learning opportunities across all higher education programmes	a) Review and affirm the existing HE Enhancement Strategy to include measures of the effectiveness and impact of specific learning opportunities.	November 2015	DHEQP	HESG	CSMT minutes to SMT & C&Q Committee
		b) Reports on Teaching Squares from programme areas to identify and share good practice and include recommended actions to enhance learning.	December 2015	QM	CSMT	CSMT minutes to SMT & C&Q Committee
		c) Identify and monitor actions arising from reports from students' course committees and HE annual conference to include admissions, course design, progression and employability.	From December 2015 and then termly	QHEC	HESG	CSMT minutes to SMT & C&Q Committee
		d) Evaluation of engagement with employers to enhance learning.	January 2016	DHEQP	HESG	CSMT minutes to SMT &

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						C&Q Committee
		e) All teachers to be engaged in scholarly activity that will enhance student learning opportunities: each programme area will identify and report this as part of annual self evaluation.	Report in 2014-15 SED	HoTL	QM	HESG
Affirmation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
A1) The steps being taken to strengthen students' partnership in quality assurance and enhancement processes, and in formalising their representation in the deliberative bodies (Expectation B5)	Student participation is more firmly embedded in quality assurance and enhancement processes and in representation and participation in HESG and all other groups including student committees, focus groups, forums and conferences	a) Secure annual Nomination of Higher Education Student Governor (including role on Curriculum and Quality Committee)	July 2016	QHEC	HESG	CSMT
		b) Formal training programme for HE Representatives to help them participate as effectively as possible in the quality assurance and Enhancement process	October 2015	QHEC	HESG	CSMT
		c) Formalise schedule of student participation activities	October 2015	QHEC	HESG	CSMT
		d) An annual Higher Education Student Conference in place to provide opportunities for students to give feedback on wider themes than those covered in course committees/focus groups	March 2016	QHEC/Head of Student Services	HESG	CSMT

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The QAA review team identified the following features of good practice						
Good practice	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
GP1) The high levels of support from staff which enable students to develop their academic, personal and professional potential (Expectation B4)	Sustained and enhanced levels of staff support which enables students to develop their academic, personal and professional potential	Study skills support to be standardised across all provision	Dec 2016	QM	CSMT	CSMT
		Live streaming of lectures (periscope)	Dec 2016	HoTL/SL	DHEQP	CSMT
		Individual development plans for all students	Dec 2016	HoTL/SL	QM	CSMT
		All staff to participate in scholarly activity	July 2016	HoTL/SL	QM	CSMT
		A programme of Master Classes across all programmes, 3 times a year	Feb 2016 – Feb 2017	HoTL/SL	QM	CSMT
GP2) The wide range of formal and informal initiatives to gather and respond to student feedback (Expectation B5)	Current good practice exceeded in the gathering and responding to student feedback	QDP HE questionnaires to be administered and analysed for action	Nov 2015 – Jul 2016	DHEQP/QHEC	HESG	CSMT minutes to SMT
		QHEC to attend and report on student meetings and report in HESG		DHEQP/QHEC	HESG	CSMT minutes to SMT
	Consistent and reporting back of all aspects of student feedback	To publish the schedule of the range of formal and informal methods gathering of student feedback To summarise responses and actions arising from student feedback		DHEQP/QHEC	HESG	CSMT minutes to SMT
Good practice	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
GP3) The high level of responsiveness to stakeholders' demands for	Highly satisfied stakeholders with employment	Invite employers to HE Graduation event	Dec 2015 Jul 2016	DHEQP/QHEC	HESG	CSMT minutes to SMT and C&Q Committee

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employment-focused programme development (Expectation B4)	focused HE programmes	Collect and respond to all sources of informal and formal feedback from employers/stakeholders and publish outcomes		DHEQP/ QHEC	HESG	CSMT minutes to SMT and C&Q Committee
GP4) The wide-ranging resources and activities, which enhance students' employability skills and professional development (Expectation B4)	Confident students with enhanced employability skills and professional development	All students will engage with Genovation to enhance their professional and employment development	May 2016	QHEC	HESG	CSMT minutes to SMT and C&Q Committee
		All HE programmes to include Genovation opportunities	May 2016	QHEC	HESG	CSMT minutes to SMT and C&Q Committee
GP5) The innovative use of new technologies, which ensures that a wide range of information is readily accessible for prospective and current students (Expectation C).	All information is readily accessible for prospective and current students across a wide range of media	Implement cross college protocol for all published material	Dec 2015	HoTL	HESG	CSMT minutes to SMT and C&Q Committee

Key:

C&Q Committee – Curriculum & Quality Committee

CSMT – Curriculum Senior Management Team

DHEQP – Director of HE Quality & Partnerships

DPCQ – Deputy Principal Curriculum & Quality

EE – External Examiners

HEC – HE Co-ordinator

HESG – Higher Education Steering Group

HoTL – Heads of Teaching & Learning

QHEC – Quality & HE Coordinator

QM – Quality Manager

SL – Senior Lecturers

SMT – Senior Management Team