

Action Plan Arising from the QAA Higher Education Review 2014-15

Recommendation, affirmation or good practice	Action to be taken	Date for Completion	Action by	Success indicators	Progress to Date
Good practice:					
The comprehensive arrangements and communication mechanisms in place to support prospective and new students during the admissions process (Expectation B2).	Continue with the 'keep warm' campaign, open events and HE Adviser communication and support	Ongoing through 2015-16 academic year, following students from application through to enrolment in August/Sept 2016	Deputy Head Advice and Recruitment, Advice Team Coordinator, HE Advisor	Number/percentage of applicants accepting places and enrolling on to HE programmes	In progress
	Create a series of online and web-based and paper-based welcome, induction and pre-course materials for HE students pre-enrolment	Available to prospective students from January 2016	Deputy Head Advice and Recruitment, Advice Team Coordinator, HE Advisor	Respondents from HE programmes giving positive responses about information, advice and guidance in the Learner Induction Survey	In progress
	Create an additional information resource, in the form of an 'HE Freshers' Page', for prospective and new students on preparing for university level study web page	Available to prospective students from January 2016	Deputy Head Advice and Recruitment, Advice Team Coordinator, HE Advisor	Respondents from HE programmes rating web-based HE information, advice and guidance as helpful in the Learner Induction Survey	In progress

The comprehensive and consistent academic support for students that enables students to fulfil their potential (Expectation B4).	Continue to offer HE-specific study support resources, facilities and services, via the Learning Centres, dedicated HE study rooms/areas and Moodle	Ongoing through 2015-16 academic year	Deputy Head Information and Learning Services, Library Services Coordinator, Subject Librarians, Moodle Support Team	Respondents from HE programmes agreeing that library and other resources, services, facilities and equipment met their needs in On-Course and other Learner surveys and through Student Voice activities	In progress
	Provide investment in Learning Centres where required to enhance and upgrade HE resources, facilities and services to meet needs identified through annual programme monitoring/review and learner surveys/student voice activities	July 2016	Deputy Head Information and Learning Services, Library Services, HE Manager, HE Programme Managers, HE Student Representatives	All recorded actions in relation to HE learning resources, facilities and services closed off by the end of academic year in which they were raised	Significant investment in HE-specific books, e-books and learning resources during 2014-15
	Through staff development and improvement communication, strengthen links between HE Programme Teams, the Progression Team and Learning Support Team to ensure timely and appropriate additional individual support, as required	Ongoing through 2015-16 academic year	Faculty Higher Education Team Leaders, HE Manager, HE Programme Managers and Personal Tutors	All HE Programme Managers and Personal Tutors familiar with the referral process for Learning Support and of the availability of Disabled Student Allowance; <i>and</i> Respondents from HE programmes agreeing that Learning Support	

				had enabled them to progress on their course in On-Course Learner Survey	
	Continue to allocate dedicated Personal Tutor time and support to all HE students for the duration of their programme	September 2015	Faculty Higher Education Team Leaders, HE Programme Managers and Personal Tutors	Respondents from HE programmes agreeing that they had received sufficient advice and Tutor support with their studies in On-Course and other learner Surveys	Completed
	Continue to offer a range of opportunities for HE students to further develop their programme-specific and employability knowledge, skills and experiences through guest speakers, visits, placements and additional qualifications.	Ongoing through 2015-16 academic year	Faculty Higher Education Team Leaders, HE Programme Managers, HE Module/Unit Leaders	Recorded incidences of good practice and positive student feedback in HE Development and Operational Group (HEDOG) minutes, Programme level minutes, External Examiner and External Verifier reports	In progress

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Recommendations:					
Ensure that the appeals processes are easily accessible and provide guidance on the grounds by which an appeal may be made (Expectation B9).	Update links to Appeals in all programme-specific Student Handbooks	July 2015	HE Manager, HE Administrator	All recorded actions in relation to documentation and on-line information on HE Appeals and Complaints closed off by the start of the academic after which they were raised	Completed
	Update links to Appeals in all programme-specific Student Handbooks	July 2015	HE Manager, HE Administrator		Completed
	Update links to Appeals in overall Exeter College Student Handbook	July 2015	HE Manager, HE Administrator		Completed
	Review HE Student Information Moodle site and make Appeals and Complaints process clearer	July 2015	HE Manager, HE Administrator, Moodle Support Team		Completed
	Clearly highlight the Appeals process in all results transcripts and accompanying communications	July 2015	HE Manager, HE Administrator		Completed
	Review the HE Student Charter and update the Appeals and	July 2015	HE Manager, HE Administrator		Completed

	Complaints information				
	Include a clear overview of the Appeals and Complaints process as part of the Induction process and Student Representative Training	September 2015	HE Manager, HE Programme Managers	All HE Student Representatives and participants in Student Voice activities familiar with the Appeals and Complaints process and know how/where to access further information and advice	
Ensure that the College policy relating to the return of assignments and feedback is applied consistently and within stated deadlines (Expectation B6)	Through staff development and enhanced communications, ensure that all HE Module/Unit Leaders and Assessors have consistent information and guidance regarding assessment practices	September 2015	Faculty Higher Education Team Leaders, HE Manager, HE Programme Managers, HE Module/Unit Leaders and Assessors	All HE Module/Unit Leaders and Assessors have knowledge or and know where to access consistent information and guidance regarding assessment practices	
	Re-issue the HE Assessment Policy and Procedures to all HE Module/Unit Leaders and Assessors highlighting the relevant section and agreed timescales for return of work and provision of feedback	September 2015	Faculty Higher Education Team Leaders, HE Manager, HE Administrator, HE Module/Unit Leaders and Assessors	All HE Module/Unit Leaders and Assessors familiar with expectations for submission and return of work	Completed
	Update all HE Student Handbooks, HE Student Information Moodle	September 2015	HE Manager, HE Administrator, HE Programme Managers	All participants in HE Student Voice Activities familiar with expectations for submission	Completed

	page to highlight expectations for both submission and return of work, with grades and feedback.			and return of work	
	Periodically peer review, HE assessment processes, to ensure conformance to agreed timescales for return of work with grades and feedback	Ongoing through 2015-16 academic year	Faculty Higher Education Team Leaders, HE Manager, HE Programme Managers	Recorded incidences of conformity with agreed timescales detected during periodic and review; and Recorded incidences of good practice and/or positive responses in relation to assessment return and feedback in Learner Surveys, Programme meeting minutes, Student Voice activities, External Examiner and External Verifier reports	
Establish an effective communication process between senior management and the teaching and support staff (Expectation B8); and Ensure that all [senior level] formal committee minutes are recorded in sufficient detail to reflect accurately	Establish a HE Strategy Group to meet twice termly to provide strategic direction, oversee strategic developments and ensure effective two-way communication between those responsible for strategic and operational aspects of HE provision	November 2015	Assistant Principal (People and Performance), Representatives of the Senior Leadership Team, HE Manager, HE Administrator, HE Programme and Support Teams	Clear documentary evidence of wider ownership and collective decision-making in relation to HE provision	All meetings scheduled for 2015-16 academic year

<p>actions and outcomes (Expectation B8)</p>	<p>All HE Strategy Group meetings, and other Senior Leadership Team meetings at which HE matters are considered, to be clearly and accurately minuted and be made available to Programme and Support Teams via the HE Staff Community Portal</p>	<p>Ongoing through 2015-16 academic year</p>	<p>Assistant Principal (People and Performance), HE Manager, HE Administrator</p>	<p>All minutes produced to a consistent high quality enabling planning, implementation, monitoring and review of actions</p>	
<p>Develop a consistent and coordinated approach for students to contribute fully and effectively as partners (Expectation B5)</p>	<p>Through student training and development and enhanced communications, reinforce the value of the role of Student Representative and ensure students from all cohorts, programmes, and partner institutions are represented</p>	<p>October 2015</p>	<p>HE Manager , HE Programme Managers, HE Administrator, Student Representatives, Student Representative Community, Student Union Representatives</p>	<p>One or more named Student Representative for all cohorts on all HE programmes</p>	
	<p>Seek nominations, and arrange election process if required, for a Lead HE Student Representative for the College to participate in cross-college meetings and events.</p>	<p>October 2015</p>	<p>HE Manager , HE Programme Managers, HE Administrator, Student Representatives, Student Representative Community, Student Union Representatives</p>	<p>Named Lead HE Student Representative in position</p>	

	Review and make more creative use of Moodle, On-line Forums, Facebook and Twitter to stimulate engagement with and within the HE Student Community	December 2015	HE Manager, HE Administrator, HE Programme Managers, HE Advisor, Student Representatives, Moodle Support Team	All HE Student Representatives and participants in Student Voice activities familiar with available on-line channels of communication and engagement	
	Establish outreach student voice activities for students studying at sites other than the main campus, on day release, or part time modes of study to ensure all have the opportunity to engage with the College and other HE students	January 2016	HE Manager, HE Administrator, HE Programme Managers, HE Advisor, Student Representatives	Full representation and participation in Student Voice activities by all cohorts of HE programmes, either directly or indirectly	
Coordinate and disseminate its approach to enhancement, and devise methods to monitor impacts and outcomes of defined initiatives (Enhancement)	Utilise meetings of the HE Development and Operational Group as a forum for recommending, coordinating and evaluating and communicating on opportunities to enhance the HE student experience.	October 2015	HE Manager, HE Administrator, HE Programme Managers, HE Programme and Support Teams	Clear documentary evidence of coordinated and collective decision-making in relation to the enhancement of the HE student experience	All meetings scheduled for 2015-16 academic year
	All HEDOG meeting minutes and associated documents to clearly	Ongoing through 2015-16 academic year		All minutes produced to a consistent high quality enabling planning, implementation,	

	record enhancement initiatives, establishing a clear and readily accessible audit trail from planning through to review			monitoring and review of enhancement initiatives	
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Affirmations:					
The work being undertaken to standardise policy and practice for the management of Higher National programmes (Expectation A1).	Through staff development and enhanced communications, ensure that all HNC/D Unit Leaders and Assessors have consistent information and guidance regarding assessment and quality management practices.	July 2015	Academic Standards Facilitator, HE Manager, HE Administrator, HNC/D Programme Managers and Teams	All HNC/D Programme Managers familiar with and have access to information required to maintain academic standards	Completed
	Re-issue guidance from Pearson / EdExcel on assessment and quality management and associated College policies and practices	July 2015	Academic Standards Facilitator, HE Manager, HE Administrator, HNC/D Programme Managers and Teams	All HNC/D Programme Managers familiar with and have ready access to Awarding Body and College policies and practices	Completed
	Maintain role of the Academic Standards Facilitator to support HNC/D Programme Managers and Programme Teams	August 2015	Assistant Principal (People and Performance), Head of Faculty (Business and IT) Academic Standards Facilitator, HE Manager, HE Administrator	All HNC/D Programme Managers have access to suitable and sufficient support in relation to academic standards	Time allocated for 2015-16 academic year

	Academic administration of HNC/D programmes to be aligned with other HE programmes and overseen by the central HE Office	September 2015	Academic Standards Facilitator, HE Manager, HE Administrator, HNC/D Programme Managers	All academic administrative processes completed accurately and within required timescales	Completed
	Periodically peer review, HNC/D Assessment/Quality Management to ensure conformance to agreed academic standards for all HE programmes	Ongoing through 2015-16 academic year	Academic Standards Facilitator, HE Manager, HE Administrator, HNC/D Programme Managers	Recorded instances of conformity to academic standards and consistency across HE programmes; and Recorded positive feedback in Learner Surveys, Programme meeting minutes, Student Voice Activities and External Verifier reports, in line with that for other HE programmes	