

Higher Education Review (HER) Action Plan

Summary

The UK Quality Assurance Agency for Higher Education (QAA) conducted a Higher Education Review (Alternative Providers) between 20 – 22 September 2016 at UCEM in order to make judgements as to whether the University College meets UK academic standards and quality expectations.

The QAA review team formed the following judgements about the higher education provision at UCEM.

- The setting and maintenance of the academic standards of the awards offered by the provider and the maintenance of the academic standards of the awards offered on behalf of degree-awarding bodies **meets UK expectations.**
- The quality of student learning opportunities **meets UK expectations.**
- The quality of the information about learning opportunities **meets UK expectations.**
- The enhancement of student learning opportunities **meets UK expectations.**

The QAA review team identified two areas of good practice, two recommendations for areas of improvement and a further area where they affirmed the steps already being taken by UCEM. Below is an action plan to address the areas highlighted by the QAA Review team.

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Findings	Actions to be taken	Date for completion	Action by	Success indicators	Progress (<i>add date of review</i>)
Good practice					
The robust assessment design and approval procedures that utilise the expertise of both academic and professional staff.	Continue the involvement of professional staff (such as members of the Retention Achievement and Success Team) alongside academic staff in the process for internal scrutiny of assessment tasks	Set part of agenda	Retention Achievement and Success Team	Scrutiny process continues to include both professional and academic staff.	On going
The use of integrated academic and support teams to take a strategic and collegiate approach to the design, delivery and support of student learning opportunities.	Encourage and evaluate further cross functional initiatives to take a strategic and collegiate approach to the design, delivery and support of student learning opportunities	1 September 2017	Vice Principal Strategy and Business Management / Academic Board	<p>Integrated academic and support teams continue to work together in the enhancement of student's learning opportunities.</p> <p>Evaluation of cross-functional initiatives to inform future enhancement projects</p>	

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Affirmation					
The steps being taken to induct and train student representatives to participate more fully in the quality assurance and enhancement of their educational experience.	1. Revise role specification for programme student representatives to reflect the addition of agreed KPIs	1 October 2016	Vice Principal Student Experience	Visibility of programme student representatives is raised to ensure that students are aware of the student representative for their programme	Completed 30 September 2016
	2. Recruit Student Representatives to current vacant positions	1 January 2017	Vice Principal Student Experience	Vacant student representative positions are substantially filled	First round of recruitment completed; further recruitment to vacant positions ongoing.
	3. Launch new induction and training programme for student representatives, liaising with Lead Student Representative	1 September 2017	Vice Principal Student Experience	Student Representatives understand what is expected and are supported to effectively represent and communicate with their student cohort	Ongoing; webinars and events scheduled throughout 2017.

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	4. Train Programme Leaders on how they can work with student representatives	1 September 2017	Vice Principal Student Experience	Student Representatives participate in programme annual monitoring representing the views of their cohort	
	5. Amend Student Engagement Code of Practice Chapter to reflect new framework	31 March 2017	Vice Principal Student Experience	Revised Code of Practice chapter on Student Engagement	Revised Code of Practice Student Engagement going to QSEC Q1 2017.
Recommendations					
Formalise its peer review activities to systematically enhance teaching and learning practice.	1. Review, capture and formalise good practice by establishing a mentor and peer review implementation team monitored by the Learning, Teaching and Enhancement Committee (LTEC)	1 January 2017	Dean Learning and Teaching / LTEC / Academic Quality Unit	UCEM has a formal system of peer review which supports academic development and the enhancement of teaching and learning practice.	
	2. Select academic staff to act as mentors and peer review mentors for the Learning and Teaching Mentor programme	1 February 2017			

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	3. Provide training to the academic staff selected for the Learning and Teaching Mentor programme	1 April 2017			
	4. Implement pilot Learning and Teaching Mentor programme	1 April 2017			
Adopt a strategic approach to the timing of delivery that maximises opportunities for all students to fully engage in synchronous online learning activities, such as webinars.	<p>1. Instigate a review of UCEM synchronous online learning activities in order to review student participation and timetabling.</p> <p>The review may also include items such as:</p> <ul style="list-style-type: none"> • Activities taking place • Potential for support requirements • Alternate synchronous activities to webinars such as forums, live chat etc. 	1 April 2017	Dean Online Education / Dean Learning and Teaching	<p>A clear strategy in place to maximise the opportunities for students to engage in synchronous online activities.</p> <p>Increase in levels of student use of live and recorded webinars and other synchronous online activities.</p>	
	2. Use the outcome of the review to develop a strategic approach to the timing of webinars				

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Signed by Chair's Action:


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Ashley Wheaton

Chair of the Academic Board

Date:

14/2/2017
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