

## North Warwickshire and Hinckley College Higher Education Review Action Plan

The following action plan responds to the findings of the Higher Education Review conducted by the Quality Assurance Agency for Higher Education (QAA) at North Warwickshire and Hinckley College. The review took place from 9 to 11 February 2016 and was conducted by a team of four reviewers (Dr Philip G Davies, Dr Nicola Jackson, Mrs Sala Kamkosi Khulumula (student reviewer) and Dr Mark Lyne)

The main purpose of the review was to investigate the higher education provided by North Warwickshire and Hinckley College and to make judgements as to whether or not its academic standards and quality meet UK expectations. These expectations are the statements in the UK Quality Code for Higher Education (the Quality Code) setting out what all UK higher education providers expect of themselves and of each other, and what the general public can therefore expect of them.

In Higher Education Review, the QAA review team makes judgements on:

- the setting and maintenance of academic standards
- the quality of student learning opportunities
- the information provided about higher education provision
- the enhancement of student learning opportunities

The College was successful and 'meets UK expectations' in all judgement areas.

The review team also:

- provide a commentary on the selected theme
- make recommendations
- identify features of good practice
- affirm action that the provider is taking or plans to take.

In reviewing North Warwickshire and Hinckley College the review team also considered the theme of Student Employability selected for particular focus and in consultation with student representatives.

The following action plan responds to the findings of the Higher Education Review and identifies clear actions to continue to improve the Quality and Higher Education experience students enjoy when studying at the College. The action plan will be published in line with QAA requirements and updated to identify activity and impact at 3 monthly intervals.



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QAA Quality Code Expectation	Recommendation	Action to be taken	By whom/when	Success indicators	Reported to	Evidence
<b>A2.2</b>	Review and formalise the process for the modification and recording of definitive documents for Pearson programmes	1.Create and implement a College process that oversees the modification of Pearson programmes	September 2016.	1.Publication of guidelines for Managers on modification and approval process 2.Formal recording documentation for modification and approval introduced and utilised 3.Approval panel convention and activity	Deputy Principal  College Executive Team  Governors	1.Guidelines 2.Recording documentation 3.Minutes of meetings
<b>Update September 2016:</b>						
<b>B1, A2.1</b>	Strengthen and formalise the processes for the academic approval of Pearson programmes	1.Create formal approval recording documents for new or amended Pearson programmes 2.Final approval status to be evidenced as part of the curriculum planning cycle and recorded accurately 3.Implementation of audit process for all Pearson HE programme specifications	September 2016	1.Recording documentation for all programme approvals utilised 2.Centralised populated recording data base within the Quality Department 3.Recording of specification audit activity within Quality Health Check process	Deputy Principal  College Executive Team  Governors	1.Recording documentation 2.Data base
<b>Update September 2016:</b>						
<b>B2</b>	Ensure the clarity and consistency of information and guidance provided to students on recruitment, selection and admission	1.Distribution to all staff of new College HE and FE Admissions Policy 2.Staff training sessions to standardise admissions process and information giving for students 3.Standard progression event/activity for all level 3 students	September 2016	1.Awareness raising and standardisation of practice across all admissions activity for HE programmes 2.Improved staff knowledge and process in admissions following training activity measured through student feedback	Deputy Principal  College Executive Team  Governors	1.All staff email 2.Session plan for training 3.Attendance register for training 4.Progression event plan 5.Application and recruitment data

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		<p>4. Standardisation of website and alternative information for:</p> <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Admissions</li> <li>• Finance</li> <li>• Applications</li> </ul>		<p>3. Increased progression numbers from internal and external applicants</p> <p>4. Improved student feedback in relation to admissions information and procedures</p>		<p>6. Website audit</p> <p>7. Student and stakeholder feedback</p>
<b>Update September 2016:</b>						
<b>B5</b>	Provide training and support for all student representatives to enable them to engage fully in quality assurance and enhancement processes	<p>1. Engage with student representative teams at Partner HEI to develop student representative training for all student representatives</p> <p>2. Implement training activity for all student representatives</p>	September 2016	<p>1. Collaborative working which enhances partnership relations and improves student experience</p> <p>2. Comprehensive and appropriate training and support process for all new student representatives</p>	<p>Deputy Principal</p> <p>College Executive Team</p> <p>Governors</p>	<p>1. Communication evidence</p> <p>2. Training programme documentation and resources</p> <p>3. Training programme plan</p> <p>4. Records of attendance at training activity</p>
<b>Update September 2016:</b>						
<b>B7</b>	Ensure students are aware of and guided to external examiners reports	<p>1. Information regarding the role of the External Examiner to be included in all HE student Handbooks</p> <p>2. All External Examiner Reports to be available on the appropriate Moodle page</p> <p>3. All External Examiner Reports to be distributed and discussed at student meetings</p>	September 2016	<p>1. Increased awareness of students relating to the role of the external examiner</p> <p>2. Improved access to external examiner reports by all HE students</p> <p>3. Evidence of discussion of outcomes of external examiner activity through student meeting records</p>	<p>Deputy Principal</p> <p>College Executive Team</p> <p>Governors</p>	<p>1. Student feedback</p> <p>2. Moodle audit</p> <p>3. Student meeting minutes</p>
<b>Update September 2016:</b>						

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<b>C, A2.2</b>	Ensure the standardisation of information provided in all programme handbooks	1.Create and distribute a template for all HE Course Handbooks	September 2016	1.Handbooks produced providing a minimum core of standard information including reference to: <ul style="list-style-type: none"> <li>• Intended learning outcomes (ILOs)</li> <li>• Credit rating</li> <li>• Virtual learning environments (VLEs)</li> <li>• Module descriptors</li> <li>• Assessment and Appeals policies</li> </ul>	Deputy Principal  College Executive Team  Governors	1.Template document and guidance 2.Student HE course Handbooks
<b>Update September 2016:</b>						
<b>QAA Quality Code Expectation</b>	<b>Good Practice</b>	<b>Action to be taken</b>	<b>By whom/when</b>	<b>Success indicators</b>	<b>Reported to</b>	<b>Evidence</b>
<b>B4</b>	The high level of support provided by academic staff for students' academic, personal and professional development	1.Develop and deliver support information training for all HE staff 2.Investigate and increase opportunities for project based learning with employers for all HE programmes through the introduction of an employer advisory forum 3.Further increase employer links and delivery in curriculum	July 2017	1.Design and delivery of training session to all HE staff 2.Engagement of employers with the employer advisory meetings and activity 3.Increased number of project based activities delivered in partnership with employers 4.Increased employer involvement in curriculum delivery	Deputy Principal  College Executive Team  Governors	1.Training session plan 2.Training session attendance records 3.Employer forum minutes 4.Project based learning evidence 5.Curriculum programme planning documentation
<b>Update September 2016:</b>						

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<b>B10</b>	The exceptional entrepreneurial experience provided by the College through partnerships with employers in the creative industries	1. Best practice sharing by staff in Creative Arts and Media to support staff in developing employer links and commercial activity	July 2017	1. Increased commercial activity at HE level 2. Increased work experience activity at HE level	Deputy Principal  College Executive Team  Governors	1. Development of information sharing activity 2. Attendance records at activity 3. Increased income from commercial activity 4. Increased work experience identified through student records
<b>Update September 2016:</b>						
<b>QAA Quality Code Expectation</b>	<b>Affirmation</b>	<b>Action to be taken</b>	<b>By whom/ when</b>	<b>Success indicators</b>	<b>Reported to</b>	<b>Evidence</b>
<b>C</b>	The alignment of the Higher Education Staff Handbook to the Quality Code and the steps being taken to promote it to staff	1. Distribution to all staff of new College HE Staff Handbook 2. Staff training sessions to raise awareness and use of the HE Staff Handbook	July 2017	1. Use of HE reference points and benchmarks in programme and student documentation and information 2. Improved knowledge of process and expectations of staff	Deputy Principal  College Executive Team  Governors	1. Staff feedback
<b>Update September 2016:</b>						