

SOMERSET COLLEGE

HE ENHANCEMENT ACTION PLAN 2014/15

Produced January 2015 – Progress to be reviewed by Academic Board

IN
PARTNERSHIP
WITH
PLYMOUTH
UNIVERSITY

The Open
University
Approved
Institution

edexcel
advancing learning, changing lives

Action resulting from Recommendations of Higher Education Review November 2014

	Source of issue	Issue(s)	Action(s)	Who	Complete by	Progress as at April 2015
1.	HER	Work with its awarding body to ensure that all processes for major changes and discontinuation of programmes are followed diligently and any correspondence regarding these processes is formally recorded in accordance with the regulations and partnership agreements. (Expectations: A2.1, A3.3, B8,C)	<p>a) Establish Academic Planning and Development Committee to approve and oversee new programme developments and programme discontinuations, making recommendations to the Academic Board</p> <p>b) Only act on written communication from the Awarding Body in relation to course discontinuation, not verbal communication.</p> <p>c) Ensure minutes of formal meetings (JBS, Planning & Review) clearly document discussions in relation to course closures and updates</p>	<p>Vice Principal (Curriculum and Quality);</p> <p>HE Quality & Development Manager</p> <p>HE Quality Co-ordinator</p>	April 2015	<p>Completed with ongoing monitoring</p> <p>Terms of Ref approved by Academic Board Jan 2015</p> <p>First Meeting of APDC held 10/2/15</p> <p>Clear minutes produced</p>

2.	HER	Ensure the complaints procedures are clearly communicated. (<i>Expectation: B9</i>)	<ul style="list-style-type: none"> a) Add details of appropriate complaints procedure to Programme Handbooks b) Run Academic staff training on complaints procedures and the difference between informal complaints, formal complaints and the learner voice mechanism c) Review Somerset College complaints procedure d) Disseminate updated Somerset College complaints policy to staff and students. Refer to relevant policies (Plymouth and Somerset College) in new handbook templates for 2015-16 and add to the website. 	<p>HE Quality & Development Manager; FE Quality Manager</p> <p>FE Quality Manager; Director of Marketing</p>	<p>April 2015</p> <p>May 2015</p> <p>Sept 2015</p>	<p>Complete Complaints policy included in handbook templates used for all programmes. Academic staff training completed.</p> <p>Ongoing monitoring Policy review almost completed</p> <p>Further training planned in relation to revised Somerset College Complaints Policy</p>
3.	HER	Strengthen the procedure for the provision of information to prospective and current students, staff and other stakeholders, to ensure that all information is fit for purpose and trustworthy, and is accessible to those who need it in a timely way. (<i>Expectations: B2, B9,C</i>)	<ul style="list-style-type: none"> a) Formalise sign-off procedure for Handbooks, in addition to HE Prospectus and website information b) Formalise process for checking accuracy of UCAS information 	Directors of HE and Marketing	April 2015	<p>Partially Complete Formal sign-off procedures extended to include Prog Leaders/CAMs.</p> <p>Ongoing monitoring Plans in place to be implemented at appropriate times of year</p>
4.	HER	Incorporate the requirements of Professional, Statutory and Regulatory Bodies (PSRB) into future validation documents. (<i>Expectations: A1, A3.4, B1</i>)	a) As and when any PSRB requirements are formally embedded within any programmes, record this on Programme Specifications in line	HE Quality & Development Manager;	October 2015	<p>Ongoing monitoring To date this is not applicable</p>

			with usual practice	Director of HE		
5.	HER	Develop greater consistency of evaluative content in annual programme reporting documentation. (Expectations: A3.3, B8)	<ul style="list-style-type: none"> a) Train all Chairs of Programme Committee Meetings with clear expectations on evaluation b) Train Curriculum Area Administrators in appropriate minute taking for these meetings c) Produce evaluative internal SED for 2013-14 for presentation to Academic Board 	HE Quality & Development Manager; Director of HE	October 2015	Partially Complete Plans in place to train Chairs prior to Autumn PCMs. Training undertaken with Administrators. More planned. Internal SED produced & presented.

Actions resulting from affirmations identified during Higher Education Review November 2014

	Source of issue	Issue(s)	Action(s)	Who	Complete by	Progress as at April 2015
6.	HER	The steps being taken to manage and minimise risk in the development of new programmes (Expectations A3.1, B1).	<ul style="list-style-type: none"> a) Establish an Academic Planning and Development Committee with oversight of new developments and programme discontinuation 	Vice Principal (Curriculum & Quality)	April 2015	Completed with ongoing monitoring Terms of Ref approved by Academic Board Jan 2015 First Meeting of APDC held 10/2/15 Clear minutes produced
7.	HER	The steps being taken to embed award board arrangements for Pearson programmes in academic structures (Expectations A3.2, B6).	<ul style="list-style-type: none"> a) Set up Award Board standard agenda for Pearson programmes b) Confirm roles and responsibilities for staff to carry out Award Board 	HE Quality & Development Manager; Director of HE	July 2015	Planned Plans in place for running Pearson Award Boards

8.	HER	The actions being taken to develop further scholarly activity (Expectations B3, Enhancement).	<ul style="list-style-type: none"> a) Continue to engage staff and maintain focus on meeting this aspect of the Terms of Reference of the Research Scholarship and Ethics Committee b) Increase analysis and targeting of resources to aid this action 	HE Quality & Development Manager; Director of HE	July 2015	<p>Completed with ongoing monitoring</p> <p>Data produced and considered by RS&E Committee to enable focused action</p>
9.	HER	The actions being taken to train and develop all members of staff to handle student complaints in a timely and effective way (Expectation B9).	<ul style="list-style-type: none"> a) Run Academic staff training on complaints procedures and the difference between informal complaints, formal complaints and the learner voice mechanism b) Attendance at OIA conference on complaint handling by a number of key staff involved in complaints c) Good practice identified at the OIA conference to inform review of Complaints Policy d) Disseminate updated complaints policy to staff and reinforce the difference between informal and formal complaints as well as between the Learner Voice system and the formal complaints policy e) Update investigating officers in relation to expectations of the revised policy, timeliness and effectiveness of their investigations 	<p>HE Quality & Development Manager; FE Quality Manager</p> <p>FE Quality Manager</p>	<p>April 2015</p> <p>Aug/Oct 2015</p>	<p>Complete</p> <p>Academic staff training completed. Five staff attended OIA conference. Good practice informing review of complaints policy</p> <p>Planned</p> <p>Further training for staff and investigating managers planned</p>

Actions resulting from good practice identified during Higher Education Review November 2014

	Source	Point(s) raised	Action(s)	Who	Complete by	Progress as at April 2015
10.	HER	The comprehensive processes for the design and approval of new programmes (Expectations A3.1, B1).	a) Continue to evaluate, share and reflect on good practice resulting in the further development of the processes for the design and approval of new programmes	HE Quality & Development Manager	Nov 2015	Ongoing Evaluation on processes for 2014-15 underway
11.	HER	The effective dialogue between the Learning Resources Services and academic staff and students (Expectations B3, B4).	a) Evaluate referral system between LRS, Learning Support and Academic staff as part of Annual Monitoring. Develop as required.	LRS and Learning Support Managers	Nov 2015	Ongoing To be reviewed as part of Annual Monitoring Autumn 2015
12.	HER	The use of the Expectation and Good Practice Guide on Assessment Feedback as a reference point for teaching staff (Expectations A3.2, B1, B6).	a) Review the Guide with staff and update if required b) Consider the production of further Expectations and Good Practice Guides	Director of HE; HE Quality & Development Manager	Nov 2015	Ongoing Feedback received from academic staff on current guide as part of the review of the document
13.	HER	The proactive engagement with external stakeholders to design new programmes to meet professional and technical skills needs (Expectations A3.4, B1, Enhancement).	a) Continue to actively engage external stakeholders in the design & development of programmes	Director of HE; HE Quality & Development Manager	July 2015	Completed with ongoing monitoring Employers engaged in the preparation for each validation conducted