

Further to the request from the QAA in July 2015 to update the HER action plan, full consideration and updating of the HER action plan will take during the updating of the HE Strategy. Therefore until this time, no new changes have been made to the existing action plan.

## **Kingston College QAA Institutional Review Outcomes and Action Plan April 2014**

After a QAA Institutional Review in the week commencing the 3 March 2014, the QAA review team formed the following judgements about the higher education provision at Kingston College.

- The maintenance of threshold academic standards of awards offered on behalf of the degree-awarding body and awarding organisation **meets UK expectations.**
- The quality of student learning opportunities **meets UK expectations.**
- Information about learning opportunities produced about its provision **meets UK expectations.**
- The enhancement of student learning opportunities **meets UK expectations.**

The following action plan has been produced in response to the Key Findings in the Review report.

## Good practice

The QAA review team identified the following **features of good practice** at Kingston College and this is how we intend to capitalise on it:

Good Practice Identified	Action	Monitoring	Person(s) responsible	Date
<p>The close working relationships with degree-awarding bodies at programme level, for example the role of the link tutors (Expectations A1, A4, B3 and B4).</p>	<p>Continue to work closely with degree awarding bodies at programme level:</p> <p>Share good practice at programme level:</p> <ol style="list-style-type: none"> <li>1. Partners have link tutor/liaison officer frameworks. Develop the practice of ensuring that all team members are fully cognisant of these frameworks. This may involve attending liaison officer forums, or inviting partners to team meetings.</li> <li>2. Record and demonstrate programme development activities.</li> <li>3. Record and demonstrate staff development activities raised through link tutor/liaison officer reports/discussions/other activities e.g. forums or other collaborative events.</li> <li>4. Record and show action in response to student feedback recorded through link tutor/liaison officer interventions.</li> </ol>	<p>Quality Learning and Academic Standards (QLAS) to develop a central process</p> <p>Centrally gather annual summary records of link tutor/liaison officer activities (frameworks/visits/reports) to include: programme development, staff development and student feedback.</p> <p>Assessment of the outcomes and the impact of the quality processes, as stated above, will be assessed through validation of the HE School SAR.</p>	<p>Programme teams</p> <p>Quality Learning and Academic Standards(QLAS)</p>	<p>Process to be developed and embedded by the end of the Academic Year 2014-2015</p>

## Recommendations

The QAA review team makes the following **recommendations** to Kingston College and this is how we intend to address them:

Recommendation	Action	Monitoring	Person(s) responsible	Date
Encourage the relevant awarding body to formally approve validated delivery by the College (Expectation B1)	<p>Meetings have taken place with the relevant awarding body (24 April 2014). In addition a recent review process has formally approved this provision.</p> <p>Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS) and Heads of Schools to review all Partnership agreements and Memorandums of Co-operation.</p> <p>Future processes will now formally include:</p> <p>Annual planning meeting with partners to look at the correctness of such agreements and correctness of understanding; on an annual basis to ensure currency.</p> <p>Ensure all validated provision is formally recognised and approved through Partner processes.</p>	<p>Satisfactory outcomes at QAA reviews.</p> <p>Satisfactory outcomes at Partner Reviews.</p>	Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS)	End August 2014
Clarify with the relevant degree-awarding body the formalised responsibilities for the admission of students to its awards (Expectation B2).	<p>Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS) and Heads of Schools to review all Partnership agreements, and Memoranda of co-operation prior to signing.</p> <p>Annual planning meeting with partners to look at the correctness of such agreements and correctness of understanding; on an annual basis to ensure currency of admissions processes.</p> <p>Ensure that all admission processes are clearly articulated for franchised and validated provision for clarity of understanding by all stakeholders.</p>	Student and Stakeholder feedback will confirm the clarity of understanding of the admissions process.	Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS) and Partners	End August 2014

<p>Seek to update the partnership agreements to reflect the change in delivery from franchised to validated provision (Expectation B2).</p>	<p>Meetings have taken place with the relevant awarding body (24 April 2014).</p> <p>Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS) and Heads of Schools to review all Partnership agreements, and Memoranda of Co-operation.</p> <p>Future processes will now formally include:</p> <p>Annual planning meeting with partners to look at the correctness of such agreements and correctness of understanding; on an annual basis to ensure currency of admissions processes.</p>	<p>Satisfactory outcomes at QAA Reviews.</p> <p>Satisfactory outcomes at Partner Reviews.</p>	<p>Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS)</p>	<p>End August 2014</p>
<p>Amend processes to ensure that students are consulted on changes that result in a material change to the status of their programmes (Expectation B5).</p>	<p>Student representatives to be a part of the board to review any changes to programmes on an annual basis.</p> <p>Quality Learning and Academic Standards (QLAS) to develop a process for the College</p>	<p>Student feedback.</p> <p>Records in programme and School SARS.</p>	<p>Programmes teams to evidence</p>	<p>August 2014</p>
<p>Confirm assessment arrangements with the relevant degree-awarding body (Expectation B6).</p>	<p>Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS) and Heads of Schools to review all Partnership agreements and Memorandums.</p> <p>Future processes will now formally include annual planning meeting with partners to look at the correctness of such agreements on an annual basis to ensure currency of assessment arrangements.</p>	<p>Satisfactory outcomes at QAA Reviews.</p> <p>Satisfactory outcomes at Partner Reviews.</p>	<p>Head of Higher Education (HE) and Quality Learning and Academic Standards (QLAS)</p>	<p>End August 2014</p>

<p>Ensure that all marketing information is approved by and clearly identifies the relevant degree-awarding body. (Expectation C).</p>	<p>An annual audit by the College to take place to support and work concomitantly with the partner annual audits. The Audit covers all published information, website and other.</p>	<p>Satisfactory outcome at external audits eg QAA.</p> <p>Partner annual audits demonstrate compliance.</p> <p>Quality Learning and Academic Standards (QLAS) to have oversight of the audit run by Marketing.</p>	<p>Marketing Programme teams</p> <p>Quality Learning and Academic Standards (QLAS)</p>	<p>End August 2014</p>
<p>Include student representation on appropriate committees and ensure that they are prepared for the role (Expectation B5).</p>	<p>The College is participating in an NUS Student Engagement Project. This will facilitate the continued generic training of the representatives by a partner university, with further training to be incorporated for representative participation on committees: appropriateness of intervention, speech and dissemination of information post- committee.</p> <p>To plan for the accommodation of trained representatives on relevant committees.</p> <p>The representatives to have skills assessed - to add to employability skills.</p>	<p>Student feedback</p>	<p>Director of Curriculum</p> <p>Quality Learning and Academic Standards (QLAS)</p>	<p>End January 2015</p>

## Affirmation of action being taken

The QAA review team **affirms the following actions** that the Kingston College is already taking to make academic standards secure and/or improve the educational provision offered to its students. This is how we will continue to work on them:

Affirmation	Action	Monitoring	Person(s) responsible	Date
The approval and implementation of a local assessment policy for its higher education provision by September 2014 (Expectation B6)	To work toward an overarching, coherent assessment policy that clearly states cross collets points and those applicable to each partners.	Satisfactory outcomes at QAA reviews  Satisfactory outcomes at Partner reviews	Head of Higher Education (HE)  Curriculum Director-Staff and Quality Learning and Academic Standards (QLAS)	End September 2014
The establishment of the Higher Education Academic Board within its overarching higher education structure (Expectation B8).	The HEAB will convene six times per academic year to:  Ensure adherence to processes determined by the Awarding bodies and external regulating bodies (QAA)  To provide a central focus for higher education within the College to monitor self-assessment, annual monitoring, external examiner reports, student feedback, complaints, appeals and HE programme data for example: progression.  To recorded, disseminate and ensure timely follow up actions.	Student feedback and that of other stakeholders will confirms action of the board.	Head of Higher Education (HE)	End September 2014

Theme	Action	Monitoring	Person(s) responsible	Date
The College maintains that employability is a central tenet of its higher education strategy with the higher education programmes offered being vocational in nature.	By embedding employment skills into the curriculum the College aims to ensure that all those leaving higher education have the skills and qualities that will allow them to progress into employment.	Destination of leavers survey.	Head of Higher Education (HE)  Programme team  QLAS	End September 2015
In addition to curriculum based initiatives the College proposes to establish its own opportunities for work experience and a portfolio of internships. The newly developed Employability Working Group aims to spread good practice in the College to all areas, although currently there is no employer representation in the group.	To develop a portfolio of internships through the newly developed Employability Working Group.  Continue to spread and share good practice good practice in the College to all areas.  To include employer participation in forums.	Employer feedback.	Employability working group	End September 2015

Signed off by Mike Tweedale, Head of College: \_\_\_\_\_ Date: \_\_\_\_\_