

Action plan

The City College Action plan relating to the QAA HER - Higher Education Review (October 2015).

Good practice	Quality Code Expectation	Target date	Action by	Success indicators	Evaluation	Update
The review team identified the following features of good practice						
<ul style="list-style-type: none"> The college has responded rapidly and coherently to significant changes in its student population, providing academic and pastoral support which is both fit for purpose and highly valued. The college takes an inclusive approach to including students in the enhancement of their learning opportunities. 	<p>B4</p> <p>(Enhancement)</p>	<p>Continuous</p> <p>Throughout 2016 / 2017</p>	<p>Senior Management / Programme Leaders</p> <p>Principal / Director of Studies</p>	<p>Continuous monitoring of retention, progression and achievement across all programmes against the interventions developed since the restructuring of all HNDs in September 2015</p> <p>Improved articulation of the student viewpoint evidenced via minutes of meetings / input into induction / feedback from student reps</p>	<p>An increase in 2016/2017 of retention and achievement rates over 2014/2015 and 2015/2016 plus feedback from students</p> <p>End of term student evaluation activities</p>	<p>Collation of statistics at the end of every term linked to the rolling programme of course monitoring and evaluation</p> <p>Continuous</p>

Recommendations

QAA review team made the following recommendations:

Recommendations	Quality Code Expectation	Target date	Action by	Success indicators	Evaluation	Updates
The team considers that the provider should						
<ul style="list-style-type: none"> Ensure that the complaints Policy is fit for purpose and effectively communicated 	B9	April 2016	DS/P	Policy produced and approved and uploaded on SharePoint for students/staff to see	Completed	A complaints policy which is fit for purpose can be found here
<ul style="list-style-type: none"> Provide more detailed information, both on the website and in handbooks on the detail of non-core units within its programmes. 	C	June 2016		Work is under way to include all optional units on the website.	DS/P	DS has been working with the website designer for a new responsive website which will include all the information about the optional units.
<ul style="list-style-type: none"> Develop a strategic approach to employer engagement and career guidance 	B3	September 2016	DS/P	The college has had discussions with the National Careers office and one of their representative has had talks with some students about career options and work placements after completion of the HND.	The college is working towards making more contacts with employers.	

Affirmation of Actions being taken

Affirmation of action being taken	Quality Code Expectation	Target date	Action by	Success indicators	Evaluation	Updates
<p>The QAA review team affirms the following actions that the college is already taking to make academic standards secure and/or improve the educational provision offered to its students:</p>						
<ul style="list-style-type: none"> • The steps being taken to develop internal monitoring and periodic review procedures. • The steps being taken towards ensuring that all teaching staff make appropriate use of the virtual learning environment. 	<p>A3, 3 and B8</p> <p>B4 and C</p>	<p>September 2016</p> <p>Ongoing</p>	<p>Principal</p>	<p>Completion of first stage of periodic review (Business) by the target date / progression to the second stage (HSC) by August 2016.</p>	<p>Publication of review reports by target dates / improved feedback from students</p>	<p>End of every term</p>