

Action plan

London College of Business Studies action plan relating to the Higher Education Review (Alternative Provider) of July 2017 and following the Annual Monitoring visit of July 2018							
Recommendations	QAA code ref	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
QAA review team identified the following recommendations for the College from the QAA Quality Code Chapter A							
<i>BY OCTOBER 2018</i>							
Ensure that the planned review of quality assurance documents establishes a single definitive articulation of every procedure	A2.1	Improvement of the Quality assurance documents with respect to the establishment of single definitive articulation of every procedure for quality review.	Quality assurance documents to be compared and cross referenced in order to ensure that all documents contain the correct procedures.	End of September 2018 or by the date of next planned review of documents	Head of Admin/Academics and Operations Manager	Trustees	All quality assurance documents, after being reviewed for consistency, contain the same procedures that are used consistently and these documents are understood by relevant stakeholders for accuracy and correct implementation without creating any confusion.
Develop bespoke Terms of Reference for all committees concerned with oversight of quality and standards	A2.1	Improvement of monitoring systems within the College and all committees. Clarity of duties of committees responsible for oversight	Where possible, ensure that committees have distinct roles and clarity of responsibilities and reporting.	End of September 2018 or by the date of next planned review of documents	Principal And Operations Manager	Trustees	Committees have distinct terms of reference with a clear reporting structure.

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WITHIN SIX MONTHS OF THE COLLEGE OPERATIONS RECOMMENCING							
Recommendations	QAA code ref	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
Review and monitor rigorously the effectiveness and consistency of policies and procedures	A3.2	All policies are reviewed with a view to ensure these are being applied and implemented consistently and effectively and are fit for purpose	<p>Update documentation, policies and procedures in order to maintain consistency</p> <p>All staffs are to be given instruction and briefing on new documents and procedures and they understand the importance of only using and referring to the latest documentation. This also ensures that staffs are aware of the College's policies and procedures and are able to implement these throughout the College.</p> <p>All staff to be trained so they have a clear understanding of the requirements of QAA, the quality code and the need for regular audit and review of all aspects of delivery and provision.</p>	<p>Within 6 months of recommencing operations</p> <p>And on-going</p>	<p>Director of Standards and Enhancement</p> <p>And</p> <p>Operations Manager</p>	Principal	<p>Policies and procedures are being consistently applied and being adhered to as required by the policy.</p> <p>All staff members understand the policies and the purpose of these and are able to easily discharge responsibilities aligned with these policies.</p> <p>Review the log, tracking mechanism and develop to improve document control for internal and QAA purposes</p> <p>Evaluate returns from the staff questionnaire to confirm understanding of internal and external changes and developments</p>

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The review team identified the following recommendations for the College from the QAA Quality Code Chapter B, C and Enhancement							
BY OCTOBER 2018							
Ensure that the priority attached to student representation on the Quality and Standards and Academic Committees is reflected in their formal membership	B5	In addition to the student membership related to representation in committees with oversight already included in the Quality Assurance Policy, the responsibility should also be reflected through the terms of reference of both the Academic and Quality and Standards Committee.	Include and reflect the priority attached to student representation on the Academic and Quality and Standards Committee.	End of September 2018 or by the date of next planned review of documents	Operations Manager	Director of Standards and Enhancement,	Student representatives understand their responsibilities post involvement on the committees and are able to discharge these through adding value to the student experience and quality of educational provision.
Implement the recommendation from the 2016 HER (AP) review to ensure consistency, clarity and accuracy of all information relating to assessment regulations	B6, C	That all students and staff are fully aware of the contents and procedures surrounding the assessment of student work, performance and standardisation of assessment. All documentation includes clear and consistent information related to assessments.	The documentation to be reviewed for comparison and consistency and to be simplified for an easier understanding by all stakeholders.	End of September 2018 or by the date of next planned review of documents	Head of Academics And Operations Manager	Principal	Confirm lecturers have communicated the assessment regulations to students and they are understood by both staff and students. Monitor impact of changes through improved questionnaire responses. Monthly audit of schedule and support documentation, coupled with minutes of rolling programme of review and update

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Revise the Academic Assessment and Internal Verification Policy to include a statement of the role and procedures of assessment boards and to ensure that the document is contextualised to the purposes of the College	B6	The document already includes the roles and procedures of Assessment Board, however, the document will be reviewed to ensure that the other information is also similar to the College's processes.	Document to be further reviewed for consistency and accuracy of information.	End of September 2018 or by the date of next planned review of documents	Operations Manager	Trustees	The Academic Assessment and Internal Verification Policy contains information that is consistent to College's practices and all stakeholders understand this.
Ensure that academic appeals procedures for students and the appeals procedures for applicants are available on the College website	B9, B2, C	Action Completed.	Action Completed.	NA	NA	NA	NA
Ensure that information for all stakeholders about the College and its programmes is fit for purpose and accessible	C	Information about the College and its programmes is reviewed in line with the recent changes to the College and the courses and are true representation of the College and its courses. However, version control should also be updated on all documentation, whether maintained in-house or on the public domain.	All available documents to have the updated version control information	On-going	Operations Manager	Trustees	All documents contain the up to date version control information.

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Further develop and embed the Higher Education Enhancement Strategy 2017-2020	Enhancement	The Higher Education Enhancement Strategy to be consistent with the Enhancement Policies and is fit for purpose.	To review the strategy for consistency with the College's purpose and policies related to student enhancement, welfare and quality of Education provision.	Feb 2019	Director of Standards and Enhancement And Operations Manager	Trustees	Higher Education Enhancement Strategy comprehensively and clearly details the purpose of the College and its processes towards its main goal of better higher education.
<i>WITHIN 6 MONTHS OF COLLEGE OPERATIONS RECOMMENCING</i>							
Adhere consistently and rigorously to the College's Recruitment and Admissions Policy to ensure that the principles of fair admission for all students are applied	B2	To have a simple, robust recruitment process to meet the compliance requirements of each awarding organisation in addition to consistent use of the additional features from the College recruitment procedure	Introduce a system to monitor the recruitment process and to introduce a programme of training to ensure all users are familiar with and comply with the policy. Introduce a student enrolment/induction questionnaire to actively seek information regarding the process and	Within 6 Months of College Recommencing Operations	Operations Manager	Principal	Evaluate the process, monitoring and sampling of acceptances and rejections. To audit the results, make recommendations and implement changes based on the audit findings

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			<p>enrolment procedures and to signpost the appeals procedure in the event of dispute or query</p> <p>Introduce a checklist of requirements and actions to be included with all applications as a reference document for staff and students.</p>				
Ensure that assessment regulations are applied rigorously and equitably	B6	<p>All students and staff are fully aware of the contents and procedures surrounding the assessment of student work, performance and standardisation of assessment.</p> <p>Full understanding of the awarding organisation requirements for learners to work in the right direction towards the achievement of desirable grades</p>	<p>As part of the induction process students will be familiarised with the content of and implications of the assessment regulations. There will be a register kept to show that students have acknowledged receipt and instruction on the regulations.</p> <p>A copy will be posted on the college notice board as a reference point</p> <p>Add questions into the student questionnaire to increase information capture, feedback and opportunity for developments, or improvements in delivery and student experience.</p>	Within 6 Months of College Recommendations and Ongoing	Head of Academics	Principal	<p>Confirm lecturers have communicated the assessment regulations to students and they are understood by both staff and students.</p> <p>Monitor impact of changes through improved questionnaire responses.</p> <p>Monthly audit of schedule and support documentation, coupled with minutes of rolling programme of review and update</p>