



Empire College London

QAA – Higher Education Review Action Plan

The action plan demonstrates how we will take forward the good practice and recommendations that were recognised and identified by the QAA review team in June 2017.

This response will be subject to regular monitoring and review.

Empire College London underwent a QAA Higher Education Review in June 2017. The QAA review team formed the following judgements about the higher education provision:

- The maintenance of the academic standards of awards offered on behalf of degree-awarding bodies and/or other awarding organisations **meets** UK expectations.
- The quality of student learning opportunities **meets** UK expectations.
- The quality of the information about learning opportunities **meets** UK expectations.
- The enhancement of student learning opportunities **meets** UK expectations.

1. Findings	2. Actions to be taken	3. Date for completion	4. Action by	5. Success indicator	6. Progress
Good Practice					
<p>The holistic approach to student support, which enables student development and achievement (Expectation B4).</p>	<p>Continue to embed, strengthen and develop existing student support tools through student and tutor feedback, management /course meetings, semester reviews and policy review.</p>	<p>Annually - throughout the academic year.</p>	<p>Senior Management Team. Tutors Students</p>	<p>Minutes of SMT and Course meetings</p> <p>Student Feedback analysis on student support.</p> <p>Semester reviews report – evaluation of students support services during each semester identifying strengths and areas for improvement.</p>	<p>Completed – existing Student support services have continued.</p> <p>New support services added to existing tools. (Implementation of 2 weeks additional support after each teaching block)</p> <p>Further support provided in 18/19: Mental health awareness and wellbeing</p> <p>Flexible additional hours of student support outside of teaching timetable.</p> <p>Expansion on student progression routes after completion</p>

Recommendations					
make external examiner reports available to the whole student body, excluding sections with individual student data (Expectation B7)	<p>External examiner reports to be made available on the VLE for an adequate period agreed by SMT and external examiners.</p> <p>Student outcomes data to be erased from report prior to upload</p>	<p>December 2017</p> <p>Subject to scheduled external examiner visits during the semester.</p>	Senior Management Team	<p>Minutes of SMT and Course meetings</p> <p>Student Feedback via student representatives.</p> <p>Minutes of Student representative meetings discussing report findings in more detail. Student views to be recorded.</p>	<p>Completed March 2018</p> <p>Reports have continued to be made available to the whole student body</p>
Articulate and disseminate the provider-level approach, including leadership responsibilities, to enhance the quality of student learning opportunities (Enhancement).	<p>Revisit and review quality assurance & enhancement policy in accordance with the recommendation and Quality code.</p> <p>Outline leadership responsibilities within the policy.</p> <p>Circulate responsibilities and policy to all staff involved in delivery of HE programs at the time of induction.</p>	October 2017	Senior Management Team and all staff involved in delivery of HE programs	<p>Approval of policy documentation by the Senior Management Team.</p> <p>Semester reviews – to evaluate the implementation of new policy and record enhancement activities implemented during the semester.</p>	<p>Completed - agreement of policy October 2017</p> <p>Policy will be reviewed at the annual cycle</p> <p>Completed February 2018</p> <p>No changes to policy at the last review cycle.</p>