



QAA Quality Enhancement Action Plan

2014-2015

Improvement / Practice / Reference	Action to be Taken	Target Date	Accountable / Action By	Success Indicator	Reported To	Evaluation / Impact
<i>1 Expectation C: Information about Higher Education</i>	Produce a policy and procedure for the sign off for all information and publications to ensure accuracy and reliability	September 2014	Head of Quality (UCFB) Director of Academic Quality (BUCKs)	Policy as per operations manual with the addition of a formal sign off document to be agreed at the operational board.	UCFB SMT and the Partnership Strategic and Operational Board	Policy followed for all information and publicity. Process monitored, evaluated and reported through the operational partnership board. Policy is clear and outlines the roles and responsibilities for the University and UCFB (Ref: Operations Manual)
<i>2 Expectation A4: Approval and Review</i>	Present the quality assurance structure and policy, clearly identifying roles & responsibilities and clear reporting lines and actions	October 2014	Head of Quality (UCFB) Head of Director of Academic Quality (BUCKs)	Roles and responsibilities identified within the operations and strategic board remit. Monitored through the UCFB Quality Committee.	UCFB Quality Committee & SMT. Reports to the Partnership Strategic and Operational Board	Partnership operations manual produced to provide guidance and identify roles, responsibilities, reporting lines and actions required. Evaluation will be completed through the UCFB Quality committee and the Partnership Operations Board

3 Expectation A4: <i>Approval & Review & B8 Programme Monitoring & Review</i>	Annual review and monitoring programme	October 2014	Head of Quality (UCFB) Director of Academic Quality (BUCKs) Collaborative Provisions Manager (BUCKs)	Updated policy, procedures and guidelines for Programme Review and Evaluation (PRE) and Strategic University Review and Evaluation (SURE).	Quality Committee and to the University Quality and Enhancement Committee	Programme annual review and monitoring cycle followed for each programme of study
4 Expectation B1: Programme Design & Approval	Formal process for formal internal design and approval of new programmes	December 2014	Head of Academic Department and Head of Quality	Process outlined from the initial concept, notification to the UCFB advisory board and through the partnership strategic and operational board.	Quality Committee	All new programmes tracked and monitored prior to full validation
5 Enhancement	Explicit process for strategic oversight and quality enhancement and for identifying areas of good practice for dissemination	December 2014	Head of Quality (UCFB)	Systematic oversight produced for enhancement referencing and the stages of review	Reports to the quality committee, measuring impact, referenced in the PRE and SURE and discussed also at the operational board.	Effective process and procedures for quality enhancement and dissemination of good practice

Affirmations						
6 Expectation B3: Learning & Teaching	Staff development strategy	November 2014	Head of Quality & Head of Academic Department	Annual development strategy meeting the performance indicators within the strategic plan	SMT	Strategic approach to personal and professional development
7 Expectation B5: Student Engagement	Student engagement, training and development on key committees	October 2014	Head of Quality & Head of Student Services	All student representatives trained to effectively perform their role on the related committees	Quality Committee & Student Council	Effective and informed student representation enhancing student engagement
8 Expectation B6: Assessment of Students & APL	Staff development for assessment practices	June 2014	Head of Academic Department	All academic staff fully trained in assessment practices and procedures	Quality Committee	Fair, reliable and accurate assessment of student work
9 Expectation B7: External Examining)	Comprehensive feedback on external examiner reports. overview and quality of each programme	September 2014	Head of Quality & Head of Academic Department	External Examiner reports reviewed and actioned at the quality committee and the student council	Quality Committee & Student Council	Effective action plans to address key points. Communicated to all students via the student council and the VLE
Good Practice						
10 Expectation A3 and C	Produce comprehensive module handbooks for all new programmes	September 2014	Head of Academic Department	Comprehensive module handbooks produced for all programmes providing clear links between learning outcomes and assessment, with helpful guidance for students on how to achieve the intended learning outcomes.	Quality Committee	Informative, accurate and reliable information for all students
11 Expectation A4, Enhancement	Continue the extensive engagement with sector-leading professionals	September 2014 onwards	Advisory Board and all UCFB staff	Continued development of employment-focused ethos	SMT	Effective employability practices and procedures

12 Expectation B4	Ensure effective and well embedded pastoral support at the Wembley Campus	September 2014	Head of Student Services	Effective and well embedded pastoral support provided for all students. Staff resourced to provide support.	SMT	Well supported students. High satisfaction rates
13 Expectation B4	Continue to source the programme of guest speakers and high profile links with professional football business	September 2014	Advisory Board and all UCFB staff	Programme of guest speakers for Burnley and Wembley Campus throughout the academic year	Academic team meetings	Impressive list of guest speakers to enhance student learning and engagement