

## Action plan<sup>1</sup>

The London College, UCK action plan relating to the Review for Educational Oversight March 2012						
Good practice	Action to be taken	Target date	Action by <sup>2</sup>	Success indicators	Reported to	Evaluation <sup>3</sup>
The review team identified the following areas of <b>good practice</b> that are worthy of wider dissemination within the provider:						
<ul style="list-style-type: none"> <li>the College's effective processes for obtaining student views on their programmes of study and feeding its response back to them (paragraph 2.8).</li> </ul>	The College will further enhance responding to the student voice by introducing and National student Survey equivalent.	April 2013	Student Support team / Director of Quality	Greater than 70% response rate	Principal/Academic Dean	Via Academic Quality & Standards Committee and Student Taff Consolatory Committee
Advisable	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
The team considers that it is <b>advisable</b> for the provider to:						
<ul style="list-style-type: none"> <li>review all documentation on internal verification so that the responsibilities at</li> </ul>	review all documentation on internal verification so that the responsibilities at	May 2013	Internal Verification team / Heads of Department	Use of grading consistent across all subject areas. Spot checks and audits to confirm.	Director of Quality	Departmental Quality Assurance Committees, Examinations Boards and

<sup>1</sup> The provider has been required to develop this action plan to follow up on good practice and address any recommendations arising from the review. QAA monitors progress against the action plan, in conjunction with the provider's awarding organisations.

<sup>2</sup> State a role, not a named individual.

<sup>3</sup> Indicate how the actions will be evaluated once completed.

subject level are clearly and consistently set out (paragraph 1.9)	subject level are clearly and consistently set out					Quality & Standards Committee
make explicit throughout the committee structure the processes for sharing good practice and focusing on continuous improvement (paragraph 1.11)	Regular departmental opportunities to share good practice. Staff attendance at conferences to deliver papers on good practice developed Annual sharing of good practice conference at the College	September 2013	Heads of Department / Director of Quality	Minute evidence of sharing of good practice and this reflected in enhanced teaching observations and development of peer observation. Papers delivered at conferences. Annual conference	Principal	Departmental Quality Assurance Committee and Quality & Standards Committee
<ul style="list-style-type: none"> <li>review the website to ensure that it is up-to-date and accessible (paragraph 3.1)</li> </ul>	Full implementation of College checking process with daily, weekly and monthly audits	May 2013	Moodle Coordinator / IT Technician	Audit reports from checks.	Director of Quality	Quality & Standards Committee and Academic Board
<ul style="list-style-type: none"> <li>monitor the effectiveness of the new approval system for public information (paragraph 3.2).</li> </ul>	Implementation of checking process for approval of public information. Monthly checks of system	September 2013	Heads of Department / Director of Quality	Checking reports. Audits of public information	Principal	Quality & Standards Committee and Academic Board
<b>Desirable</b>	<b>Action to be taken</b>	<b>Target date</b>	<b>Action by</b>	<b>Success indicators</b>	<b>Reported to</b>	<b>Evaluation</b>
The team considers that it is <b>desirable</b> for the provider to:						
<ul style="list-style-type: none"> <li>develop a</li> </ul>	A standard pro-forma	May 2013	Heads of	Consistent set of	Director of Quality	Quality &

standardised and consistent approach to departmental self-assessment (paragraphs 1.3 and 2.10)	developed for departmental self-assessment and implemented in 2012/13		Department	departmental self-assessments documents and analysis		Standards Committee and Academic Board
<ul style="list-style-type: none"> <li>extend the use of plagiarism software as a teaching tool to all courses to help develop students' referencing and writing skills (paragraph 1.5)</li> </ul>	Implement plagiarism software across all programmes	May 2013	IT Technician/ Heads of Department	Samples of student work examined by internal verification team	Director of Quality	Departmental Quality Assurance Committees, Quality & Standards Committee and Academic Board
<ul style="list-style-type: none"> <li>give greater consideration to professional body standards in assessment design (paragraph 1.7)</li> </ul>	Review all programmes offered and seek to align more closely to professional standards and attempt to secure professional recognition where possible	July 2013	Heads of Department	Closer working relationships in engineering, hospitality & Tourism, Journalism and Health & Social care. Professional accreditation in at least one programme	Principal	Departmental Quality Assurance Committees, Quality & Standards Committee and Academic Board
<ul style="list-style-type: none"> <li>develop further the voluntary peer observation scheme (paragraph 2.6)</li> </ul>	All full-time teaching staff involved in peer observation with 50% of part-time staff	September 2013	Heads of Department	Peer review evaluations Teacher observation scheme Appraisal outcomes	Director of Quality	Departmental Quality Assurance Committees, Quality & Standards Committee
<ul style="list-style-type: none"> <li>explore ways of enhancing work-related learning</li> </ul>	Explore work placements in vocational areas such	September 2013	Heads of Department	At least 100 students on work-related activities	Director of Quality	Quality & Standards Committee and

through greater engagement with employers (paragraph 2.19)	as travel and tourism, journalism, and engineering. Develop distance learning offer			and increase distance learning provision by 50%		Academic Board
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