

## Higher Education Review: Action Plan

| The London College, UCK Ltd action plan relating to Higher Education Review (Alternative Providers) of April 2016  |  |                |   |   |   |                      |
|--|--|----------------|---|---|---|----------------------|
| Recommendation   | Action to be taken   | Target date    | Action by   | Success indicators  | Reported to   | Evaluation           |
| <ul style="list-style-type: none"> <li>Clearly articulate the policy and procedures for academic appeals on Higher national programmes and ensure they are accessible to students (Expectation B9 and C)</li> </ul>  | <p>The College has reviewed and implemented a clear policy and procedure of academic appeals for the 2016/17 academic session on HND programmes and this is clearly integrated into the student handbook and on the College website. A formal appeals panel has been established and Chaired by the Head of Quality.</p> | July 2016      | Head of Quality and Quality Manager / Appeals Panel | The Appeal panel effectively resolving all academic appeals in 2016/17 session<br>Improved accessibility. | Assessment Boards and Reviewed by Quality & Standards Committee | Academic Board       |
| <ul style="list-style-type: none"> <li>Revise and refine terms of reference for the governance structure that ensures appropriate levels of rigour and criticality to enable the college to meet its responsibilities for maintaining academic standards.</li> </ul> | <p>The College has revised the terms of reference for the committee structure and there is a more defined impartiality in the Chairing of the Committees with the Principal only Chairing Academic Board.</p>  | September 2016 | Principal   | Impartiality and staff development opportunities given to wider range of senior staff. Risk will be low.  | Academic Board  | Board of Corporation |

|   |   |                |   |   |   |                               |
|---|---|----------------|---|---|---|-------------------------------|
| (Expectation A2)  |   |                |   |   |   |                               |
| <ul style="list-style-type: none"> <li>Develop a comprehensive programme of training and support for student representation and ensure that there is defined structure of student engagements at all levels (Expectation B5)</li> </ul>   | The College has appointed a full time Student Voice Coordinator. In addition, a Student Voice Coordinator from University of Derby Students' Union will deliver and manage student representation and engagement at all levels for which College will reimburse 50% funding | September 2016 | Principal Student Voice Coordinators                      | Full student representation and engagement at all levels. Positive evaluations from students and the Student Council. To help informed and improved decision making by the College      | Quality & Standards Committee                 | Academic Board                |
| <ul style="list-style-type: none"> <li>Implement a formal structure for examination boards and other related assessment processes in support of Higher National awards to ensure a comparable level of management and oversight to those awards conferred by the College's awarding body. (Expectation B6)</li> </ul> | The College has implemented a parallel structure for examination boards and other related assessment processes as with the University of Derby programmes   | September 2016 | Head of Quality / Quality manger                          | Effective implementation, transparency and equitable treatment for all College Students. Comparable level of management of oversight of awards for all qualification across the College | Quality & Standards Committee                 | Academic Board                |
| <ul style="list-style-type: none"> <li>Re-examine the arrangements for students undertaking work experience</li> </ul>  | The College has now implemented the University of Derby arrangements for  | September 2016 | Course Leader Health & Social Care/ Placement Coordinator | Comparable level of management of oversight of all work experience  | Health & Social Care Course Quality Assurance | Quality & Standards Committee |

|  |   |  |  |  |                          |  |
|--|---|--|--|--|--------------------------|--|
| <p>placements on the Higher National Health and Social care programme to ensure that all necessary documentation is in place for the College, students and placement provider. (Expectation B10)</p> | <p>students undertaking work placements on HND Health and Social care programme. A full time placement co-ordinator has been appointed to ensure necessary documentation is in place for the College, students and placement providers.</p> |  |  | <p>placements in Health &amp; Social Care programmes across the College. Improved engagement with employers; positive evaluations from students on placement; regular communications between mentors and college coordinator</p> | <p>Committee Meeting</p> |  |
|--|---|--|--|--|--------------------------|--|

© The Quality Assurance Agency for Higher Education 2015  
 Southgate House, Southgate Street, Gloucester GL1 1UB

Registered charity numbers 1062746 and SC037786