

London School of Academics Higher Education Review Action Plan

This action plan has been devised to address areas of Good Practice, Recommendations and Affirmations following the college's QAA Higher Education Review in September 2016.

Good Practice

Good practice	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
The detailed care taken in the admissions process to identify the strengths and needs of individual students (Expectations B2 and B4)	Continue to uphold a robust admissions process to ensure the identification of the strengths and needs of individual students.	Effective use of the admission process. Effective use of the data gathered throughout the admissions process to identify and meet the needs of students. Continue to review the recruitment, in addition to the admissions process after the enrolment of each cohort.	After enrolment of each cohort: September and January	Recruitment and admissions team	Managing Director	Admission process Admission Policy for staff Interview checklist and script Recruitment and Admissions review minutes Enrolment form
The individualised support offered to the diverse student body enabling students to develop their academic,	Continue to support learners to enable them to develop their academics, personal and professional potential.	Effective implementation of policies including the Equality and Diversity Policy and the Welfare Policy. Ensure to provide learners with	Continuous Tutorials twice a term	Curriculum Manager Student Welfare Officer Teaching team	Managing Director Curriculum Manager Internal	Equality and Diversity Policy Welfare Policy Learner Handbook Learner Information Booklet VLE Smart Targets Individual Learning Plans End Review Enhancement Strategy

<p>personal and professional potential (Expectation B4).</p>		<p>materials which inform their study journey including Learner Handbooks and resources such as PowerPoint presentations used. Ensure accessibility to the VLE. Continue to assign each learner with a personal tutor who will conduct tutorials, complete Individual Learning Plans and review targets. Review and develop the college Enhancement Strategy. Continue the formal tracking of learner progress. Effective updating the Resource Policy.</p>			<p>Quality Assurance Team External Quality Assurer with regards to tracking</p>	<p>Tracking Resource Policy</p>
--	--	---	--	--	--	---------------------------------

Recommendations

Recommendations	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
establish and implement a formal process for consideration of the annual report of the External Quality Assurer (Expectation B7)	External Quality Assurance visits and Centre Activity Reports are to be reviewed formally and good practice as well as action points are to be shared with staff, governors and students.	<p>A review meeting is to be held after each External Quality Assurance visit to review the visit and the Centre Activity Report.</p> <p>Students not attending the review meeting will be provided with a summary update of the outcome of the visit through the VLE or email with the consideration of data protection.</p> <p>A plan is to be drawn up where there are actionable points. This will be shared with students through the VLE or email with the</p>	January 2017	<p>Internal Quality Assurance Co-ordinator</p> <p>Curriculum Manager, lecturers and others involved with the delivery of the programme</p> <p>Students from the Learner Representative Society</p>	Internal Quality Assurance team and Board of Governance	External Quality Assurance Review Minutes

		consideration of data protection.				
formalise the relationship between the College and work placement providers to ensure a shared understanding of the responsibilities of each (Expectation B10).	Work placement providers are to understand the roles and responsibilities of themselves, the student and the college when offering teaching placements.	A Work Placement Notice Agreement is to be drawn which sets out the roles and responsibilities of the placement provider, the student they take and the college.	January 2017	Managing Director	Board of Governance	Work Placement Notice Agreement
strengthen strategic planning to support long-term enhancement goals (Enhancement).	Plan to meet enhancement initiatives more strategically to support long-term enhancement goals	An action plan is to be developed to ensure the implementation of the enhancement initiatives set out in the Enhancement Strategy after each annual programme review. Meetings scheduled on the plan will be formally recorded through minutes.	July 2017 After each annual programme review	Managing Director Curriculum Manager Internal Quality Assurance team Teaching team Learner Representative Society	Managing Director and Board of Governance	Enhancement Strategy Action Plan Minutes from meetings Enhancement strategy

Affirmation

Affirmation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
the introduction of the virtual learning environment to support teaching, learning, assessment and administration (Expectation B3)	VLE to hold information for learners, resources and enable the completion of unit feedback surveys. Develop the use of the VLE for assessment submission and grade recording.	VLE to be uploaded with information for learners, resources and unit feedback surveys.	Continuous from September 2016	Curriculum Manager Student Welfare Officer	Managing Director	Virtual Learning Environment
the steps being taken to strengthen consideration of data on progression of students from entry to completion (Expectation B8)	Continue to make use of data on the progression of students from entry to the completion	Continue to follow the process for programme monitoring and review. Include within annual programme monitoring more consideration of the student admission, progression and completion data.	Continued December 2016/January 2017	Managing Director, Admissions team, Internal Quality Assurance team, Teaching Team and Learner Representative Society.	Board of Governance and Managing Director	Programme Monitoring and Annual Review Process Programme Monitoring and Annual Review agenda and minutes Unit Feedback Survey Report Unit Feedback Survey Response Report Internal Quality Assurance Process Internal Quality Assurance Schedule Standardisation minutes from meeting

		<p>Include within annual programme monitoring the EQA`s Centre Activity Report and the review meeting minutes.</p> <p>Continue to obtain feedback from learners through unit feedback surveys.</p> <p>Continue to hold standardisation meetings.</p>	<p>December 2016/January 2017</p> <p>Continued</p> <p>Continued</p>			
--	--	--	---	--	--	--