

QAA Higher Education Review – Action Plan 2020/2021

Recommendation, affirmation or good practice	Action to be taken	Date for Completion	Action by	Success Indicators	Progress
Recommendation:					
<p>Introduce a systematic approach to observations of teaching and learning Closing the loop for observations to measure the success</p>	<p>Deliver a systematic approach for all three levels of observations, Management, L&T and Peer to the management teams and academic staff.</p> <p>Identify the factors which demonstrate that the observations process has been successful.</p>	<p>January 2022</p> <p>January 2022</p>	<p>Dean of Digital Delivery</p> <p>Dean of Digital Delivery</p>	<ul style="list-style-type: none"> • Staff have an understanding of the three different types of observations. • Staff are aware of when to use each type of observation. • Management observations database is stored centrally in the L&T faculty. • Improved quality of learning and teaching. • Student module feedback. • Pass rates. • Retention rates. 	
<p>Develop a strategy for student engagement that makes clear the role of students as representatives, and the support they can</p>	<p>Develop and publish a strategy for student engagement</p>	<p>January 2022</p>	<p>Director for Quality Assurance</p>	<ul style="list-style-type: none"> • Students representatives have a clear view of their role • Student representatives know what is available to them for support 	

expect to help them to fulfil their role				<ul style="list-style-type: none"> Students are aware of the opportunities to engage as partners in the enhancement of their education experience 	
Ensure employer-based supervisors for internships are formally trained and supported to carry out their assessment role within the Level 7 Advanced Practice Module	Internship co-ordinator to develop an online training and development programme for completion by employer supervisors	January 2022	Internship co-ordinator and Course Director	<p>Completion of training by employer supervisors</p> <p>Reduced need for moderation of employer supervisor assessed work</p>	

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Good Practice:					
<p>The proactive and highly-effective development of structures to support students with their learning and welfare that is based on a thorough understanding of the needs of students and which is reflected in improved retention rates and positive feedback from students.</p>	<p>Integrated timetable of support opportunities</p> <p>Further development of the support offered by the ACE team</p>	<p>January 2022</p> <p>January 2022</p>	<p>Head of Operations and relevant Service Heads</p> <p>Dean of Digital Delivery</p>	<p>Increased utilisation of services by students</p> <p>WebEx Getting Started workshops (students being aware of how to use the technology confidently prior to starting their classes)</p> <p>Offering on campus support for retake/resit classes for students to successfully submit their assessments.</p> <p>Computing skills workshops.</p>	