



UK BUSINESS COLLEGE

QUALITY ASSURANCE AGENCY (**QAA**): HIGHER EDUCATION REVIEW (**HER**)

ALTERNATIVE PROVIDERS MARCH 2017

ACTION PLAN- July 2017 & September 2017

Area For Improvement	UK Quality Code Reference	Required Action	Responsibility	Completion date	Success Indicator
Deepen and extend the use of independent expertise in maintaining academic standards	A 3.4	1. Utilize experience gained by part-time staff from their work in other colleges. 2. Contact local Chambers of Commerce to ascertain what skills firms desire from their existing and prospective staff. 3. Utilise experience of specialists in various fields, e.g. information technology and Marketing to promulgate latest thinking and practice. * Also CPD	Principal + Academic Adviser	September 2017	Increased student recruitment on certain courses. Increased student satisfaction (via questionnaire) High success rate of students.
Develop a process for the periodic review of programmes	B 8	Assess admission data and pass rates continuously for all courses and compare figures with those of previous years + inform awarding body * Include feedback from student reps.	Teaching & Learning Committee	September 2017	Inclusion in College Manual checked by Academic Adviser
Make the Recognition of Prior Learning Policy and the Admission Appeals policy available on the college website	B2 + C	Include these already existing policies on the policy section of the college website	Registrar + Academic Adviser	July 2017	Inspection of website by Academic Adviser + Website Questionnaire
Make accessible in writing to students the range of academic and pastoral support available	B4 + C	Include this already existing details in the Student Handbook	Registrar + Academic Adviser	July 2017	Inspection of handbook by Academic Adviser + Student Questionnaire
Clarify and articulate the processes by which extenuating circumstances would be considered and approved	B6	Promulgate the Special Consideration and Reasonable Adjustment Policies through student publications e.g. student handbook including practical details of how students can	Registrar + Academic Adviser	July 2017	Student Questionnaire + Inspection of relevant publications by Academic Adviser

		utilise the policies when they felt that extenuating circumstances may apply			
Clarify and articulate the range of penalties for academic misconduct	B6	Consult the awarding bodies what penalties they would themselves impose and what independent action the college could take. Promulgate results to students in both caes (e.g. Handbooks)	Principal + Academic Adviser	July 2017	Student Questionnaire + Inspection of relevant handbooks by Academic Adviser
Clarify and articulate the procedure for the implementation and monitoring of placement learning	B10	Include the work placement policies in the college manual, on the college website and in relevant student handbook	Principal + Academic Adviser	July 2017	Student Questionnaire + Inspection by Academic Adviser
GOOD PRACTICE					
The use of teaching observers' and students' comments on the same session to inform feedback to the tutor	B3	Keep on using the good practice indefinitely. Insert in the Quality and Operational manual	Academic Adviser	Already in practice and will continue indefinitely. Insert in Quality and operational manual by September 2017.	Increased satisfaction of students through Student Questionnaire