



## QAA Action Plan

<i>Recommendation</i>	<i>Action being taken</i>
<i>by December 2016</i>	
develop a policy for change of course offers and ensure that students accepting a change of course offer are fully aware of the implications of making that decision (Expectation B2)	The Admissions team will review the current process and develop a policy for change of course offers which will then be circulated to admissions tutors and added to the Quality Manual. This policy will include ensuring that students accepting a change of course offer are fully aware of the implications of making that decision.
develop a policy and associated procedures for handling admissions appeals and review the appropriateness and accessibility of its admissions complaints procedure (Expectation B2).	The Admissions team will review the current policy and procedures for handling admissions appeals and the accessibility of its admissions complaints procedure and ensure that they are appropriate. If the existing policy requires redrafting it will be submitted for approval to the Quality and Standards Committee.
<i>By April 2017</i>	
strengthen the reporting and oversight of student complaints (Expectation B9).	Following the QAA recommendation a report will be produced for the Teaching and Learning Board for the 2016/17 academic year to include complaints. It will cover numbers, types and outcomes of complaints. A report will also be produced to cover those complaints that are referred to the OIA.

<i>Features of good practice</i>	<i>Plans to capitalise on areas of good practice</i>
The Peer Observation College contributes to the University's strategic goal of ensuring that teaching is of the highest quality and held in high esteem (Expectation B3).	The Peer Observation College (POC) Board will continue to promote the POC and encourage colleagues asking to be observed and to act as observers. As the POC expands the aim will be to have Associates representing all Schools involved in the POC process. The POC Board will continue to collate and disseminate good practice throughout the University.
The University has achieved one of its strategic goals by providing an extensive range of opportunities which enhance student employability (Expectation B4).	The Careers and Employability Service will continue to review and refine its offering. It will work in partnership with colleagues across the institution to strengthen and develop further the University's links with target employers. The students will benefit from the new Campus Solutions system roll out which will improve their accessibility to employability activities and events.

<p>The University has embedded engagement with students as partners both collectively and as individuals which makes a significant contribution to the enhancement of learning opportunities (Expectation B5 and Enhancement).</p>	<p>The University is working in partnership with the Students' Union (SU) to ensure that it has a greater role in the election of student representatives. This will enhance the SU's ability to train, brief and support the representatives so that they can work collectively to advance students' interests in the educational arena. At an individual level, the 'Students As Change Agents' project has been through its 2nd annual review (June-July 2016) and will be reviewed again next year with the expectation of making this activity a permanent feature of the University. In addition, the Students' Union is working to enhance student engagement and representation at the Faculty level, which will provide further opportunities for students to shape their learning experience.</p>
<p>The Teaching and Learning Review process actively supports the effective monitoring and review of academic provision and has a significant focus on the student learning experience and substantial student involvement (Expectation B8).</p>	<p>The TLR process will be further enhanced by the inclusion in the review of a School's performance in terms of the University's Transforming Teaching Programme. Thus the reviews will become further enriched by being both quality enhancement and quality assurance focussed. They will still focus on the student learning experience and student involvement will be crucial to the ongoing success of the process.</p>
<p>The University's Transforming Teaching Programme has a central role and is particularly effective in enhancing the student learning experience (Enhancement).</p>	<p>A number of long-term objectives are being put in place for the Transforming Teaching Programme that will provide greater focus to the programme and will provide a means for determining where additional resources need to be invested so as to meet these objectives.</p>