

### Action Plan arising from QAA Higher Education Review – Report published August 2015

The Higher Education Review Action Plan outlines plans to build on good practice and respond to the recommendation and affirmations outlined within the HER Report. The Action Plan was agreed by our Teaching and Learning Board (TLB) on 8 October 2015\*. TLB will formally monitor progress with the implementation of the action plan.

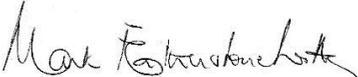
<b>Recommendation, affirmation or good practice</b>	<b>Action to be taken</b>	<b>Date for completion</b>	<b>Action by</b>	<b>Success indicators</b>
<b>Good Practice:</b> The comprehensive range of individually tailored and flexible support provided for students	Continue to review and enhance the support provided by always actively responding to students needs in a timely manner and changing the roles, skills and working practices of the student support team as required to ensure a positive student experience.	Ongoing – Monitored Annually	Student Support Manager/Director of Higher Education	Positive outcomes from student feedback
<b>Good Practice:</b> The strategic approach to the use of deliberate and collaborative interdisciplinary practice, which prepares students for long-term employability	Ensure continued review and embedding of our strategic approach via the revalidation of our programmes for 2016/17.	September 2016	Teaching and Learning Board /Director of Higher Education/Programme Leaders/HoDs Head of Employability and Enterprise	Successful revalidation of programmes by LJMU in May/June 2016.
<b>Recommendation:</b> Work with the awarding body to clarify and implement the policy on	We operate in line with LJMU’s Academic Feedback Policy and normally provide	September 2015 - Complete	Teaching and Learning Board	Increased student satisfaction in NSS – timeliness of feedback on assessed work.

<p>assessment to ensure that students receive feedback and marks in a timely manner.</p>	<p>feedback within 15 working days. As permitted by LJMU's Policy we provide provisional marks outside this timescale as a determined strategy to encourage students to engage with feedback given. In response to student feedback and a review of our policy of separating marks and feedback. We have now taken a more consistent approach to the provision of provisional marks and agreed at TLB in June 2015, following consultation with students, that the provisional marks should be provided a maximum of two weeks after the provision of feedback and that dates should be published on Moodle/ in module handbooks.</p>			<p>Increased student satisfaction in Module Evaluation – timeliness of feedback on assessed work.</p>
<p><b>Affirmation:</b> The work being undertaken to ensure full alignment and implementation with the awarding body's academic framework and regulations</p>	<p>Our revised Learning Guidance Tutor Scheme which operates in line with LJMU's Personal Tutoring Scheme was approved in September</p>	<p>September 2015</p>	<p>Institute Quality Committee</p>	<p>Successful revalidation of programmes by LJMU in May/June 2016.  Continued satisfaction from LIPA/LJMU Academic Oversight Panel</p>

	<p>2015 and is now in operation.</p> <p>We are seeking guidance on any amendments required to our Admissions Policy.</p> <p>We are working in line with LJMU's academic framework and regulations as they exist and continue to work with LJMU to work towards changes to their requirements as they arise.</p>			that appropriate action has been taken.
<p><b>Affirmation:</b> The steps being taken to embed the process of peer observation of teaching</p>	<p>A peer observation of teaching scheme was incorporated as an element of our Teaching Observation Scheme in 2014/15.</p> <p>The operation during 2014/15 will be reviewed during 2015/16 and any enhancement activity identified will be taken forward.</p>	April 2016	PD Committee/Teaching and Learning Board/Director of HE	Teaching staff engagement in peer review.

\*The timescale for producing the action plan hasn't allowed for student involvement in the process. The action plan will be discussed with new Student Representatives once all elections have taken place and a student commentary will be added as soon as possible.

Signed:

A handwritten signature in black ink, appearing to read "Mark Featherstone-Witty". The signature is written in a cursive style with some loops and flourishes.

**Mark Featherstone-Witty**  
**Founding Principal/CEO**