

### QAA HE REVIEW 2016 ACTION PLAN

This action plan outlines plans to build on good practice and respond to the recommendations from the Higher Education Review of the Hull College Group held in May 2016. The full QAA Higher Education Review Report for the Hull College Group can be found at the following link: [http://www.qaa.ac.uk/docs/qaa/reports/hull-college-her-16.pdf?sfvrsn=7e95f481\\_4](http://www.qaa.ac.uk/docs/qaa/reports/hull-college-her-16.pdf?sfvrsn=7e95f481_4)

1. Maintain Good Practice	2. Reference point (where it was identified)	3. Action to be taken to maintain strength	4. Performance Indicator (Outcome to be measured)	5. Final date to be reviewed	6. Who initials	7. Milestones 1 – Date to be reviewed and progress made	8. Milestones 2 – Date to be reviewed and progress made	9. Final Outcome
The comprehensive partnership working with students which enhances the student learning experience <b>(Enhancement)</b> .	QAA HE Review Report	Continue to promote 'Graduateness' within course documentation and within teaching and learning strategy.	90% of students to be in employment or further study in DLHE Results.	July 2017	SUP HEQM HER APHE	November 2016: Student Union, Registry and Quality have been working on a 'You Said, We Did' campaign that will be published in December 2016. 'Graduateness' included as an item now for the Induction period and how students will personally develop during their studies. TEF Metrics received in November 2016 suggest DLHE indicator for HCG is 89.4, 2% below benchmark.	May 2017: Students continue to be involved in quality processes. Students in 16/17 have been involved in validation panels, also involved in the writing of the TEF submission for Pilot 2.	Complete
The robust higher education quality cycle which enables the identification and implementation of opportunities for enhancement <b>(Enhancement)</b>	QAA HE Review Report	Continue to promote 'Graduateness' within course documentation and within teaching and learning strategy. Notify Programme Leaders of the events in the Quality Calendar on a monthly basis.	Timeliness of internal and external reporting cycles. Responses to monthly PL catch ups to communicate Quality Cycle.	July 2017	HEQM VPQIP	November 2016: Higher Education Programme Leader (PLs) Forum now taking place every month from September 2016. These forums highlight to the PLs the Quality and Registry activity for the forthcoming months.	May 2017: Quality Development Cycle developed for the next academic year and now integrated with the HE	Complete

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							Committee cycle and other HE Events. To be shared with PLs once approved at AQSC.	
The involvement of staff in research and scholarly activity which contributes to an enhanced student learning environment <b>(Enhancement)</b> .	QAA HE Review Report	Develop an online profile of research activities and staff expertise. To monitor and increase by 5% research output (e.g. book, chapters, articles exhibitions, productions and consultancy) output. Publish Case Studies in a range of formats to disseminate good practice	At least 95% of staff to be involved in scholarship activities.	July 2017	HERSM APHE	November 2016: The Research Development Plan has been incorporated into the Research, Learning and Teaching Committee work during 2016-17. The capturing of scholarship activity from the Faculties and other processes is continuing. HE Conference will take place in February during the Staff Development Days. There are also some tentative plans to hold a Student Conference in the 2016/17 academic session.	May 2017: Student Conference held in May 2017, to be further developed in 17/18. Research and Scholarly Activity Policy was developed in May 2017 to be approved at the final Academic Board for delivery in 17/18.	Complete
The range of opportunities, locally and nationally, available to	QAA HE Review Report	Identification in modules where research, scholarship and enterprise contribute to Learning and Teaching and reflected in an overall	90% of students to be in employment or further study in DLHE Results.	July 2017	APHE VPQIP	November 2016: 'Graduateness' included as an item now for the Induction period and how students will personally	May 2017: This year continued to see students involved with	Complete

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students which increases their employability <b>(Enhancement)</b> .		programme summary				develop during their studies. DLHE Metrics received in November 2016 suggest DLHE indicator for HCG is 89.4, 2% below benchmark.	client projects as part of assessments. Students were also part of the Posters in Parliament over the year which saw a number of successes for HCG HE students.	

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The steps being taken by the College to address specialist staff absences by establishing a pool of approved replacement staff <b>(Enhancement)</b> .	QAA HE Review Report	DOF to ensure adverts for Supply Pools are completed before the semester.	4% improvements on NSS 2016 results in Teaching and Organisation and Management	July 2017	APHE HEQM	November 2016: The Recruitment Bureau continues to be used to cover both short and long term absences.	May 2017: The Bureau was used over the year to cover staff absences; however this has still had an effect on student satisfaction as specialists in subjects are not always available.	Not complete
To monitor the impact of the HE Enhancement Strategy and its Implementation Plan <b>(Enhancement)</b> .	QAA HE Review Report	Sustained positive destinations. Continued employer engagement in course design, development and review  Strong student engagement strategies to retain student focus.  Improve the publicity and profile of the Student Union within the Group.	90% of students to be in employment or further study in DLHE Results. <b>Retention target of 84%</b>	July 2017	HER HEQM APHE VPQIP	November 2016: TEF Metrics highlight 62.8% of graduates are in highly skilled employment or further study, 0.4% above benchmark. Live assessment briefs continue to be a feature of HE programmes, allowing students to engage with employers and other stakeholders. Student Union has recruited to posts of Senior Student Representatives across both Hull and Harrogate campuses.	May 2017: Still awaiting the outcome from the TEF submission as DLHE was a negative flag for positive destinations on the TEF metrics.	Not complete

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Continuously capture and organise student statistics to provide prompt, accurate and easily available quantitative data for monitoring higher education metrics on an ongoing basis <b>(Accuracy of Information)</b>	QAA HE Review Report	Move towards TEF metrics in college reporting.  Deliver staff development using MIS systems.	Meet TEF averages across all of the assessment criteria.	July 2017	HEQM APHE	November 2016: TEF metrics now used for KPI performance indicators. Staff development delivered on TEF and also using Proachieve for data reporting.	May 2017: A number of improvements have occurred in the last academic year to allow a greater reporting of KPIs, investment in Proacheive and Promonitor, plus with the dissemination of the TEF metrics has enabled HCG to plan and monitor data to make improvements to performance.	Complete
Students identified that they would have liked more information about the course between application and enrolment <b>(Accuracy of Information and</b>	QAA HE Review Report	Meet Consumer Act obligations regarding publishing accurate information prior to application.  Provide access to more detailed course information via web pages, including 'roll out' of pre-enrolment	80% satisfaction response to applicable questions on the Induction and Enrolment Survey. Devise quality checks on the auditing and	July 2017	VPQIP HEQM APHE	November 2016: Pre-course information template designed to be distributed by all HE programmes from February 2017 – September 2017 for all prospective applicants. Moodle has been used innovatively for one HE	May 2017: Public Information Policy reviewed for 17/18. Applications for 17/18 are in line with the previous year.	Complete

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<b>Enhancement).</b>		Employability web-page pilot.  Ensure that our processes enable the quality of information provided to all stakeholders is fit for purpose, accessible and trustworthy.	accuracy of keep warm materials.			programme and supplying students with		
Students identified a reduction in overall satisfaction with SU (NSS)	NSS	To increase positive responses to question NSS Question 23 (overall satisfaction in SU) to 50%	50% satisfaction with the Student Union on NSS indicator	July 2017	SUP	November 2016: Student Union has been working with the Quality Directorate and the HE Registry to provide prompt responses to student feedback. Student Union, Registry and Quality have been working on a 'You Said, We Did' campaign that will be published in December 2016.	May 2017: SU President was not in post until early 2017, which has led to problems in introductions to the HE student group.	Not complete

**QAA Action Plan Approval**

Name of reviewing Executive Committee:  <b>Academic Quality &amp; Standards Committee</b>	Chair: <b>Darren Capp</b>  <b>Assistant Principal of Higher Education</b>
Date: <b>22 November 2017</b>	Signature: <i>D Capp</i>

# Glossary

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APHE – Assistant Principal of Higher Education

DLHE – Destination of Leavers in Higher Education

HEPL – Higher Education Programme Leaders

HEQM – Higher Education Quality Manager

HER – Higher Education Registrar

HERSM – Higher Education Research and Scholarship Manager

SUP – Student Union President

VPQIP – Vice Principal of Quality, Improvement and Performance