

Higher Education Review

Action Plan

South and City College Birmingham was reviewed by the Quality Assurance Agency (QAA) in January 2015. A summary of the QAA's key findings about South and City College Birmingham are as follows:

QAA's judgements about South and City College Birmingham

The QAA review team formed the following judgements about the higher education provision at South and City College Birmingham.

- The maintenance of the academic standards of awards meets UK expectations.
- The quality of student learning opportunities for on-campus provision meets UK expectations.
- The quality of student learning opportunities for distance learning provision requires improvement to meet UK expectations.
- The quality of the information about learning opportunities meets UK expectations.
- The enhancement of student learning opportunities meets UK expectations.

Good practice

The QAA review team identified the following features of good practice at South and City College Birmingham.

- The extensive support and opportunities for staff to develop as higher education practitioners (Expectation B3).
- The effective support for students in the transition from lower levels to higher education (Expectation B4).
- The clear focus on student employability and the established links with employers (Expectation B4).

Recommendations

The QAA review team makes the following recommendations to South and City College Birmingham

By June 2015:

- clarify the admissions interview policy and communicate it clearly to staff and prospective students (Expectation B2)
- ensure that all prospective and current students are kept fully informed about their admission and enrolment with the College and their registration status with the awarding body or organisation (Expectations B2, B10 and C)
- introduce and embed mechanisms to gather and respond to feedback from distance learning students in the enhancement of their educational experience (Expectation B5)
- ensure that all higher education students are able to access external examiner reports (Expectation B7)

- ensure effective and formal oversight and management of the learning opportunities delivered by others in line with its own policies and procedures (Expectations B2, B10 and C).

By July 2015:

- revise the procedure for programme approval to ensure that all modes of study are subject to the approval process (Expectations A3.1 and B1)
- establish formal written agreements with the employers who provide student placements (Expectation B10).

By September 2015:

- strengthen and clarify the arrangements for governance and determining risk to ensure there is a clearly articulated and systematic approach before entering into the delivery of learning opportunities with others (Expectation B10).

This action plan demonstrates how the College will build on good practice, continue to develop and respond to the recommendations from the QAA Higher Education Review that took place in January 2015.

Good Practice	Action to be taken	Date for completion	Action by	Success indicators
The QAA review team identified the following features of good practice at South and City College Birmingham				
The extensive support and opportunities for staff to develop as higher education practitioners (Expectation B3).	Continue to support staff opportunities for CPD.	On-going	Faculty Heads Assistant Principal Quality	Number of staff undertaking higher qualifications Number of CPD opportunities and uptake by HE staff Number of staff gaining Fellowship of the HEA.
The effective support for students in the transition from lower levels to higher education (Expectation B4).	Continue to support student transition to HE through a comprehensive study skills programme, induction and activities to support progression	On-going	Curriculum Teams	Engagement with study skills programme and positive feedback via Boards of Studies Positive feedback from students via the induction survey with 90% of students agreeing that induction supported their transition. Increased internal progression and continuation rates.
The clear focus on student employability and the established links with employers (Expectation B4).	Continue to focus on employability in the curriculum and share good practice across curriculum teams	On-going	Curriculum Teams	All HE programmes to have employer links and incorporate employability skills. Increase in opportunities to engage employers in the curriculum and with students

Recommendations	Action to be taken	Date for completion	Action by	Success indicators
The QAA review team makes the following recommendations to South and City College Birmingham				
Clarify the admissions interview policy and communicate it clearly to staff and prospective students (Expectation B2)	Update the Admissions code to reflect that students are admitted to HE programmes based on UCAS points. Remove the term interview in the admissions code and replace with a student entitlement of advice and guidance.	June 2015	Customer Liaison Team Higher Education Manager Marketing Team	Admissions Code updated All staff and current students to be emailed an updated copy of the admissions code identifying the main changes. Higher education staff and admissions team to be updated via team meetings. The admissions code will be available on the College's website to inform prospective students.
ensure that all prospective and current students are kept fully informed about their admission and enrolment with the College and their registration status with the awarding body or organisation (Expectations B2, B10 and C)	Update correspondence for informing students of their enrolment status. Update awarding body registration procedures for distance learning students	June 2015	Higher Education Manager, Higher Education Quality and Processes Manager and Director of Management Information Systems	Accurate and timely information sent to students. Information will be monitored through a random sample of 10% of enrolments to check for accuracy and timeliness A 10% random sample of recruitment interviews will be checked by the College where a third party is involved in recruitment. Students are informed when they have been registered with the awarding body, via email. The updated enrolment and registration procedure will be

				uploaded to the online learning platform and onto the College's Moodle to inform students.
introduce and embed mechanisms to gather and respond to feedback from distance learning students in the enhancement of their educational experience (Expectation B5)	Ensure Boards of Studies are held with distance learning students in line with on campus students. Continue to use end of module questionnaires	June 2015	Higher Education Manager	Module questionnaires are completed and student feedback reported to the Boards of Studies. Minutes of the Boards of Studies will be uploaded to the online learning portal and the College's Moodle. Boards of Studies minutes are reviewed as part of the College's annual monitoring and reported to the Quality and Curriculum Review Panel. Boards of Studies are attended by the Higher Education Manager to monitor their effectiveness.
ensure that all higher education students are able to access external examiner reports (Expectation B7)	All Curriculum Teams will be reminded of the need to make external examiners' reports available to all students in line with the College's minimum requirements for information available to students. All external examiners' reports to be available on Moodle. Introduce a specific external examiners section in Moodle for all reports to be uploaded Quality Compliance Officer to	June 2015 September 2015 October 2015	Higher Education Manager Course Teams IT Support / Higher Education Manager	100% of external examiners' reports uploaded to course Moodle sites within 2 weeks of their receipt by the College. All external examiner reports are discussed with student representatives in the first Board of Studies each year alongside the course annual monitoring report which requires student representatives to agree the action plan presented. External examiners section established and students informed

	audit course Moodle pages		HE Quality Team	during their induction. Audit completed annually and reported to the Quality and Curriculum Review Panel
ensure effective and formal oversight and management of the learning opportunities delivered by others in line with its own policies and procedures (Expectations B2, B10 and C)	<p>Develop monitoring procedures for partnerships.</p> <p>Ensure effective oversight of partnerships through: Review of all information provided to prospective students</p> <p>Random sampling of recruitment activities and advice provided to prospective students by partner organisations</p> <p>Monitoring of information provided by partner organisations to enrolled students on the distance learning programme during</p>	<p>June 2015</p> <p>Annually September</p> <p>One week following commencement of a new course</p> <p>During induction / week one of the start date</p>	<p>Senior Management Team</p> <p>Higher Education Manager and HE Quality Processes Manager</p> <p>HE Quality Processes Manager</p> <p>Distance Learning Academic Staff</p>	<p>Procedures for monitoring developed and reported to Quality and Curriculum Review Panel on a six month basis for existing partnerships and prior to the commencement of a new partnership. Commencing September 2015</p> <p>Procedures to be made available to students via the online learning platform and on the College's Moodle prior to commencement of new students.</p> <p>Recruitment activities reported to Higher Education Manager within one week of the commencement of a new course</p> <p>Academic staff to confirm that students have received accurate information or identify any discrepancies by a partner</p>

	<p>their College induction.</p> <p>Monitoring of complaints regarding the distance learning programme.</p>		Higher Education Manager and Customer Liaison Team	<p>organisation and report to Distance Learning Team meetings and Higher Education Manager</p> <p>Complaints responded to within 10 working days and summary report provided to the Quality and Curriculum Review Panel twice per year.</p> <p>Monitoring procedures will be shared with partner organisations prior to the commencement of a new course</p>
revise the procedure for programme approval to ensure that all modes of study are subject to the approval process (Expectations A3.1 and B1)	Revise programme approval procedure to include changes to the mode of delivery / study.	July 2015	Higher Education Manager	Programme approval procedure revised to include changes to mode of delivery and shared with staff via the College's intranet
establish formal written agreements with the employers who provide student placements (Expectation B10).	Develop an agreement for work placements. Ensure agreements are incorporated into work placement practice	July 2015 October 2015	Assistant Principal Higher Education Course Teams	Agreement developed Signed agreement completed with 100% of work placements
strengthen and clarify the arrangements for governance and determining risk to ensure there is a clearly articulated and systematic approach before entering into the delivery of learning opportunities with others	Develop a comprehensive procedure for the delivery of learning opportunities with others that meets Chapter B10 ensuring effective arrangements for determining risk	September 2015 From September	Assistant Principal Planning / Assistant Principal Finance	Comprehensive procedure developed for the governance and delivery of learning opportunities with others, including effective arrangements for determining risk Procedure applied to all learning opportunities delivered with others

(Expectation B10).		<p>2015</p> <p>From September 2015</p> <p>Annually in September</p> <p>By October 2015</p>	<p>Assistant Principal Planning / Assistant Principal Finance and all Staff</p> <p>Curriculum Managers</p> <p>Assistant Principal Planning / Assistant Principal Finance</p> <p>Higher Education Manager and Curriculum Managers</p>	<p>and reported to Quality and Curriculum Review Panel for agreement to enter into partnership for the delivery of learning opportunities with others</p> <p>Apply the course approval process rigorously to all new programme approvals reported to the Quality and Curriculum Review Panels for ratification of approval panel decisions.</p> <p>Application of the procedure will be monitored via the Quality and Curriculum Review Panel annually.</p> <p>The procedure to be shared with staff via the College's intranet and managers via the College's management team meeting.</p>
--------------------	--	--	--	---