London South East Colleges
Higher Education (Bromley, Bexley, Greenwich Campus)
Quality Action Plan 2016-2017

This is an update on the previous recommended actions from the Integrated Quality and Enhancement Review (Bromley College 2012) and Higher Education Reviews (Bexley College and Greenwich Community College 2015)

	Action for development/recommendations/specified improvement	HER/IQER Report of the College (pre-merger)	Action	By When	By Who	Impact
1.	Consolidate and articulate the existing strategic approach to the enhancement of the quality of learning opportunities at higher education level **(Appendix 2)**	Bexley	Included in the College Higher Education Strategy. Post-Merger an Enhancement Framework developed for the Higher Education provision at all campuses.	December 2015	Dean of HE	The higher education strategy outlined the approach the college is taking to enhance the student experience and leads to a coherent and consolidated approach across the HE provision

2	Clarify how the information from the diverse internal reporting mechanisms ensures clear oversight of its management of quality of standards **(Appendix 1)**	Bromley	Implementation of Higher Education Committee Structure	October 2012 HE Quality Groups formed in 2012-2013 and a more formal academic Higher Education Committee Structure introduced in 2014-2015 onwards.	Director of HE/ Dean of HE	These structures were formalised after the previous IQER were further consolidated through the years. 'University Centre' status gained in 2015.
3	Develop a more robust and standardised approach to ensure that full-time students have access to placement and work-based learning opportunities and that appropriate use is made of simulation and workplace visits where placements are unavailable. **(Appendix 1)**	Bromley	Programme Leaders included this information in their programme handbooks. Post-Merger a good practice shared was in order to adopt a robust approach with a Work Based Learning Manual introduced.	October 2012	Programme Leaders	A more robust approach to work based learning and clarity of roles and responsibilities among students, staff and employers.

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4	Provide clear guidance to staff on the status of policies and procedures along with timely notification of new policy implementation which support the management of academic standards **(Appendix 1)**	Bromley	HE Bulletins started from 2014-2015 and HE Quality Newsletter circulated to all staff weekly/biweekly by Associate Dean Higher Education Quality	Termly	Director of HE	Staff aware of updates and changes in the College and Wider Higher Education Landscape.
5	Develop staff development activities which support the delivery of teaching and learning at subject level for its higher education provision **(Appendix 1)**	Bromley	HE CPD, Research and Scholarship Policy in place.	December 2012	Curriculum Managers of HE staff/HR/ SMT	The College supports staff with staff external development i.e. Master's qualifications and HEA Fellowships.

6	Develop minimum content and presentation requirements for programme and course information on the virtual learning environment **(Appendix 1)**	Bromley	Minimum specifications developed and a badging scheme introduced with Gold, Silver and Bronze badges to further enhance the Virtual Learning Environment by motivating and encourage curriculum areas.	October 2012	Director of HE	Virtual Learning Environment standardised and now Gold, Silver and Bronze enhancement features created.
7	Develop mechanisms to ensure the consistency and content of public information on the virtual learning environment across all provision. **(Appendix 1)**	Bromley	Public Information Sign-Off Process developed and audits introduced.	October 2012	HE Registrar	Regular audits undertaken followed by formal sign off process discussed in the meetings. Competition and Market Authority (CMA) compliance.

Appendix 1 Post- Inspection Bromley IQER Action plan for 2012/13

Progress with last year's action plan:

	Action	**Action to be completed by**	**Date action to be completed by**	**Progress to completing action**

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1	Share 7 areas of good practice identified at IQER	HE Coordinator	July 2011	Workshops held during the higher education conference in July 2011 to share the good practice identified
2	Develop a section in the higher education assessment handbook covering developmental feedback and produce a College pro forma	Programme director for H&SC	October 2011	Discussed at the HE Conference, new handbook produced and viewed at IQER SR
3	Produce a policy that covers all aspects of public information	HE Coordinator	November 2011	Policy produced and reviewed at IQER SR
4	Contextualise the grading criteria for assessments	HE staff	September 2011	Programme and course handbooks revised
5	Review the concept of workplace mentors at the final committee meeting. Where approved adopt the use of mentors	Programme directors	October 2011	"Mentors" to be used on all appropriate foundation degrees
6	Use mentors to review work-based learning assessments to ensure currency	Programme directors	December 2011	Assessments reviewed and appropriate action taken

	8	Develop a section on formative assessment in the new higher education assessment handbook	HE Coordinator	October 2011	Section included in the assessment handbook
	9	Update programme handbooks to include guidance on academic skills	Programme directors	October 2011	Programme handbooks revised

Action Plan 2012-2013

Item	Actions	Action by?	Date for completion
1	Implement similar systems for work based experience (processes) on all appropriate fulltime programmes, using induction to raise student awareness and share good practice from processes used in part-time programmes.	Full-time programme leaders	October 2012
2	Support the tutorial process through improved resources, both human and financial, resulting in improved retention and success rates.	Director of Higher Education	September 2012
3	Cascade the use of online facilities as an alternative method of communication to all programmes in order to maintain good communication links with part-time students.	CPD Manager and Construction team	February 2013
4	Create a Higher Education Quality Group.	Director of Higher Education	October 2012
5	Provide full-time students with information on work placements and opportunities at induction, including partner university services.	Programme leaders	October 2012
6	Produce a directory of companies that we engage with, who could provide work placement, host visits or provide visiting lecturers.	HE Registrar	February 2013
7	Higher education newsletter to be produced termly to inform and guide staff.	HE Registrar	Termly
8	Identify staff specific needs during appraisal, record needs on a professional development pro forma and develop an appropriate professional development programme in conjunction with our awarding bodies.	Curriculum Managers of HE staff	December 2012

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| 9 | Create a virtual learning environment 'Higher Education content' minimum specification. | Director of Higher Education | October 2012 |
| 10 | Create a procedure that monitors the public information stored on the virtual learning environment and audit content three times a year. | Higher Education Registrar | October 2012 |

Appendix 2

Bexley College

Higher Education Review Action Plan

London South East Colleges
Higher Education (Bromley, Bexley, Greenwich Campus)
Action Plan 2016-2017

This is update on the previous recommended actions from previous Integrated Quality and Enhancement Review (Bromley College 2012) and Higher Education Reviews (Bexley College and Greenwich Community College 2015)

Date of Review: April 2015 Link to the action Plan can be found here   http://www.qaa.ac.uk/reviews-and-reports

Academic Year 2015 – 2016

Recommendation	Action to be taken	Date for Completion	Responsibility	Success Indicator	Progress
Consolidate and articulate the existing strategic approach to the enhancement of the quality of learning opportunities at higher education level (Enhancement)	Review and Consolidate the existing Higher Education Strategy to ensure that the strategic approach to the enhancement of learning opportunities at higher education level are clearly articulated.	December 2015	SLT Head of Higher Education.	The higher education strategy sets out the the approach the college is taking to enhance the student experience and leads to a coherent and consolidated approach across the College.	11/12/15 Updated Higher Education Strategy submitted to SLT.

	Monitor the Strategic impact of the higher education strategy in fulfilling its commitment to the enhancement of learning opportunities at higher education level through the HE Forum.	Three times a year. Dates tbc.	Principal	A representative sample of students is involved in the review process as partners in their own learning. Student representation and engagement supports measurable impact in improving learning outcomes. Students take responsibility for their own learning, engage actively with feedback and assessment and develop their intellectual capabilities.	09/12/15. Higher Education Forum first meeting of the academic year, attended by students who engaged with the University of Greenwich staff on the quality of their current experiences and suggestions for improvement. Student representatives confirmed that students were appreciative of the current levels of feedback received to date to enable them to develop their skills.

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Good Practice					
The Comprehensive and cohesive range of support that enables students to achieve their academic, personal and professional potential					
	B4: Enabling Student Development and Achievement.				
	Continue to develop, monitor and review resources for students, utilising direct feedback from students to ensure this remains as good practice.	End of Each semester Twice yearly Course Committees	SLT Head of Higher Education	Effective allocation of resources and support that enables student s to reach their potential. Response to student feedback facilitates student development and achievement. Student Conference.	To date, requests from staff and students for resources have been fully met.
	B3: Learning and Teaching				
	Continue to articulate the clear strategic approach to the management of learning and teaching, ensuring that policies remain up to date and that this remains as good practice.		SLT Head of Higher Education.	Effective processes and procedures remain in place to manage the quality of learning and teaching and support students.	11/12/15 Learning and teaching observations have commenced carried out by the Head of Higher Education. Staff Development plans have been completed. Staff conference due 04/01/16 will focus

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Previous IQER and HER Action Plan 2016-2017

					on sharing good practice in learning and teaching.