

QAA REVIEW REPORT SEPT 2016

	ISSUE TO ADDRESS	ACTION TO BE TAKEN	TARGET DATE	ACTION BY	SUCCESS INDICATORS	REPORTED TO	EVALUATION	ACTION TAKEN
ALL COURSES	Ensure alignment of the academic appeals process in the student handbook with the awarding body's academic appeals process (Expectations B9 and C)	Course Handbook Appeals information to be checked against UoB processes to ensure they are aligned.	Dec-16	LD/DMK	Clarity of appeals process amongst students	Academic Board	Student Rep Meetings	Course Handbook appeals information checked against UoB processes and they are aligned.
ALL COURSES	Ensure staff are fully aware of the correct procedures for both academic appeals and complaints (Expectation B9).	Academic Appeals and complaints procedures to be circulated to relevant staff and discussed at Course Leader Meeting	Dec-16	DMK/LD	Clarity of appeals and complaints processes amongst staff and knowledge of where up to date information can be found.	Academic Board	Academic Board and Course Leader meetings	Academic Appeals and complaints procedures were circulated to Course Leaders and discussed at the Validated Courses meeting in Sept 16. Staff were reminded to familiarise themselves with the correct procedures.
ALL COURSES	Ensure that all student representatives have access to training and ongoing support for their role (Expectation B5)	CL's to provide training and guidelines to all student reps and offer on-going support	Feb-17	CL's/LD	Student Reps feeling well supported in their role	Academic Board	Student Rep Meetings	
ALL COURSES	Ensure that students are formally involved in programme design, approval and monitoring processes (Expectations B5, B1 and B8)	KLC will have student participation on the Academic Board from Dec 2016. Students involvement in a collaborative process will continue through formal student representative meetings and end of course surveys. The Alumni Advisory Board will be asked to reflect on programme design as part of it's remit.	Feb-17	DMK/CL's	Increased student engagement in all stages of programme design, approval and monitoring.	Academic Board	Academic Board and Validated Courses meetings	
ALL COURSES	Formalise and disseminate a customised assessment policy and processes for all validated provision (Expectation B6)	DmK to finalise the draft of the Assessment Policy and circulate to all staff.	Feb-17	DMK	A clear understanding of KLC's assessment policy and processes across all academic staff	Academic Board	Policy Review meeting	
ALL COURSES	Articulate its strategy for enhancement (Enhancement).	Managing Director to discuss/clarify KLC's enhancement strategy at next Staff Meeting.	Feb-17	WG	General understanding of strategic enhancement throughout school	Corporate Board	Departmental Meetings	

ALL COURSES	Develop the processes for analysing, evaluating and acting on student data on retention and achievement (Expectation B8 and Enhancement).	Course Leaders and their teams will examine and evaluate students' progress through regular assessments, where strengths and weaknesses are reviewed, and actions agreed for improvement and further development. This is a key part of the analysis of student retention, achievement and course performance. Results will be included in End of Course / End of Year reports. Analysis and evaluation of student data will also be considered as part of course planning and development at the Academic Board and strategically at the Corporate Board.	Jul-17	CL's/DMK/JG	Improved processes for student data analysis and evaluation	Academic Board	Evaluated and discussed at Validated Courses meetings and the Academic Board.	
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SIGNED - WILL GIBBS, MANAGING DIRECTOR

Will Gibbs

KEY

Heading
Actioned Pending Evaluation
In Progress

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