

## HE Review

### Lancaster and Morecambe College

#### Continuous improvement in the management of quality of HE

PAM: Programme Area Manager    HoF: Head of Faculty    DQSS: Director of Quality and Support Services  
DC: Director of Curriculum    DBD: Director of Business Development

AFI Ref No.	AFI	What will success look like when action is achieved	Actions to improve	Person responsible for action	By when/ Milestone	Person responsible for monitoring progress	Progress & update
1.	Version Control	One version of documents available on the Hub.	<ul style="list-style-type: none"> <li>Identify the version that should be in use and ensure this is on the Hub</li> <li>All areas to be made aware of version control and removal of all existing versions</li> <li>HE Tutor briefings used as a forum to signpost to version control and Hub</li> <li>In Nov 2014 conduct audit of HE documentation to ascertain impact and progress</li> <li>Ensure that programme information given to prospective students consistently identifies the awarding organisation</li> </ul>	HE PAM  HE PAM  HE PAM  HE HoF	Oct 2014  Oct 2014  Nov 2014  Nov 2014	DQSS HE HoF	<p>Agreed and identified with marketing and HE team</p> <p>All programme information identified as Pearson.</p> <p>HE Meeting Forum discussed and confirmed actions are in place. HE co-ordinator monitoring regularly.</p>

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2.	Further develop the level of engagement with students in the curriculum design and offer of HE	100% of all HE Provision by Curriculum Area will engage students in the curriculum design and offer.	<ul style="list-style-type: none"> <li>Identify students in 2014/15 at course level that will be instrumental in HE curriculum development for 2015/16.</li> </ul>	Course Leader	Oct 2014	DC HE HoF	All HE courses have appointed course reps for 2014/15
3.	Further develop the level of engagement with employers associated with work based students (UCLan)	HE placement providers will have received written guidance of learner work based studies to promote positive outcomes	<ul style="list-style-type: none"> <li>Provide all placement providers with written guidance to support their role in managing the learner experience of work-based students</li> </ul>	HE HoF	March 2015	DC DQSS	Complete (UCLan)

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4.	HE Policies and Procedures	Policies and Procedures that are explicit to HE	<ul style="list-style-type: none"> <li>Review existing Policies and Procedures that need to be amended</li> <li>HE Policies and Procedures updated on the Hub</li> <li>Formally agree, and communicate to students, an academic appeals process that aligns with the awarding body's appeals policy</li> <li>Provide information to applicants of the process for complaints and appeals against an admission decision</li> </ul>	HE Administrator DQSS DC Student HE Rep HE Administrator  Support Services Manager	Nov 2014  Weekly when policies are updated  March 2015	DQSS  HE HoF	HE Admission Policy written. 14.10.14  HE Assessment Policy has been written and awaiting approval

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5.	Learner Voice that is specific to HE	90%+ of learners agree they have opportunity to express their views	<ul style="list-style-type: none"> <li>Each HE course to appoint 2 student representatives in the first six weeks.</li> <li>HE student reps to be trained.</li> <li>Hold QRW focus groups to capture learner feedback.</li> <li>Design and implement HE Student Rep Handbook that contains guidance for student reps.</li> <li>Each course to use the standardised Module Evaluation Questionnaires to capture consistency of HE LV</li> <li>Ensure students have the opportunity to engage more fully in it quality assurance and decision making processes, including effective student representation across all programmes and oversight of relevant information such as EV reports</li> <li>LSR to collaborate with DQSS and HoF on the HE improvement plan</li> </ul>	<p>Course Leaders</p> <p>Student Liaison Officer</p> <p>Student Liaison Officer HE SU</p> <p>Course Leaders</p> <p>HE HoF LSR</p>	<p>Oct 14</p> <p>Nov 2014</p> <p>May2015</p> <p>End of semester 1 and 2</p> <p>Nov 2014</p>	<p>Head of Student Services</p> <p>DQSS</p> <p>DQSS</p>	<p>HE Reps appointed &amp; trained</p> <p>Focus groups have been conducted in QRW</p> <p>Student Rep has begun development on handbook for HE with support of student services</p> <p>MEQ completed end of Sem 1 added as agenda item in HE Course Manager Meeting &amp; reviewed with HE Reps</p> <p>All EV reports to be uploaded to Moodle and discussed with HE Reps</p> <p>Regular meetings have been scheduled &amp; valuable in meeting actions on Imp Plan</p>

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6.	The growth & increased range of HE programmes at LMC has necessitated a review in which HE matters are communicated	Fully embedded HE Course Team Meetings in <b>addition</b> to existing mechanisms	<ul style="list-style-type: none"> <li>• Terms of Reference for HE Course Manager Meeting agreed</li> <li>• Initial standardised agenda to ensure key matters are addressed</li> <li>• HE Course Manager meetings added to meeting calendar</li> <li>• HE student reps encouraged to attend the meeting</li> <li>• Minutes to be recorded of all meetings including HE Tutor Briefing</li> <li>• All minutes and specific outcomes to be acknowledged and presented at HE Management Group Meeting, CMT and SMT</li> <li>• Institute mechanisms for utilising informal complaints to inform its quality processes through standard agenda item</li> </ul>	<p>HE HoF HE PAM Course Team SU member</p> <p>HE HoF (Chair)</p> <p>All HE Course Team HE HoF HE PAM Course Leaders</p> <p>HE HoF</p>	<p>Nov 2014</p> <p>Oct 2014</p> <p>Oct 2014</p>	<p>DC DQSS</p>	<p>Terms of reference agreed</p> <p>Y</p> <p>Y</p> <p>HE Reps for all courses and aware of meetings</p> <p>Y</p> <p>Y</p> <p>Y</p>

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7.	HE embedded within the Quality Improvement Strategy	Continuous improvement in the quality management of HE	<ul style="list-style-type: none"> <li>Quality Improvement Strategy revised for 2014/15</li> <li>Quality Review Weeks to include the HE provision</li> <li>EE Reports to be made available to students on Moodle.</li> <li>All academic boards to have minutes recorded. Appropriate panel members to ensure robust, rigour, fair and consistency.</li> <li>Institute formal terms of reference for HN academic boards</li> <li>Consistency of student engagement in course SARs</li> <li>Ensure appropriate external involvement in the review of self-assessment reports</li> <li>Validation of HE SAR to be scheduled in Nov 2015</li> </ul>	<p>DQSS</p> <p>DQSS</p> <p>Course Leaders</p> <p>Course Leaders HE PAM</p> <p>HE Co-ord</p> <p>Course Leaders HE PAM HE Reps</p> <p>He Co-ord</p>	<p>Sept 2014</p> <p>Oct 2014</p> <p>Existing EE reports to be uploaded Nov 2014</p> <p>2015</p> <p>May 2015</p> <p>June 2015</p> <p>Nov 2015</p>	<p>DQSS DC</p> <p>HE Administrator with support of Student Services</p> <p>HoF HE DC DQSS</p> <p>DQSS</p> <p>HE HoF DQSS</p> <p>DQSS</p>	<p>Y</p> <p>2 X QRW</p> <p>EE Reports being forwarded to marketing when received</p> <p>Validation boards arranged June 2015</p> <p>Academic Boards are scheduled for May 2015</p> <p>Planned with External Nov 2015</p>