

## **QAA HIGHER EDUCATION REVIEW ACTION PLAN, APRIL 2018**

In September 2017, GSM London underwent a Higher Education Review (HER) conducted by the Quality Assurance Agency for Higher Education (QAA). The HER report was published by the QAA in March 2018 and can be accessed at:

[http://www.qaa.ac.uk/en/ReviewsAndReports/Documents/GSM%20London%20Ltd%20\(operating%20as%20GSM%20London\)/GSM-London-Ltd-HER-AP-17.pdf](http://www.qaa.ac.uk/en/ReviewsAndReports/Documents/GSM%20London%20Ltd%20(operating%20as%20GSM%20London)/GSM-London-Ltd-HER-AP-17.pdf)

### **Key findings**

The QAA review team formed the following judgements about the College's higher education provision.

- The maintenance of the academic standards of awards offered on behalf of degree-awarding bodies meets UK expectations.
- The quality of student learning opportunities meets UK expectations.
- The quality of the information about learning opportunities meets UK expectations.
- The enhancement of student learning opportunities is commended.

### **Good practice**

The QAA review team identified the following features of good practice.

- The strategic approach to teaching based on the widespread use of active learning and the identification of students' strengths, which supports their personal and professional development. (Expectation B3 and B4).
- The active development of an academic community committed to forming approaches to teaching practice which engage and support student learning (Expectation B3).
- The strategically-planned and embedded approach to the enhancement of student learning opportunities (Enhancement).

### **Recommendations**

The QAA review team makes the following recommendation.

By January 2018:

- ensure that the process for making a complaint or an appeal about an admissions decision is accessible to candidates seeking admission to a programme (Expectation B2, B9 and Information).

### **The action plan**

The following action plan outlines how the College aims to build on the good practice and respond to the recommendation outlined in the HER report.

The action plan was written in consultation with the Students' Union President and was approved by Academic Board on 10 April 2018. It will be formally monitored and reviewed by regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.

HER identified point	Action to be taken	Target date	Lead responsibility	Success indicators	Oversight and governance	Progress
<b>Good Practice</b>						
1. The strategic approach to teaching based on the widespread use of active learning and the identification of students' strengths, which supports their personal and professional development. (Expectation B3 and B4).	Develop a teaching and learning framework for tutors to enhance delivery to our widening participation body.	(Feb 2018 on CEP)	Executive Dean / Deputy President	Implementation of framework.	Regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.	Implemented and ongoing.
	Develop strategies to measure the impact of active learning and the strengths based approach.	Implemented February 2018 and ongoing.	Dean of Students	NSS, SPQ and % students who achieve a good honours degree in three years target date 2021).	Regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.	Implemented and ongoing.
2. The active development of an academic community committed to forming approaches to teaching practice which engage and support student learning (Expectation B3).	Further support for staff in their professional development, e.g. through fee waivers for PGCEP and scholarships for PhD studies.	Implemented December 2017 and ongoing.	Executive Dean / Deputy President	Percentage of academic staff with teaching qualifications and PhDs.	Paper presented to Academic Board, December 2017 (?)	Implemented and ongoing.
3. The strategically-planned and embedded approach to the enhancement of student learning opportunities (Enhancement).	Embed the concept of active learning in the design and delivery of modules across the College.	Implemented <b>June 2017</b> and ongoing.	Executive Dean / Deputy President	NSS, SPQ and % students who achieve a good honours degree in three years target date 2021).	Regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.	Implemented and ongoing.
	Embed strengths-based learning across the new curriculum.	Implemented February 2018 and ongoing.	Executive Dean / Deputy President	NSS, SPQ and % students who achieve a good honours degree in three years target date 2021).	Regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.	Implemented and ongoing.
<b>Recommendations</b>						
1. Ensure that the process for making a complaint or an appeal about an admissions decision is accessible to candidates seeking admission to a programme (Expectation B2, B9 and Information).	Appeals and complaints policy for applicants included on the website (CAPR: B6).	January 2018	Head of Admissions	<a href="https://www.gsmlondon.ac.uk/b6-appeals-and-complaints-for-applicants">https://www.gsmlondon.ac.uk/b6-appeals-and-complaints-for-applicants</a>	Academic Regulations and Awards Committee approval and University of Plymouth approval as part of the CAPR.	Completed January 2018
	Revised application appeal/complaint (B6) form available on website and unsuccessful application letter template.	January 2018	Head of Admissions	<a href="https://www.gsmlondon.ac.uk/b6-appeals-and-complaints-for-applicants">https://www.gsmlondon.ac.uk/b6-appeals-and-complaints-for-applicants</a>	Regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.	Completed January 2018
	Training to be provided for the Admissions and Course Advisory teams on this policy and the process.	January 2018	Head of Admissions	Feedback from applicants and staff professional development reviews.	Regular reports direct to Academic Board and through the minutes of Education Committee and Faculty Board.	Completed January 2018