

## Action Plan following QAA Higher Education Review, November 2016

KEY: *QAA recommendations in bold italics* **Red Actions are yet to be started** **Amber Actions are in Progress** **Green Actions have been completed**

Acronyms: HOA- Head of Administration; HoC- Head of Curriculum; QAC- Quality Assurance Consultant; MM- Marketing Manager, ERC- Equipment & Resource Coordinator, ACB- Academic Board, SMT- Senior Management Team, UoG- University of Gloucestershire,

Senior Management Team maintains oversight of action plan progress, with Academic Board overseeing the implementation of all academic related actions

Action (in red, amber or green)	Completion Date	Action by	Success Indicators	Progress Notes (with review date)
<b>Strategic Overview</b>				
<b>Strategy 1</b>				
Continued complaint to QAA about conduct and reporting of 2016 review	30 June 2017	Principal, QAC	Satisfactory response from QAA regarding initial complaint	
<b>Strategy 2</b>				
Complaint to QAA about operation of its complaints procedure 2017	30 June 2017	Principal, QAC	Satisfactory response from QAA regarding secondary complaint	
<b>Good Practice</b>				
<b>Good Practice 1</b>				
<i>The focus on designing programmes that provide a wide range of practical and professional skills relevant to the filmmaking industry (Expectation B1).</i>				
Maintain practical and professional skills focus	1 October 2017	HoC	Modules enhanced to further develop professional skills for students as part of course offering. Complement existing offer with further practical skills.	

Design practical and professional skills into any new programmes	1 October 2017	HoC	Enhanced industry focused skills training on all new courses- both accredited and non-accredited	
Develop professional skills thread to complement to the BA courses in technical skills and employability	1 October 2017	HoC, HoA, Principal	Technical training and professional skills thread added to overall offer, separate from the courses. Training in Kit handling and post-graduation careers to start from the beginning of Level 4.	
<b>Good Practice 2</b>				
<i>The quality of the training videos produced for staff, both in terms of production and content, which support their professional development (Expectation B3).</i>				
Update existing videos	1 October 2017	HoC, HoA	Existing videos reviewed and additional material added if necessary	
Create new staff training videos	1 October 2017	HoC, HoA	Subjects suited to video tutorials identified, scripts written and videos completed	
Create training videos for students	1 October 2017	HoC, HoA	Subjects suited to video tutorials identified, scripts written and videos completed	
<b>Recommendations For March 2017</b>				
<b>Recommendation 1</b>				
<i>Work with the awarding body to revise and expand current academic regulations to ensure they are fully comprehensive (Expectation A2.1)</i>	<i>All actions by 1 March 2017</i>			
Revise academic framework to take full account of the University's academic regulations and UK	1 March 2017	HoC, HoA, UoG	UoG and CFS agree and draft updates to existing CFS	

expectations.			academic framework.	
Revise the School's academic regulations to avoid ambiguity for staff and students	1 March 2017	HoC, HoA, UoG	CFS reviewed and updated its internal academic framework.	
<b>Recommendation 2</b>				
<b>Revise academic appeals and complaints procedures to meet regulatory and statutory requirements (Expectation B9)</b>	<b>All actions by 1 March 2017</b>			
Ensure that the School's academic appeals and complaints procedures comply fully with the collaboration agreement and with the operations handbook, with particular attention to including all relevant references to the appeals and complaints policies within the students' terms and conditions.	1 March 2017	HoA, Principal, QAC, UoG	UoG & CFS agree and draft updates to the Academic Appeals process to encompass all UoG requirements and is made clear in terms & conditions.	
The School's complaints and appeals procedures to be revised to align with the Office of the Independent Adjudicator's Good Practice Framework, the Consumer Rights Act and the Quality Code.	1 March 2017	HoA, Principal, QAC	UoG & CFS agree and draft updates to the Academic Appeals process to encompass all statutory & regulatory requirements and is made clear in terms & conditions.	
Documentation and procedures to be made clear and accessible, with explicit reference as to which students University procedures apply to, as distinct from those authored by the School.	1 March 2017	HoA, Principal, QAC	VLE clearly demonstrates the location and nature of all school policy & procedure	
All complaints and academic appeals procedures to be made clear to potential students and to students on both internet and VLE pages	1 March 2017	HoA	Students have clear access on VLE and website to school Academic Appeals policy	
Students to be briefed on the processes for making an academic appeal or complaint, and on where this information is available	1 March 2017	HoA	Students report that they are clear on all processes when they wish to lodge an academic appeal or complaint	
<b>Recommendation 3</b>				
<b>Revise students' terms and conditions to meet</b>	<b>All actions by</b>			

<b>statutory and regulatory requirements (Expectation C).</b>	<b>1 March 2017</b>			
Revise and publish terms and conditions, with particular reference to accept prior to cancellation policies, including the right to cancel any course up to and including the start date. Revision to be compliant with best UK practice and consumer rights legislation	1 March 2017	HoA, Principal, QAC, MM	All CFS Terms & Conditions meet all regulatory & statutory requirements.	
All complaints and academic appeals procedures to be referenced to potential students and to students in terms and conditions	1 March 2017	HoA, Principal, QAC	Terms & Conditions make explicit reference to school academic appeals and complaints procedures.	
<b>Recommendations for June 2017</b>				
<b>Recommendation 4</b>				
<b>Monitor and evaluate the impact of attendance patterns on the development and achievement of all students (Expectation B4)</b>	<b>All actions by 1 June 2017</b>			
Policy for attendance requirements to be revised and publicized	1 June 2017	HoC, HoA	Either reinforcement or refinement of attendance policy available to students, staff and tutors. All new tutors fully briefed on attendance policy. Students clear on rules and penalties.	
Attendance monitoring system to be revised to produce detailed and frequent reports for monitoring and evaluating the impact of absence on modules and courses. The School to move beyond monitoring attendance at a personal level, and in terms of average attendance per term by programme.	1 June 2017	HoC, HoA	Updated spreadsheets that detail attendance on a modular basis completed, or new attendance monitoring system in development. Reports to be compiled fortnightly.	
Senior managers to discuss attendance at least fortnightly and to monitor by module and programme,	1 June 2017	HoC, HoA, Principal	Attendance standing item on SMT agendas, with patterns discussed and remedies	

			disseminated.	
<b>Recommendation 5</b>				
<b><i>Devise and implement a plan to extend library resources and study skills material to support students' academic development (Expectation B4)</i></b>	<b><i>All actions by 1 June 2017</i></b>			
Expand the library holdings of books, DVDs and journals, including e-subscriptions	1 June 2017	HoC, HoA, ERC	Library contains a minimum of 10 different texts related to study skills.	
Revise the strategic and operational management of library resources.	1 June 2017	HoC, HoA, ERC	Strategic document produced with clear guidelines for library resource staff	
Make systematic provision of generic academic study skills materials at the School including on the VLE. Library stock to include books on general areas such as developing information sourcing and critique, critical thinking, reflective practice, essay writing, research methods and personal development planning	1 June 2017	HoC, HoA, ERC	Moodle expanded to include relevant academic study skills materials. Library contains several different texts related to study skills. Student performance on written assessment increases.	
<b>Recommendation 6</b>				
<b><i>Develop a more proactive approach to the identification and support for students with additional learning needs (Expectation B4)</i></b>	<b><i>All actions by 1 June 2017</i></b>			
The School to develop policy and procedure to support students with additional learning needs.	1 June 2017	HoC, HoA, Principal	Formal policy approved by Academic Board.	
The School to develop budget to support students with additional learning needs.	1 June 2017	Principal, HoC, SMT	Budget agreed for additional tutor support, classes, screening process and supporting materials.	
Screening for dyslexia and other learning support to be undertaken during the initial weeks at the School.	1 October 2017	HoC, HoA, Principal	Scheduled screening process disseminated to new students in the run up to 17/18 ACY	
Staff to be trained in providing learning support for dyslexic students or those with other learning needs	1 June 2017	HoA, Principal, HoC	Set of protocols, training materials and training sessions	

in taught sessions.			developed and implemented	
<b>Recommendation 7</b>				
<b>Review and improve student representation within its deliberative structures (Expectation B5).</b>	<b>All actions by 1 June 2017</b>			
School to review the range of its student representation system	1 June 2017	HoC, HoA, Principal	Strategic approach to the purpose and value of the student reps system discussed and approved by ACB	
Staff and students to be briefed and trained on importance of student representation	1 June 2017	HoA	Student rep training for both staff and students, with clear set of protocols, developed and completed.	
Students to be briefed on how their concerns have been considered and acted upon.	1 June 2017	HoC, HoA	A clearly accessible and widely disseminated set of outcomes available to entire student body, with clear follow up and evaluation completed at subsequent reps meetings.	
<b>Actions from other Comments</b>				
Website to explain clearly that students are expected to spend money on study materials, particularly books	1 June 2017	Principal MM, HoA	Website updates complete and new content approved by SMT.	
Website to explain that students may elect to spend money on study and professional materials beyond those provided and paid for by the School (eg extra studio use, extra actors)	1 June 2017	Principal MM, HoA	Website updates complete and new content approved by SMT.	
Briefings for students on use of VLE to be strengthened	1 June 2017	HoA	Moodle handbook developed and widely available to all students at the start of the course.	
Staff to be briefed on subject benchmarks and other UK quality and standards materials	1 August 2017	HoC, HoA, QAC	Regularly scheduled briefings, disseminated to both full time staff and tutors form part of	

			the 'Training Thursday; schedule	
Programme specifications to be revised annually	1 October 2017	HoC, HoA	Academic Board revise programme specifications annually in the board scheduled before the start of each academic year.	
Staff training on annual monitoring to improve the quality of reports, alongside the production of more comprehensive data on progression, achievement and themes emerging from teaching observations, to allow for a more sophisticated analysis of trends and subsequent actions	1 October 2017	HoC, HoA, QAC	Process of completing annual monitoring discussed with UoG at Partnership Board in June 2017. Action plans clearly disseminated among relevant staff members and tutors.	
Application process for international students to be made clearer, with particular reference to selection criteria.	1 June 2017	Principal MM, HoA	International students report satisfaction with the application process on arrival.	
School to strengthen admissions correspondence with students (confirmation paperwork of a place).	1 June 2017	Principal AM, HoA	All students receive paperwork and responses from CFS in a timely manner	
Clear information about bursaries to be provided on the website.	1 June 2017	Principal MM, HoA	Website updates complete and new content approved by SMT.	
Training for tutors on teaching and learning and on assessment to be continued and strengthened	1 October 2017	HoC, HoA	Robust training programme with regularly scheduled sessions, including as part of tutor induction, in place at the school.	
School to engage more with university staff training, the UK Professional Standards Framework and the Higher Education Academy	1 October 2017	HoC, HoA	At least 3 key members of staff and faculty to have undertaken, or be scheduled to undertake, training offered by UoG	
School to strengthen and formalise more the	1 August 2017	HoC, HoA	A formal policy developed and	

peer observation of teaching, to include written guidance on the process, an expectation for peer observation to take place, collective results from observations fed into the quality cycle of the School and used to enhance the quality of learning opportunities.			approved by the school committees, circulated to tutors and in place for the new Academic Year.	
School to strengthen its approach to study skills, digital literacy, plagiarism and academic referencing.	1 October 2017	HoC, HoA	Study skills to sit as a standalone 'module' within scheduled classes at all degree level courses.	
The School to review its approach to personal tutorials in consultation with student representatives	1 August 2017	HoC, HoA	New personal tutorial schedules implemented with strong student participation.	
School to review, strengthen and consult students on the operation of vivas, formative assessment and feedback, the assessment moderation process, the avoidance of subjective marking, the timing of feedback to students and the role and reports of the external examiner.	1 October 2017	HoC, HoA	Briefings on all procedures introduced during the induction week at the start of all courses.	
The School to publicise the location of external examiner reports more widely.	1 August 2017	HoC, HoA	Email sent to all students confirming when a new EE report is available and where to find it. Student reps to be briefed when available.	