



University of Northampton International College (UNIC) Action Plan

Response to QAA Higher Education Review November 2017

HER Report	Action	Target date	Lead responsibility	Success indicator/evaluation	Oversight and Governance	Status April 2019
Good Practice						
High levels of academic and personal support offered to students which provides a highly effective preparation for their transition to the University.(B4)	<p>A1 Structured student integration with subject academic teaching staff, University resources and enrichment each semester</p> <p>A2 Additional support offered pre and post arrival</p> <p>A3 Implementation of tutorial support sessions for</p>	June 2018 (expected throughout each semester)	CDP DASS	<p>S1.1 Student feedback through meetings and College and Navitas survey mechanisms</p> <p>S1.2 Retention, Progression and Pass rates</p>	<p>A1 and A2</p> <p>Student Forum</p> <p>Learning & Teaching Board</p> <p>Academic Advisory Committee (AAC)</p> <p>College Management Team (CMT)</p> <p>A3 Timetables</p>	<p>Recent activity confirms that the College continues to provide a highly effective preparation for the transition of learners to the University. This includes:</p> <ul style="list-style-type: none"> • Continuing to support learners through the Student in Jeopardy (SiJ) programme. • Continuing to monitor student progress through feedback from Academic Teaching Staff and

	<p>students on L4 programmes</p> <p>A4 Continued use of the SiJ programme for identified students</p>			<p>S1.3 Evidence of learner support through SiJ tracking system</p>	<p>A4 SiJ tracking spreadsheet</p>	<p>performance in early assessment.</p> <p>A number of key events were scheduled in semester 1801 to help this transition:</p> <ul style="list-style-type: none"> • Late-start students benefited from additional classes to help support their learning. • First Year Business students had a weekly tutorial slot to help support their studies. • First Year Engineering students had a bi-weekly tutorial slot. • On 12th March, 2018 First Year Business students had opportunity to attend an event at the University with third year BA International Business students. • In January 2018 the Manager of Student Services and the Director of Academic and
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						<p>Student Services met with under 18 learners for a 'cultural awareness' event. This was to help support younger learners in integrating into their host families.</p> <ul style="list-style-type: none"> • The link tutor for the Faculty of Business and Law delivered a presentation on progression to students who will progress to the faculty (28th February, 2018) • The link tutor for Science delivered a 'progression' presentation on 15th March. • The link tutor for Engineering delivered a 'progression' presentation on 26th March, 2018. <p>April 2019</p>
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						UNIC continues to provide excellent support to students in respect of provision a range of UP progression events, support through additional classes for late-start learners, opportunities to learn at Waterside Campus and the SIJ programme. This is evidenced and confirmed through feedback from learners, for example feedback from the Student Forum.
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Student representative system which facilitates students' active engagement in quality assurance and enhancement. (B5)	A5 Continue to ensure that the student representative system facilitates students' active engagement in quality assurance and enhancement. A6 UNIC student representation on UoN SU committees	March 2018 (expected throughout each semester)	DASS MSS SSO	S2.1 Continue to support student representatives to take a lead role in quality assurance and enhancement by actively promoting the student representative role. S2.2 Continue to ensure that fair processes exist to	A5 Learning and Teaching Board Student Forum College Enhancement Team Meeting (CET) A6 – Student Forum	In January 2018, as per norm, the Student Services team actively promoted the role of the student representative for the new semester. As a result, some learners self-nominated to be considered for the role of student representative and elections took place. Student representative training took place on 21 st February.

			<p>support the election of student representatives and the student president</p> <p>S2.3 Continue to support by providing training for all student representatives</p>	CET	<p>An example of student representatives' active engagement in quality assurance and enhancement is their recent and continuing lead role in encouraging their peers to complete the survey on technology (February 2018).</p> <p>Student representatives, as per norm, attended the Learning and Teaching Board held on the 28th February, 2018.</p> <p>The Student Forum took place on 14th March and all student representatives were invited to attend. The Student President chaired the meeting as per norm.</p> <p>As per norm, student representatives attended the College Enhancement Team meeting on the 28th March.</p> <p>Opportunities to ensure that the learner voice is strong will continue to be embedded in all processes.</p>
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						<p>Where possible new opportunities will be introduced to further strengthen the learner voice.</p> <p>Completed</p> <p>April 2019</p> <p>The system outlined above continues to be implemented effectively. Learners note high levels of satisfaction with their experience. For example, feedback through a range of formal meetings such as the Learning and Teaching Board, College Enhancement Team meeting and Student Forum.</p>
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Affirmations						
Steps being taken to establish policies and procedures for the appointment of external examiners to all programmes. (B7)	A7 Create a process which meets the requirements of the college and University for	April 2018	CDP DASS	S3.1 Appointment of two external examiners. S3.2 Involvement of the external examiners in	AAC University of Northampton Academic Quality & Standards	Discussion on the process for appointment of external examiners took place at the Academic Advisory Committee (AAC) in January 2018. As a result, a further meeting took place on 26 th

	<p>recruitment of external examiners</p> <p>A8 University of Northampton to approve the UNIC process</p> <p>A9 Approved processes shared with all key stakeholders in the college, Navitas and University of Northampton and reported through AAC</p>			<p>attending module panels, progression boards and production of annual reports.</p>	<p>Committee (AQSC)</p>	<p>January between the College Director/Principal (CDP) of UNIC, the Head of Quality and Quality Officer from the University of Northampton.</p> <p>The CDP shared a paper with the Head of Quality on the proposal for external examiners using the Navitas model. The Head of Quality from the University of Northampton tabled this paper at the Academic Quality Standards Committee for approval. AQSC approved the proposal for recruitment of External Advisors</p> <p>The CDP of UNIC contacted JISC to assist in the recruitment of external examiners through promotion of the role.</p> <p>Good progress has been made and the CDP has received confirmation from the University of Northampton that the term 'External Advisor' rather</p>
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						<p>than 'External Examiner' should be used. The CDP is working with the Head of Quality from the university partnership to recruit and select External Advisors.</p> <p>April 2019</p> <p>The External Examiner has been in post since September 2018. The system is working effectively with robust feedback indicating high standards of assessment management. The External Examiner will participate in external moderation and related committees in May 2019.</p>
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Recommendations						
Review all amended Navitas UK Policy and Regulations (NPR) and ensure that all locally contextualised versions are approved in accordance with the Navitas procedure. (A2.1)	A10 Navitas to consult with all UK colleges for feedback on NPR update requirements.	March 2018	Navitas Academic Registry CDP and DASS	S4.1 Updated Navitas UK Policy and Regulations (NPR). S4.2	Navitas Learning & Teaching Committee (NVT LTC) CMT AAC	Consultation has taken place with all colleges through the Learning and Teaching Committee. Completed The Academic Registry have met to collate college

	<p>A11 Academic Registry to collaborate on completing NPR updates and share draft versions with all colleges for feedback.</p> <p>A12 Final updated NPRs to be shared with all UK colleges.</p>			<p>All locally contextualised version are approved in accordance with the Navitas procedure prior to implementation.</p>		<p>feedback and review all amended Navitas UK Policy and Regulations (NPRs) and have shared with all UK colleges amended Quality Manual and several NPRs. Completed</p> <p>CPRs are being updated and approved in accordance with the receipt of new NPRs</p> <p>April 2019</p> <p>The processes outlined above continue to be implemented effectively. Recent evidence of this is the process followed for the review of the following Navitas policies: Disability, Prevent, Safeguarding of Children and Vulnerable Adults, Fitness to Study and Bullying and Harassment</p>
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Ensure that final approval of programmes is formally	A13 Inclusion within the	March 2018	CDP DASS	S5.1 Inclusion of list of newly approved	Joint Strategic Partnership	The minutes of the Academic Advisory

<p>notified to relevant committees in accordance with Navitas procedures. (A3.1, B1)</p>	<p>academic report provided by the college, or through agenda item, list of newly approved programmes</p>			<p>programmes in relevant governance meetings</p>	<p>Management Board (JSPMB) AAC</p>	<p>Committee of January 2018 confirm notification of final approval of programmes.</p> <p>At the JSPMB meeting of 5th March 2018 the CDP of UNIC gave formal notification of final approval of programmes.</p> <p>This process of notification will be followed consistently for all future approvals of programmes.</p> <p>Completed</p>
<p>Ensure that all college versions of Navitas UK Policy and Regulations (NPR) are fully documented in accordance with Navitas policy and are made accessible to those responsible for academic standards and quality. (C)</p>	<p>A14 Review existing college versions (CPRs) of Navitas UK Policy and Regulations ensuring that these are fully documented in accordance with Navitas policy.</p> <p>A15 Communicate all college versions (CPRs) of Navitas Policy and Regulations to Academic Registry for approval</p>	<p>March 2018</p>	<p>CDP</p> <p>CDP</p>	<p>S6.1 Evidence of reviewed college versions (CPRs) of Navitas UK Policy and Regulations in accordance with Navitas policy.</p>	<p>CMT</p> <p>Student Forum</p> <p>CET</p> <p>Learning & Teaching Board (LTB)</p>	<p>College CPRs were shared with Academic Registry for approval and approval has been received</p> <p>Completed</p> <p>Central area on the college S:Drive has been set up and CPRs have been stored for Academic staff to access. All academic staff are aware of the existence of the CPRs and how to access the documents. All CPRs have also been included onto the UNIC website</p>

	A16 Share through S:Drive, Moodle, email and other appropriate formats updated CPRs		DASS	S6.2 Evidence of reviewed college versions (CPRs) of Navitas UK Policy and Regulations being communicated to those responsible for academic standards and quality.	CMT LTB	All UNIC FT staff were made aware of the location of the CPRs through CMT and college whole team meetings in February and March 2018. Completed April 2019 This approach is being implemented effectively and all new policies are communicated across the organisation to both staff and students.
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Other						
Annual programme monitoring reports must be completed in the Navitas template and, following submission to the College Learning and Teaching Board for approval, forwarded to the relevant University Faculty and the Navitas Quality and Standards Office, and presented at the College Academic	A17 Continue to complete the annual programme monitoring reports in the Navitas template. Thereafter submit to the College Learning and Teaching Board for approval, forward to the relevant University Faculty	March 2018	DASS	S7.1 Continue to satisfactorily complete the annual programme monitoring reports in the template and after submission to the Learning and Teaching Board for approval, forward to the relevant University Faculty and the Navitas	LTB AAC	The annual programme monitoring reports from 2016/17 were presented at the Academic Advisory Committee meeting of January 2018. Completed April 2019 This process continues to be implemented effectively

Advisory Committee (A3.3 1.57)	and the Navitas Quality and Standards Office and present at the College Academic Advisory Committee.			Quality and Standards Office, and present at the College Academic Advisory Committee.		
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Outcomes of the University's first tracer study were not available at the date of the review (A3.3 1.63)	A18 Communicate with the relevant University of Northampton staff to progress availability of tracer data.	June 2018	CDP DASS University of Northampton Staff – Depute Director of Academic and Student Services	S8.1 Availability of tracer data	AAC Operations Advisory Committee (OAC) JSPMB	Availability of tracer data has been discussed at the Academic Advisory Committee. The Depute Director of Academic and Student Services (University of Northampton) is arranging for creation of a report to ensure availability of tracer data. UNIC has shared template with University colleagues of what tracer data is required.
Whilst the evidence of systematic consideration, evaluation and use of student survey feedback at college level was less compelling, student representative feedback in College meetings clearly leads to positive	A19 Ensure that all student survey feedback is considered, evaluated and any areas for improvement documented in the	May 2018	DASS MSS	S9.1 Student Surveys - Action Plan – with evidence of completed actions	CMT LTB Student Forum CET AAC	Designed action plan template (Student Surveys – Action Plan (SSAP)). Work has commenced in using the SSAP to record actions, ensure progress and communicate results to students.

<p>and meaningful institutional responses. (4.4)</p>	<p>Student Surveys - Action Plan (SSAP)</p>					<p>Discussed feedback from the International Student Barometer at the Learning and Teaching Board held in February 2018.</p> <p>April 2019</p> <p>The Manager of Student Services updates the Student Services Action Plan at regular intervals and ensures implementation of actions.</p>
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