

In accordance with the request from the QAA in June 2015 to update the HER Action plan the updated action plan can be found below.

After a QAA Higher Education Review of Carshalton College March 2014, the QAA review team formed the following judgements about the higher education provision at Carshalton College.

- The maintenance of threshold academic standards of awards offered on behalf of the degree-awarding body and awarding organisation **meets UK expectations.**
- The quality of student learning opportunities **meets UK expectations.**
- The quality of information produced about its provision **meets UK expectations.**
- The enhancement of student learning opportunities **meets UK expectations.**

The following action plan has been produced in response the QAA request to update the initial action plan; the initial action plan was established in response to the Key Findings in the Review report.

Recommendations

The QAA review team makes the following recommendations to Carshalton College and this is how we intend to address them:

Recommendations	Action 2014	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
Take steps to have student representation on the Higher Education Steering Group (Expectation B5)	In consultation with the LSR the college will invite applications from students to participate in the HE Steering Group in September 2014, where there is more than one applicant the college will organise a voting system in order that the students have the opportunity to elect their most sought after candidate.	A member of the student body influencing the direction of HE at the College	The Senior Management Team	by September 14
	Updated Action 2015			

	The College is consolidating its HE Student voice Model and implicit to this is the nomination of student representatives to be participating members of the Higher Education Academic and Organisation Board formed in 2015.	The student voice influencing decision at all levels of the College	Head of HE, Curriculum Teams.	On going
Ensure the consistent and systematic use of data and action planning in the programme area reviews (Expectation B8)	The college has standardised its use of data across the various programmes, this includes the use of retention and completion data, progression to level 6 study and graduate employment. The format of this data has been reviewed by the LSR and found to be accessible and useful.	Programme area reviews that are more fully informed by data	Curriculum Team	by September 14
	Updated Action 2015	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
	The College continues to standardise its approach to data to include destination data.	Programme area reviews that are more fully informed by data Improved College oversight of data	Head of HE	On going

Good practice

The QAA review team identified the following **features of good practice** at Carshalton College and this is how we intend to capitalise on it:

Good practice	Action 2014	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
The student-centred teaching and learning	The college intends to continue its work in developing its knowledge of student learning need for this section of learners. Opportunities to	A secure knowledge base of student learning needs together	The Director of Higher Education and	

approaches that support and engage students as independent learners (Expectation B3).	disseminate this knowledge will be sought through publication	with a significant contribution to the professional confidence of the community of practice at the college	the curriculum team	
	Updated Action 2015	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
	Further to the finalisation of the project undertaken by the previous Director of HE the College intends to continue the good practice of developing its knowledge of student learning needs. This practice includes the embedding of study skills early on in programmes to enhance these skills. Student feedback in 14/15 indicated that the students didn't feel confident in all academic areas. Additionally regular meeting with student take place to discuss how they have viewed their learning for a particular module and how this could have been enhanced and improved.	Increased confidence in study skills and reported in feedback Improved success against learning outcomes	Curriculum Teams	Ongoing
The arrangements for delivering learning opportunities with work based mentors (Expectation B10)	The College intends to build on and consolidate this practice as a model for the forthcoming programmes that are currently being validated	Students will be given the opportunity to develop praxis as an integral aspect of their learning experience	Director of HE	
	Updated Action 2015	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
	As above	Student feedback Increased success in	Head of HE	Ongoing

		learning outcomes		
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Affirmation of action being taken

The QAA review team **affirms the following actions** that the Carshalton College is already taking to make academic standards secure and/or improve the educational provision offered to its students. This is how we will continue to work on them:

Affirmation	Action	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
The steps taken to improve the identification of specific issues relating to the College in external examiner reports (Expectations A5 and B7).	The college will continue to work with the awarding bodies to ensure that there are individualised External Examiner reports for the individual programmes	Clearer and more robust feedback regarding the quality of the programmes	The Director of Higher Education	September 2014
	Updated Action 2015	Measuring the impact of the action	Person(s) responsible for Action	To be completed by end of
	The college continues to work with the awarding bodies to ensure that there are individualised External Examiner reports for the individual programmes The College now has a process to follow up all External Examiner reports.	Feedback from External Examiners and Feedback from Awarding bodies	Head of HE	Ongoing

Themes

The College continues to build on previous QAA HER themes and looks to embed and evidence practice for the new themes of : Student Employability and Digital Literacy.