Barnfield College Higher Education Review 2015

Enhancement and Improvement Action Plan
February 2016 – May 2016

Introduction

This enhancement and improvement action plan (EIAP) has been produced in response to the findings of the Quality Assurance Agency review of Higher Education Provision which was conducted between the 19th and 22nd October 2015 with the final report published on 29th February 2016.

The review team identified areas of good practice, areas for improvement and affirmed actions already undertaken since the formation of the new Higher Education Management Team in September 2015.

The QAA review team formed the overall following judgements about the higher education provision at Barnfield College.

- The maintenance of the academic standards of awards offered on behalf of degree-awarding bodies and other awarding organisations meets UK expectations.

- The quality of student learning opportunities requires improvement to meet UK expectations.

- The quality of the information about learning opportunities requires improvement to meet UK expectations.

- The enhancement of student learning opportunities requires improvement to meet UK expectations.

This document plan sets out the College's response as to how it will build upon the good practice identified, the affirmation of action already in place as well the areas of improvement identified by the review team which mirrors those previously identified in the Self Evaluation Document (SED) produced by the College in July 2015 The EIAP will be monitored by the Vice Principal: Transforming Curriculum and Learning and the Head of Higher Education.

The enhancement of good practice identified

Identified good practice, affirmation or area for improvement	Objective	Action	Date for completion	Action by	Success indicators
The engagement of students in internal and external interdisciplinary learning opportunities (Expectation B3).	Professional practice unit will be delivered together across HNC courses as one group- At present Fine Arts and Fashion have completed this collaboration. The common unit will be a professional practice unit.	To increase this to all HE courses including Health Social Care, Sport, Beauty Grp 1; Fine Art, Fashion and Graphics Grp2) TOPS including the proposed delivery of common unit in professional practice (to promote interdisciplinary activity) Discuss common units with teaching staff to propose the delivery of the professional practice unit.	Presentation of Team Operation Plans delivered on 12th April to Senior Leadership Team, MIS, Finance, Quality and Head of Department. Meeting 20th April 2016. Resulting action in October 2016. Follow up meeting will be in August 2016. May for this academic year.	Subject Area Leaders for Higher Education Course Leaders Students	October groups are to be set up and successfully timetabled to begin the unit. Monitor student attendance and student voice via daily registration and student survey and unit review, which is to be analysed and actions for development to inform the next unit delivery.

The engagement of students in internal and external interdisciplinary learning opportunities (Expectation B3).	Trips and guest speakers will be used to link to professional practice unit to enrich activities and bring students together for a broader Higher Educational and cross discipline approach echoing industry practice.	Create a rationale for the delivering of professional practice unit to teaching staff for approval by Head of Department and CLEG. Organise a planning meeting with the teaching team to discuss delivery Propose trips relevant to Units by teaching team, approval by Head of Department, Health and Safety and Principal. Meeting with academic staff within the discipline of Media to discuss the filming of the visiting speaker lectures.	Meeting 20th April 2016. Resulting action in October 2016. Follow up meeting will be in August 2016. Signed off by senior management minimum of three weeks prior to visit.	Course leaders Subject Area Leaders for Higher Education. Head of Head & Safety Principal and CEO	Schedule of events. Student voice via student survey. Monitoring of student attendance. Evidence within student work. Students have evidenced collaborative work across disciplines in their portfolios.
A Wednesday guest speaker event and presentation with the learning resource centre and subject areas: filmed and input to Moodle and BREO	Timetables to be addressed to ensure that full student participation to all events- therefore they are timetabled to Thursdays from Wednesday. A full review to be undertaken for 17/18 courses. A published promotional document outlining all	Curriculum plans outline full details of rooming and timetabling which have been consolidated within the TOP's process. Allocated rooms for programmes are set within the HE block where all HE teaching is held. Published document is	TOP's presentation 12/04/2016 approved by SLT, curriculum planning documentation with MIS confirmed 04/05/2016 8-12 February 2016. and planning will commence	Management Information Services Team (MIS) Head of HE Senior Leadership Team Subject Area Leaders	TOP's and Curriculum planning documents. Minutes of meetings; timetables; learner satisfaction surveys on course and during course with the integration of Unit Evaluations.

	guest speaker programmes to ensure that all students are aware. Meet with academic staff within the discipline of Media to discuss the filming of all events.	already implemented on a termly basis reflecting the confirmation from guests Meeting held and presentation are currently undergoing editing. (complete)	in September 2016 for 2017. Ongoing for 2016/2018	Subject Area Leaders Digital Media Teaching Team Digital Media Students	
	Overseas residential trip and day visits jointly offered to HNC and HND Fine Art, Music technology, Fashion and FAD.	Completion of risk assessments, and the co-ordination of the trip. Planning and schedule of events during the visits ratified. Student progression opportunities were identified and interviews took place. Promotion during the visit of course via social media. To continue and expand this model for the coming academic; the objective is to include a broader range of HE students across a variety of disciplines.	8-12 February 2016. and planning will commence in September 2016 for 2017. Ongoing for 2016/2018	Principal and CEO Head of Health and Safety Head of HE Head of Finance	Risk assessments and Principal sign off. Meeting minutes and schedules Finance approval of purchase order Social media promotion with an auditable response. Students complete a collaborative project which is evidenced via portfolios Student progression onto a Berlin Course

	To continue to build upon interdisciplinary activity throughout the Higher Education provision in conjunction with Industry focused tasks E.G 2016 March -April. Exhibition Brief; Music Students Media Fine Art and Fashion.	Project in discussion with Tui May 2016 to provide Media support for event. Student organised collaboratively to exhibit at The Hat Factory Luton April. Fashion Show with Hair and Beauty, Media Music.	May meeting with regard to the Tui industry led project. April 18th -21st. June 2016	Students Subject Lecturers Subject Area Leaders for Higher Education Senior Leadership Team Marketing Team	College used material on their social Media daily to promote courses (15 -16) with success to be monitored by marketing for 16-17. Lesson Plans and Staff feedback. Student feedback used to inform and evaluate the success and improve for 16-17. Promotional materials. Filming of events. Student placement records. Student work and feedback and Industry feedback. Widening dialogue between students of different disciplines evidenced in sketchbook, assessment and student reflection.

	HNC health and Social care swapped teaching with HNC Fine Art in order to deliver impartial feedback on student presentations. In reciprocation to this a workshop was provided to the HNC H&Sc students.	Dialogue between staff in response to a request for a specific presentation workshop. Students feedback was positive at the event and students have been requested to provide more formal feedback on the process. To be reviewed and implemented across other areas in response to student feedback.	March 2016-April planning. 28th April	Teaching teams Students Subject Area Leaders for Higher Education	Staff feedback on the event (email trail). Planning (email trail). Student feedback requested for May and to be reviewed to inform further planning Verbal responses from students show that the benefit provided a greater range of teaching staff input and enhanced student experience.
The engagement of the Health and Safety Manager in due diligence reviews of placement providers (Expectation B10).	Maintain Role of H&S advisor. Maintain any additional training and updating of practice through staff 1:1. Health and Safety management team seek approval to join ASET.	Meeting with Health and Safety Advisor prior to any placement and risk assessment approved by Health and Safety team HoD of Facilities Safety & Health Forms Passed to Principal for Authorisation. College Induction checklist included Health and Safety policies and procedures. Friday briefing used by The Principal to update staff on any key Health and Safety Risk assessment practice.	Ongoing; Programme reviews July 2016. New staff induction. 29th April enquiry made as to ASET benefits. Risk assessment working group is established and the first meeting to commence 25th May with Director of Finance as chair	Head of Health and Safety Course Leaders Subject Area Leads for Higher Education	Course Paperwork and H&S tracking. Health and Safety materials and Policy is available to all staff on SharePoint along with supporting Flow Diagrams. Induction process embeds Health and Safety. IOSH training for all at Enterprise Way. In June 2016. Course Paperwork, risk assents and H&S tracking.

The enhancement of affirmed actions

The steps being taken by the College to engage with employers in the design and development of higher education programmes (Expectation B1).	The Team Operation plan which embeds proposals for New Higher Education Courses were informed by Data derived from local employer and skills set needs surveys, student surveys at regional level looking at progression, aspiration and study needs.	Schedule for TOPS implemented (complete). Reviewed by Senior Leadership Team (complete).	Team operation report for Higher education delivered on the 12th April. Senior Leadership Team set presentation dates for the Subject Area leads to present and disseminate through the Director of Finance presentation workshops on Data available, how to access and how it should inform the Team Operation Plan which is signed off by the Senior Leadership Team; MIS and Finance	Head of Higher Education Head of Quality Subject Area Leaders for Higher Education Course Leaders	Industry placements, Internships and live briefs which demonstrating skills set of students meet industry demands and opportunities for work. Team operation Plan is informed by accurate data. Newly formed guidance documentation form UoB and Pearson and the online quality nominee is used to inform the TOPs process to ensure that curriculum offers are subject to appropriate validation and ensures that the awarding body requirements are firstly suited to our students and secondly that the requirements are adhered to. All awarding body detail and standardisations are maintained with the quality drive.

Principalship are in discussion with Major Industry leaders for example Monarch and Tui, plus the Head of department for HE is part of the Luton and Bedford development Council, employing a strategy to meet industry needs by development of higher level skills in Adult, Higher Education and Higher Apprenticeship courses which meet industry growth and need. Confirmation to be received of offer on the 10/05/16	Meetings with employers with principal, heads of department, subject area lead and students.

Implementation of new courses, work experience and interdisciplinary projects as a result. | Meeting with employers has taken place. This has been disseminated down to subject area lead level.

Ongoing. Meeting started April 2016. | Principal

Head of Higher Education

Subject Area Leaders | Emails from principal level to Subject Area Leads. Meetings with Employers, teaching teams and students. Records of implementation Information disseminated at the team briefing 29/04/16 |

The actions being taken to increase students' involvement in College committees (Expectation B5)	Higher Education management team seek approval for the election of a Higher Education student representative on the board of governors and on the Higher Education Academic board	The Higher Education Management Team to make proposal to Vice Principal: Transforming Curriculum and Learning and Board of Governors. Establishment of a revised Higher Education Academic Board with student representation informing curriculum, assessment resources and strategic development	Sept 2016. Proposal meetings Corporation meeting 06/06/2016	Higher education Management Team Student Engagement Team Corporation Clerk to Governors and to Senior Leadership Team Curriculum and Learning Experience Group	Minutes of meetings with desired outcome. HE student Rep on board of Governors. Terms of reference for Higher Education Academic Board. Formulation of meeting schedules. Minutes of meetings.
	16/17 Higher Education Specific Handbook to include the role of student feedback and opportunities for representation.	Application to Enrolment Working Group meetings required a response from Subject Area Leader for Higher Education. Complete As a result, a draft has been sent to marketing for approval. Student reps need to discuss and revise new document before publishing. Marketing and student engagement team to organise a meeting to gain feedback	Meeting took place in April 2016. Content submitted to marketing April 2016 and evidenced in meetings. Marketing to arrange meeting with student reps once draft handbook is complete	Higher Education Management Team Student Engagement Team Marketing Team Student Representatives Subject Area Leader for Higher Education. Application to Enrolment Working Group	Minutes of meeting. Higher Education Handbook to include student Voice and roles within college structure: to be published as a PDF in October 2017. Minutes of Meeting.

| | | from students | | | |
| | | Final approval for handbook to be authorised by Application to Enrolment Working Group | Approval prior to October 2017 when document goes live. | | Minutes of Meetings |

Areas requiring improvement

Identified good practice, affirmation or area for improvement	Objective	Action to be taken	Date for completion	Action by	Success indicators
Ensure that higher education staff are familiar with the external reference points (ERPs) for academic standards (Expectation A2.1)	A Higher Education training day will be used to deliver information on Higher Education policy documents. This will also present how policies can be used to inform planning and teaching to include external reference points including the UK Professional Standards	Training needs discussed with quality. Book in training. A register will be held and feedback monitored. Schedule devised, to include a moderation event on level 4 and 5 with Higher Education staff and a University training Day on terms of reference and External Higher Education policy and Quality assurance.	2nd June 2016 training day. Internal training events on the 1st and 3rd of June will focus on the updating of review including Internal Policy and procedure. register will be held and feedback monitored. *On Going.*A schedule of training is devised with the HE team and the Quality office. This is then monitored and registers taken and quantifiable actions by embedding or applying knowledge gained is tracked through 1:1 and fed back to	Subject Area Leaders for Higher Education Head of Quality University of Bedfordshire. Subject Area Leads	Register of attendance at training and feedback on the event. New paperwork to follow procedure as evidenced by staff completion of: Review, Programme specifications, course handbooks and schemes of work. This will make explicit reference to enterprise resource. Planning. Quality office will review success of training and inform Senior Leadership Team. Teaching, learning and assessment will reflect HE quality codes and

			quality. ***On Going.***The Quality office maintains contact with awarding bodies (Pearson and UoB) and link tutors inform training needs.		terms of reference Staff will articulate their understanding of with confidence. Annual Programme Reviews will analyse and review the impact of the above training upon the learners' experience and outcomes. Evidences in review of processes and embedded in the articulation of quality, review and academic documentation, recording and monitoring, curriculum planning.
	Academic and support staff will attend training at The university of Bedfordshire on student loans and Data collection.	Training needs discussed at Application to Enrolment and fed forward to teams. Book in training and CPD forms completed and sent to HR.. A register will be held and feedback monitored.	15th June 2016 University of Bedfordshire at the Bedford Campus. staff training application will be On – going and included in future Higher Education planning through tem meetings and 1:1.	Subject Area Leaders for Higher Education Management Information Services Team Student Engagement Team University of Bedfordshire. Course leaders Head of Quality	Minutes of meetings, emails, CPD forms held at HR and signed off by line managers. Training and 1:1, dissemination of good practice and wider National Higher education agenda, amongst wider college team for Barnfield to update and meet changes adapting to Higher education quality standards.

Formalise systems for maintaining academic records. (Expectation A2.2)	A new Higher Education Handbook and developing and Application to Enrolment process is reviewed through the working group which Higher Education forms part of.	Ensure that higher Education informs the policy and process group on Application to Enrolment. Prospectus information on checked and monitored through adhering to policy documents and monitored by Marketing	6th May 2016 meeting with Subject Area Leaders and Head of Department for Higher Education. Process monitored through New Marketing manager (April 2016). IV and Ev spread sheet held by quality checked by IV EV co-ordinator. All changes go through quality nominee who disseminated down and HE academic board. All EV feedback is held in central point by quality. University of Bedfordshire and college staff share information through the link tutor process. 1:1 with staff will also inform the process.	Head of Higher Education Subject Area Leaders for Higher Education Head of Quality Head of Management Information Services Vice Principal: Transforming Curriculum and Learning. Lecturing staff. University of Bedfordshire.	Staff and Students will be able to confidently navigate the Higher Education Governance Manual and apply the content effectively to the day to day delivery of Higher Education provision at the College.
	The College will continue to review the range of policies and procedures as they apply to A2.2 and produce executive. Summaries that will provide staff and students with clear and definitive guidance on	Every four weeks the Curriculum Learner Experience group will review the policies implementing their training in relation to this. This will be disseminated through the Head of department and Subject Area Lead	On-Going. Through regular meeting schedule.		Teaching, learning and assessment policy procedure and developments will inform and be informed by Curriculum Learner Experience group. Minutes of all meetings and policies and

	roles, responsibilities and structures within a Higher Education Governance Manual.	meetings and also the Higher Education Academic Board.			information. Annual Programme Reviews will 'test out' the impact of roles, responsibilities and structures upon the learners' experience and outcomes.
	Review process to regularly apply and test out understanding of key policies, procedures, roles, responsibilities and structures across all programmes: through Higher Education team meetings and Continual Professional Development and 1 :1	Policy and review are noted at meetings and disseminated to staff. Key issues and timeliness of monitoring will inform the Friday briefings and compliance will be noted at 1:1 Review and embed systems for maintaining academic records.	The Quality cycle and 1:1 meeting at all levels continue to inform the maintenance and quality of academic records. Quality cycle will be revised by Mid-June with Quality team and Higher Education management team for approval by Senior leadership team as it is a procedure.	Head of Higher Education Subject Area Leaders for Higher Education Head of Quality Head of Management Information Services Vice Principal: Transforming Curriculum and Learning. Lecturing staff.	Meetings to discuss quality cycle. Revised procedure published as document once approved. Disseminated to staff via meeting and also evidenced through 1:1 records.
Implement a rigorous ongoing process for senior management oversight of academic standards (Expectations A3.3 and A1)	The mechanism by which strategic oversight is routinely exercised by the Senior Leadership Team and Governors is through a report on academic standards written by the quality Team which is informed by the higher Education Academic	Every four weeks the Curriculum Learner Experience group will review the policies implementing the Training in relation to this. This will be disseminated through the Head of department and Subject Area Lead	On Going through regular meeting schedule.	University of Bedfordshire.	Teaching, learning and assessment will be routinely monitored through the quality cycle, quality office through the annual review, including tracking documents and reports from link tutor events and external examiner reports

	board, external awarding bodies reports and course team leader including student body, to inform both upwards to governor level and disseminate to students and staff and academic support.	meetings and also the Higher Education Academic Board. Governors have definitive guidance as to their role and responsibilities in exercising strategic priorities, the oversight of academic standards and resource needs reporting structures.			Minutes of meetings and impact on academic process. Training and policy documentation.
	Currently we have a member of the HE teaching team on the board of Governors Higher Education management team seek approval for the election of a Higher Education student representative on the board of governors and on the Higher Education Academic board	To increase the presence of HE representation at governor level	Proposal to be sent to the SLT team for governor approval at next corporation to be held on the 06/06/2016	Head of HE Clerk to Governors Senior Leadership Team	Proposal to SLT and clerk to the governors alongside minutes of meetings
	The College Higher Education Academic Board led by members of the Senior Leadership Team, chaired ☐y quality.	Meeting on structure of board with quality office and Higher education management team. Devise a terms of reference for the board and meeting schedule.	May 2016 June 2016	Principal Vice Principal Curriculum Head of Quality Head of Higher Education	Minutes of meeting. Schedule and list of membership

	Teachers who require support and mentoring are allocated an advanced learning practitioner upon request. This is coordinated by the OTL coordinator and evidence of actions and impact are maintained in the Quality Drive. Teacher training courses ensure that students are provided with mentors who are trained by the course team leader for Teacher training based on the UOB guidelines for Mentors and mentor handbooks are issued.	SAL's to identify those teachers in need of support and to refer them to OTL Coordinator to liaise with both SAL and quality manager to set up a development programme which includes peer to peer observation, academic standards and HE quality priorities	Ongoing	Head of Quality Teaching & Learning Coordinator Course team leader (Teacher Training) Advanced Learning Practitioners (ALPS)	To increase quality and consistency in teaching learning and assessment. 1:1 appraisals and reviews ALP's evidence and impact analysis Mentor Handbooks Study days register
Formalise internal procedures for the development and approval of higher education programmes (Expectation B1)	There is a formalised process for the development of new courses. Implemented in 15/16 Team Operational Plan process informs the Senior Leadership Team of new proposals embedding local data analysis costings and employer needs.	Training has been attended and delivered by Director of Finance Meetings with the head of MIS and Finance have taken place to examine viability of new courses and financial considerations. Team Operational Plan has been presented to	Team operation report for Higher education delivered on the 12th April. Senior Leadership Team set presentation dates for the Subject Area leads. Team Operation Plan which is signed off by the Senior Leadership Team.	Senior Leadership Team Head of Finance Management Information Services Subject Area Leaders	Annual Programme Reviews and Annual Monitoring Boards will 'test out' the effectiveness and impact of the development and approval of Higher Education provision upon the learners' experience and outcomes informed by relevant local and national DATA and employer review and progression demand.

		Senior Leadership Team, head of Finance, Head of MIS and Head of Department			
	All validations go through the quality nominee who approves and ensures that the college meet the requirements of the awarding body and the university and this is monitored through regular IV/EV meetings and standardisations and reported to HE academic board	All EV feedback is held in central point by quality. University of Bedfordshire and college staff share information through the link tutor process. 1:1 with staff will also inform the process through informing of progression requirements.	Ongoing throughout the academic year	Head of Quality Subject Area Leaders Lecturing Staff Awarding Bodies	Evidenced quality cycle and quality drive Centre review
	Principal, senior leadership Team and Assistant Principal for Work Based Learning are in discussion Chamber of Commerce, Monarch and Tui,.The head of HE is part of the Luton and Bedford development Council, employing a strategy to meet industry needs by development of higher level skills in Adult, Higher Education and Higher Apprenticeship courses which meet industry growth and needs.	New courses developed in line with industry needs. Evidenced through the TOPS process	Ongoing and through the TOPS schedule. .	Principal Vice Principal Curriculum Head of Quality Head of Higher Education	Minutes of meetings. Email records. TOP's documentation.

Systematically implement the Higher Education Admissions Policy, including appropriate training of staff involved in admissions (Expectation B2)	Higher Education Admissions process for support staff and academic staff has been approved and formalised.	Has been approved at Vice Principal level and disseminated to academic and support staff.	Completed and approved at Principal level. To be considered at Application to Enrolment Working Group meeting.	Principal Vice Principal Curriculum Head of Quality Head of Higher Education Head of Student Services	Minutes of meetings Email Trail Document to be disseminated Student Survey
	Implementation of the Higher Education admissions process is informed through the Subject Area Leaders and Head of Department for Higher Education are currently on the Application to Enrolment Working Group and will disseminate information to all HE staff.	Application to Enrolment Working Group deals with all aspect of the systematic approach. Regular meeting s of the working group are informed by curriculum and support staff across managerial and staffing levels, data and student voice.	On Going from Dec 2016.	Vice Principal Head of Student Services Lecturing teams Support Services	All staff, will articulate their understanding of the College Higher Education Admissions Process with confidence. Induction review and meeting with students will inform the process. Monitoring at events. Minutes of meetings
	The college Higher Education website will be updated to make clear that all Higher Education courses will have interview as part of the application process. The Digital Strategy Working Group, including student reps, will inform website development (checking and effectiveness)	Marketing are part of the Application to Enrolment Working Group and therefore are involved at each review stage. Student voice will also inform.	Current statement does include interview procedure 16th April 2016 July 2016 website revision. To be reviewed by Vice Principal and Team Operation Plan for marketing will make clear the Higher Education marketing strategies information checking and role of student voice.	Vice Principal Head of Student Services Lecturing teams Support Services Digital Strategy Group Application to Enrolment Working Group	Marketing to check accuracy of information and the effectiveness of the website: in terms of student usage. Digital Strategy Working Group, including student reps, will inform website development (checking and effectiveness)

			6th May 2016. Meeting with Vice Principal Transforming Curriculum and Learning. 15th June 2016 University of Bedfordshire training at the Bedford Campus. Ongoing.		
	Employ a new marketing manager with HE experience	Higher Education curriculum staff on Interview Panel. Knowledge of Higher Level requirements including partnership rules and differentiation between Further Education and Higher education to inform information , publicity and processes.	April 2016 marketing role taken. On – going	Human Resources Team Head of Marketing Member of the HE Teaching Team (tba)	Human resources process, advertisement, recruitment. Staff CV (completed April 2016). Evidence of checking of information, monitoring processes, minutes of meetings, emails and data recording.
Implement a rigorous ongoing process for senior management oversight of learning and teaching practices (Expectation B3)	The Higher Education Academic board will include a mechanism by which strategic oversight is routinely exercised by the Senior Leadership Team.	Terms of reference written and approved by Vice principal and approved at the Corporation meeting. June2016. The agenda will include learning and teaching	On-going to be established May 2016	Vice Principal Head of Quality Head of Higher Education Subject Area Leaders for Higher Education	Minutes of meetings. Schedule devised by quality Teaching, learning and assessment across Higher Education programmes will be routinely

		practices to ensure quality and standards. It will be made clear make clear that the board will include Senior leadership students, support.		Advanced Learning Practitioners	monitored and appropriate levels of challenge applied across curriculum areas so as to drive forward the enhancement agenda. Annual Programme Reviews and Annual Monitoring Boards will 'test out' the impact of revised strategic monitoring processes upon the learners' experience and outcomes.
	The College will disaggregate Observation of Learning and Teaching profiles, through the quality office, and report this data separately.	SAL's to identify those teachers in need of support and to refer them to OTL Coordinator to liaise with both SAL and quality manager to set up a development programme which includes peer to peer observation, academic standards and HE quality priorities	Peer team teaching Jan 2016 – on going. June 2016.	Subject Area Leader Education Advanced Learning Practitioners Head of Quality	Revised presentation of observation of learning and coaching and peer observation data will provide the College with a clear picture as to the quality of learning and teaching across Higher Education provision
	Implement a formal peer review process to regularly apply and test out the application of strategic management oversight of Higher	Devise a peer assessment policy to be used to ensure quality is maintained and quality monitoring to inform	June 2016 Ongoing for 2017 / 2018	Senior Leadership Team Head of Quality Subject Area Leads	Minutes of meetings HE peer observation Policy Profile of academic staff in HE

				Higher Education Academic Board	Student attendance and success rates.
	Education learning and teaching practice across the College.	senior management team (of further CPd needs across He provision).			
Formalise systems to monitor and evaluate arrangements and resources that enable higher education students to develop their academic, personal and professional potential (Expectation B4)	All academic and support staff where appropriate will attend training on the Quality Code (QC) and the UK Professional Standards Framework (UK Professional Standards Framework) to support the delivery of higher education programmes.	Embedded within Programme specifications, course handbooks and schemes of work will make explicit reference to the UK Professional Standards Framework (UK Professional Standards Framework)	Implement after 2 June staff training by the University of Bedfordshire. On – going 1:1 and Higher Education team meetings. July review process deadline:6$^{t\,July}$ meeting.	Head of Quality Head of Higher Education Subject Area Leaders for Higher Education Heads of Department (Curriculum) University of Bedfordshire. Student reps and student feedback Course leaders and lecturers/ teachers.	Teaching, learning, assessment and resources/learning materials will reflect the UK Professional Standards Framework (UK Professional Standards Framework).
	Programme specifications, course handbooks and schemes of work will make explicit reference to the UK Professional Standards Framework (UK Professional Standards Framework)	Embedded within Programme specifications, course handbooks and schemes of work will make explicit reference to the UK Professional Standards Framework (UK Professional Standards Framework)	Implement after 2 June staff training On – going 1:1 and HE team meetings. July review process deadline:6$^{t\,July}$ meeting. October 2017 and then on –going	Head of Quality Subject Area Leaders for Higher Education Heads of Department (Curriculum) University of Bedfordshire.	Staff will articulate their understanding of the UK Professional Standards Framework (UK Professional Standards Framework) with confidence Annual Programme Reviews will 'test out' the impact of the UK Professional Standards

				Senior Leadership Team Student Representatives	Framework (Uk Professional Standards Framework) upon learners' experience outcomes through unit review . Student Voice at HE level embedded in reporting structure through the Higher Education Academic Board.
	HE Management Team to appoint a lead student rep role to last throughout the academic year.	HE team and student body to appoint a student rep.	First meeting to take place in may 2016	Head of Higher Education Quality Office Subject Area Leads Teaching Teams Student Body	Minutes of meetings. Student Voice at HE level embedded in reporting structure through the Higher Education Academic Board.
Implement a coherent procedure for the production and evaluation of annual course reports (Expectation B8)	The College will implement the policies and procedures developed by the new managerial team over 15/16 as they apply to B8.	All Higher education staff to comply to quality requirements producing documentation and reports as part of the quality cycle	Ongoing throughout the academic year, with additional training in place in June 2016 prior to final year review.	Head of Higher Education Quality Office Subject Area Leads Teaching Teams Student Body External Awarding body reporting structures.	Minutes of meetings. Student Voice at HE level embedded in reporting structure through the Higher Education Academic Board. External Awarding body reporting structures.
Ensure that complaints and appeals are systematically recorded, analysed and discussed, and that appropriate action is taken (Expectation B9)	Complaints Procedure and accompanying executive summaries that will provide students with clear and definitive guidance as to how they can raise concerns about		This is within Student Handbooks and induction. Policy is evident on Sharepoint. Higher education publication of this reviewed for 2016/17	Principal and Chief Executive Executive Assistant (Complaints)	Programme specifications, course handbooks, Higher Education Quality Policies and Procedures and outward facing information mediums will

	their experience as an Higher Education student at Barnfield College.		meeting held May 2016. Records are held in central office at present.	Head of Higher Education Subject Area Leaders	make explicit reference the College Higher Education Complaints Procedure.
	On Moodle and in student course handbooks – the process of complaints is made transparent referencing the awarding bodies and this must go through from the start of the process through to the Office of Independent Adjudicator	Complaints Procedure and accompanying executive summaries that will provide students with clear and definitive guidance as to how they can raise concerns about their experience as an Higher Education student at Barnfield College. The College will review its Complaints Procedure as it applies to both B9 and the requirements of the Office of the Independent Adjudicator. The complaints procedure will be in student handbooks and form part of Higher Education Induction.	June 2016 and ongoing until Sept 2016. Published for October start.	Senior leadership team Executive Assistant (Complaints) Head of Higher Education Subject Area Lead	Programme specifications, course handbooks, Higher Education Quality Policies and Procedures and outward facing information mediums will make explicit reference the College Higher Education Complaints Procedure.
Provide clear information to prospective students on awarding bodies, how the recruitment, selection and admissions process will be conducted, and ensure that entry requirements	MIS will work with the new marketing manager to ensure that all relevant information is updated on the college website. The clarity of the information will be reviewed and student	MIS and marketing to meet. New marketing manager to use knowledge of Higher Level requirements including partnership rules and differentiation between	Achieved but on–going. Meeting held with new Marketing manager 15th April.	Vice Principal Head of Student Services Head of Marketing Head of Higher Education	Clear and informative information held on the college website.

are transparent (Expectations C and B2)	feedback will be used to monitor Higher Education information.	Further Education and Higher education to inform information, publicity and processes.			
Develop and articulate a robust strategic approach to the enhancement of student learning opportunities (Enhancement).	Meetings with the team and the Team Operation Plan Higher Academic Board and The Quality office to use good practice and inform the enhancement of student learning opportunities for *example :* Professional practice unit will be delivered together across HNC courses as one group- At present Fine Arts and Fashion have completed this collaboration. The common unit will be a professional practice unit.	TOPS including the proposed delivery of common unit in professional practice (to promote interdisciplinary activity). The Quality Office and teaching teams to meet and inform the Higher Education Academic board which will inform enhancement upwards to The Governing body and also to student level.	May 2016 onwards.	Vice Principal Head of Student Services Head of Marketing Head of Higher Education	Reporting structure AMR HE Board minutes of meetings and curriculum changes and offering of HE provision.