

Action plan¹

ONCAMPUS Provider action plan relating to Higher Education Review (Embedded Colleges) 2018						
Recommendation	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
ensure that programme learning outcomes on the Masters Foundation Programme (MFP) align with the relevant level of the FHEQ (A1).	Programme learning outcomes on the MFP/MQP align with level 5 (this refers only to the 2/3 term programmes) and level 6 (1 term MFP/MQP)	This will be undertaken by Learning and Teaching Committee (17th July 2018)	17 th July 2018	Learning and Teaching Committee	Academic Board	Updated programme specification detailing changed programme learning outcomes
ensure that the Periodic Programme Review process includes subject specific externality (A3.4)	Periodic programme review process includes subject specific externality	Update Quality Manual.	17 th June 2018	Quality Assurance Committee	Academic Board	Updated quality manual.
establish policies and procedures for complaints and appeals concerning admissions processes and decisions, and make these	New policy for complaints/appeals regarding admissions produced and made available on the CEG website	New policy produced. Policy approved at Academic Board. Policy put onto CEG website	17th June 2018	Head of Admissions	Academic Board	New admissions appeal policy put onto CEG website and into ONCAMPUS Quality Manual and thus subject to normal review

¹ The provider has been required to develop this action plan to follow up on good practice and address any recommendations arising from the review. QAA monitors progress against the action plan, in conjunction with the partner higher education institution.

publicly available (B2)						procedures.
ensure that procedures for the appointment of external examiners are formally documented and that external examiners are appointed in a timely fashion (B7)	Updated quality manual to ensure appointment procedures for External Examiners documented and thus External Examiners appointed in a timely fashion	Update Quality Manual. Approved at 17th June 2018 AB	17th June 2018	Quality Assurance Committee	Academic Board	Updated quality manual, External examiner reports, AB minutes detailing external examiner appointments
ensure that procedures for responding to external examiners' reports are fully adhered to (B7)	Updated quality manual to ensure procedures for responding to External Examiner reports are adhered to	Update Quality Manual.	17th June 2018	Quality Assurance Committee	Academic Board	Updated quality manual, External Examiner reports and responses
revise the ONCAMPUS appeals process to include the availability of marked examination scripts to students who are considering making an appeal(B9)	Revised appeals process to reflect current UK Higher Education practice, but especially our current UK HE partners.	Investigate other appeals processes across UK Higher Education and revise ONCAMPUS appeals process accordingly.	17 th August 2018	Quality Assurance Committee	Academic Board	Updated quality manual. Updated appeals process. Reports from appeals process.
ensure that centrally produced	New procedure for ensuring that centrally	New process devised and rolled out by the Marketing	17 th June 2018	Marketing Director	Academic Board	New public information

public information is accurately produced so that it is fully applicable to the Centres (C)	produced public information is accurately produced	Director				approval process. Minutes of AB reflecting any public information approval.
Affirmation						
the improvements being made to systems for student data analysis (B8).	New system introduced/enhanced for student data analysis, especially to reflect needs of OfS registration and ongoing compliance.	This is an ongoing project which ties in with our preparations for OfS registration and will be reported on by the Chief Academic Officer and Chief Operating Officer accordingly. Appointment of new Data Quality Officer to Academic Office team.	First report to Academic Board December 2018	Chief Academic Officer, Chief Operating Officer	Academic Board	New data system which will provide reports on student data (progression, retention, value added, etc.)