



An Associate College of Plymouth University

**STUDY
WITH
PLYMOUTH
UNIVERSITY**

COLLEGE ACTION PLAN (CAP)

Incorporating:

COLLEGE ENHANCEMENT PLAN 2015/18

QAA Action Plan following the Higher Education Review in 2016

College Name: Plymouth University International College (PUIC)

Year: 2018 (Updated: 6th March 2018)

College Director/Principal: Peter McDonnell

PUIC College Action Plan Teaching and Learning

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>To ensure that all students receive high-quality and individualised feedback on assessments, and that this is provided in a timely manner.</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 4 – Enhance Quality & Standards</p>	Regular training workshops for academic staff. Use of the Portal in the induction process	On-going throughout the year	CDP/MAS	Positive feedback from students and survey data. Progression and retention data	Consistent positive feedback from students and external authorities (QAA, External examiners, Plymouth University)	Partnership management meetings (SPMB/AAC) Navitas UK L&TC Navitas UK L&TF	<ul style="list-style-type: none"> • On-going process • Implementation of a triplicate form with copies distributed to Academic Services; Sessional and Student – Commenced semester 201301 • Following successful trial - full implementation from 201302 initiated • Feedback praised by Pre-Masters external examiner in all Semesters from p-1303 onwards and by the Level 4 External Examiners in semester 201502 and 201503 • To provide students with a detailed description for the grading criteria so that they are aware of what they need to achieve to gain passing grades Discussed and approved at the CTLB in October 2016. Marking Criteria sent to Staff and is available on Moodle for Download • Tutors provided with a QAA based Best Practice in assessment and Feedback Workshop in February 2017 • Tutors are invited to take part in all Navitas Learning and Teaching Activities • Tutors will be provided with a Prevent Strategy Workshop and a Contract Cheating Workshop based on QAA recommendations in January 2018 	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>New Action</p>

<p>To continue to develop and embed a culture of effective teamwork which has created a caring, accessible and responsive learning environment</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Excellent Student Satisfaction 	<p>To co-ordinate the actions of all academic focussed meetings (NVT UK LTC &LTF; CTLB; CET & CSF) to ensure that all remain focussed on enhancing the student experience, the learning experience and the academic success of College students</p> <p>This is an on-going process which draws together the work of all governance; management; and academic committees and boards to ensure that all decisions and actions taken have the student experience and student academic success as key drivers and aims.</p>	<p>On-going throughout the year</p>	<p>CDP/CMT/CTLB</p>	<p>Retention Rates:>95% Progression Rates:>95% Pass Rates:>95%</p> <p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Improved student academic performance measured in academic KPIs</p> <p>Improved student satisfaction measured by student satisfaction reports/ISB</p>	<p>Academic KPIs are reported regularly in MER/Quarterly Reports to NVT HQ</p> <p>CTLB monitors outcome of student satisfaction data</p>	<ul style="list-style-type: none"> On-going process Student engagement through attendance at CT&LB, CET & Student Council meetings Discussed at NVT UK Learning & Teaching Committee (L&TC) Initiatives taken forward by various NVT UK Learning & Teaching Forums, as directed by the L&TC The Tutors forum on Moodle to be promoted as a method for sharing best practice and organising informal meets between tutors New tutor's annual monitoring forms to record instances of sharing best practice at the end of each semester Tutors reminded that best practice does not need to come from other PUIC tutors. Outside stakeholders are also useful sources of best practice Workshop on the benefits of sharing best practice planned in Semester 201702 MAS a tutor and a student attending and presenting a paper at the QAA Enhancement and Engagement Conference in Glasgow in June 2017 	<p>Completed</p> <p>Ongoing</p> <p>Completed</p>
<p>The range of extra-curricular activities organised by College staff</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Excellent Student Satisfaction 	<p>Monitor and review the breadth of extra-curricular activities in place across the UK College network</p> <p>Facilitate via the Navitas UK L&TF as a platform for the sharing of best practice</p>	<p>Continuous process</p>	<p>CDP/CMT</p>	<p>Increased student satisfaction</p>	<p>Improved student academic performance measured in academic KPIs</p> <p>Improved student satisfaction measured by student satisfaction reports/ISB</p>	<p>Academic KPIs are reported regularly in MER/Quarterly Reports to NVT HQ</p> <p>CTLB monitors outcome of student satisfaction data</p>	<ul style="list-style-type: none"> On-going process To utilise the QAA's definition of Enhancement and allow it to guide the Colleges Enhancement plan and CET meetings (see enhancement plan below) Use of Student Council as mechanism for student suggestions Use of CET to suggest new initiatives Student attendance at CTLB Tutors are to organise various educationally enhancing field trips throughout the semester. Previous trips have included taking students to various hotels, the law courts, a Rocky Shore (biology survey), a railway bridge (engineering students) plus various labs on campus for the Science and Engineering students 	<p>Completed</p> <p>Ongoing</p>

							<ul style="list-style-type: none"> Tutors to endeavour to schedule trips before week 8 of the semester, unless there is an academic reason not to 	Ongoing
<p>Programme management & monitoring</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Excellent rating of teaching <p>And item 3 – Staff Development</p> <ul style="list-style-type: none"> Support & recognise excellence in teaching Embody a culture of commitment to NVT core values Alumni – Tracer studies Supports PUIC QAA report outcome 	<p>Follow College Policies & Regulations for the development of new programmes of study and for expansion of existing programmes</p> <p>Mapping of CPRs against the UK Quality Code</p> <p>Compliance with Navitas UK Quality Manual and College Operations Manual</p>	<p>Continuous process</p> <p>Each programme to be reviewed annually</p>	MAS/CDP	<p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Partnership management meetings (SPMB/AAC)</p> <p>Navitas UK L&TC</p> <p>Navitas UK L&TF</p>	<ul style="list-style-type: none"> Programmes monitored annually in November MAS visits academics across the Schools on Campus to ascertain whether T&L is still relevant in the Foundation, First year and Pre Masters Programmes and produces an annual report which is sent to the CDP, representatives of the schools and QaSO Any changes to the T&L are communicated to the tutors and the DMDS and Module guides are updated Summary of reports to be completed at end of monitoring period; currently in tabular form. Summary to form part of Partnership Action Grid which feeds into the AAC report Tutors to fill out new end of semester report as per instruction in CPR QS02. Report to be presented to the Teaching and Learning board for ratification and rolled out to the tutors at the end of Semester 201601 New Monitoring Form approved at Teaching and Learning board and new form rolled out to tutors, requirement to include a signed final gradebook with the form also approved MAS to update tutors with semester feedback from students Tutors asked to conduct student survey in class by asking students to use their mobile devices to increase survey responses (155 in Semester 201603) MAS to move annual monitoring to June and July so that changes can be introduced in the September Semester 	<p>Ongoing</p> <p>New Action</p>

<p>Continuing Professional Development (Sessional Staff)</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 3 – Staff Development</p> <ul style="list-style-type: none"> • Embody a culture of commitment to NVT Core Values • Succession Planning • Staff Development Plan (CPD) • Supports and recognise excellence in teaching 	<p>Semester workshop</p> <p>A list of workshop topics has been created to be delivered throughout the academic year</p>	<p>On-going process. Jan-Dec. Review each semester</p>	MAS	<p>Improved quality in teaching and sessional motivation</p>	<p>Improved feedback on module effectiveness</p>	<p>Module Survey and feedback sheet for tutors after each workshop day</p>	<ul style="list-style-type: none"> • Turnitin workshops delivered on the 26th and 27th of March 2017; recap workshops in semester 201801 • Assessment and feedback workshop – to be delivered in Semester 201702 • Question and Answer technique workshop – delivered in Semester 201702; • Recap for above workshops in academic year 2017/18 	<p>Completed</p> <p>New Action</p>
							<ul style="list-style-type: none"> • Tutor Workshops on Digital literacy and the Copyright Licencing Agency completed in 201601/201602, • Recap through communications in 201801 	<p>Completed</p> <p>New Action</p>
							<ul style="list-style-type: none"> • Workshop on Turn-it-In submissions completed Semester 201603 • Workshops on Assessment and Marking best practice (giving effecting Feedback and Lesson Planning), and the Copyright Licencing Agency given in Semester 201701 • Recap workshops for tutors in Semester 201801 	<p>Completed</p> <p>New Action</p>
<p>Student Handbook (Study Guide) (Annual Review)</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> • Excellent Student Satisfaction 	<p>Review and update the current Student Handbook to reflect recent changes in the branding and regulations in the college</p> <p>(Read and highlighted sections that need amending or updating)</p>	<p>Annual review to take place during the 03 semester</p>	MAS	<p>Revised Handbook to be ready for 01 Semester start</p>	<p>Revised Handbook to be made available</p>	<p>College Teaching and Learning Board/CMT</p>	<ul style="list-style-type: none"> • Ongoing Action • Revised Handbook to be ready for each Semester start • Action complete for 201403 enrolment • Currently updating for 201501 version • Version updated for 201503 • Version updated for 201603 • Version Updated for Semester 201701 • Version Updated for Semester 201703 • Version updated for Semester 201801 • Handbook to be updated for each semester 	<p>Completed</p> <p>Ongoing action</p>

<p>PUIC Specific Tutor Handbook</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 3 – Staff Development</p> <ul style="list-style-type: none"> • Embody a culture of commitment to NVT Core Values • Succession Planning • Staff Development Plan (CPD) • Supports and recognise excellence in teaching 	<p>Review and update the current Sessional Handbook to reflect recent changes in the branding and regulations in the college</p> <p>(Read and highlighted sections that need amending or updating)</p>	<p>Annual review to take place during the 03 semester</p>	<p>MAS</p>	<p>New handbook to be ready for 201603 semester</p>	<p>New Handbook to be made available</p>	<p>College Teaching and Learning Board/CMT</p>	<ul style="list-style-type: none"> • New staff handbook to be used as a college specific addendum to the existing HR Academic Staff Handbook • Staff to be issued new and updated handbooks with contracts in 03 Semester. Updated handbooks to be emailed throughout the year • Staff to agree to the requirements set out in the handbook by signing for it on an annual basis • Handbook to be updated to reflect updated assessment regulations and the roles of tutors therein in 201801 • Handbook updated in 201801 	<p>Completed</p> <p>Ongoing Action</p> <p>Completed</p>
<p>New Course Development (Course, Modules, Pathways):</p>	<p>Talks with Academic Partnerships, UKVI and the English Language centre regarding a three semester foundation aimed primarily at sponsored students</p>	<p>Programme specifications for Life Science, Engineering and Law adjusted by the ELC to bolster the English Language Output</p>	<p>MAS/CDP</p>	<p>Increased student numbers</p>	<p>University minor change to programmes form signed by Academic Partnerships and PUIC</p>	<p>Report to CMT/CT&LB/AAC</p>	<ul style="list-style-type: none"> • Three semester programme now approved by QaSO, University and UKVI • Tutor for a new module is required, however no students have be recruited onto this new programme as yet. The College is awaiting developments • Three Semester programme no Longer offered • Bespoke Science/Engineering pathway offered to Kuwaiti Sponsored students • Talks held with Faculty of Science and Engineering • New programme set up for Semester 201701 • Three Semester programme resurrected in semester 201703 • PUIC intend to start a New November entry in September 2018 • Meeting held with the MASS and the SSC with Data Support at the University of Plymouth 	<p>Completed</p> <p>Ongoing Action</p> <p>Completed</p>

	<p>Talks with the Faculty of Health & Human Sciences - School of Psychology Regarding possible UG pathways in Psychology</p>	<p>Initial meeting with School staff conducted</p>	<p>DMA/MAS</p>	<p>Increased student numbers</p>	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	<p>Report to CMT/CT&LB</p>	<ul style="list-style-type: none"> • Initial talks held between School of Psychology and DMA. PUIC keen to have a Psychology pathway. • School of Psychology currently undecided. • Follow up required in 201601. • Follow up held with Dr Jon May in 201602. QS01_04 form filled out and is currently with the School for signatures • Form now signed by School of Psychology and Faculty of Health and Social Sciences and courses set up on MAZE and UNITE 	<p>Completed</p>
	<p>Talks with the Faculty of Health and Human Sciences regarding Optometry and Nursing</p>	<p>Initial meeting with School staff conducted</p>	<p>DMA/MAS</p>	<p>Increased student numbers</p>	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	<p>Report to CMT/CT&LB</p>	<ul style="list-style-type: none"> • Initial talks held with Dr Catriona Hamer and Dr Stephanie Mroczkowska in Optometry and Professor Bridie Kent (Associate Dean of Nursing and Midwifery) • DMDs and Programme specifications for the Life Science foundation sent to the School of Nursing and Midwifery and the School of Health Professions • Follow up meeting held with Louise Winfield and Lyn Westcott to discuss addition of a range of healthcare programmes. • IELTS score of seven (7) across all elements required for progression into first year integrated. Other requirements include a statement of good nature and a possible interview. • New pathways may include Adult Nursing; Optometry; Dietetics; Occupational Health; Physiotherapy; Social Work; Podiatry; and Paramedic Practitioner; • Katy Hammond Watson and Anne Munro asked for input • QS01_04 Form not yet completed • Awaiting Outcomes; follow up required in semester 201603 • IELTS of 7 required on some programmes; Anne Munro to advise • QS01_04 paperwork completed and all requirements discussed and agreed with 	<p>Completed</p>

							<p>PUIC , SoHHS, SoNaM and the ELC. Paperwork with the Faculty of Health and Human Sciences for approval Signatures</p> <ul style="list-style-type: none"> • Pathway now approved and first students are now studying at PUIC 	
	Talks with Faculty of Music to develop bespoke Programme	Initial meeting with School staff conducted	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	Report to CMT/CT&LB	<ul style="list-style-type: none"> • Initial talks have been held between Music, the DMA, the CDP and the MAS • Follow up required in 201601 • Contact from School of Music on 10/12/2015. Follow up meetings arranged for January 2016. • Follow up Held on 19/02/2016. David Bessel to get back to College team with feasibility of modules • Email from David Bessel received in March 2016 regarding entry requirements. Progress ongoing • Interest from source offices is very muted. Progress has been stalled for an indefinite amount of time • Meeting held in January. DMR will check whether course has interest in the EU markets • Unlikely course will move any further as Market not enamoured with Music as a pathway 	Completed
	Talks with FoSE for entry into Pre Masters programmes	Meetings with School of Computing, Electronics and Mathematics held.	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	Report to CMT/CT&LB	<ul style="list-style-type: none"> • University approval granted for MSc Computing (conversion) and MSc Data Science and Business Analytics to accept students through the one semester Pre-Masters pathway • QS01_04 form completed and with Dean and Head of school for signatures 	Completed

		First FoSE route through the pre masters pathway					<ul style="list-style-type: none"> • MSc pathways in computing and data analysis now uploaded onto Unit-e 	
	Talks with School of Architecture for entry into Architectural Engineering	Initial Meeting with Alba Fuentes and DMA First school of architecture programme on an engineering pathway	DMA/MAS	Increased student numbers	Strategic Approval Form for new programmes completed and EGM & QaSO approval granted	Report to CMT/CT&LB	<ul style="list-style-type: none"> • QS01_04 form completed and sent to head of school and Dean for signatures • Form now signed and pathway extension has been approved 	Completed
	Talks with School of Biological Sciences for entry into the new pathway Environmental Biotechnology	Initial Meeting between Dr John Moody and the MAS Replacement pathway for Environmental Biology	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted • 	Report to CMT/CT&LB	<ul style="list-style-type: none"> • University approval granted for BSc (Hons) Environmental Biotechnology with an entry point through the PUIC Foundation degree. Direct entry into the Integrated First Year also agreed • Forms signed by Dean of Faculty and Head of School 	Completed
	Talks with the School of Geography, Earth and Environmental Sciences to approve a Pathway into the new BSc (Hons) Environmental Management and Sustainability programme	Initial meetings held between Dr Paul Lunt, the DMA, CDP and the MAS	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	Report to CMT/CT&LB	<ul style="list-style-type: none"> • QS01_04 form completed and now with SoGEES for completion • Programme approved by University with PUIC pathway. Paperwork received and pathway extension set up 	Completed
	Talks with Plymouth Business School to approve a BSc (Hons) maritime Business and Maritime Law pathway through the existing Maritime Business and Logistics route	Initial talks held between the MAS and Mr David Adkins	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> • Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	Report to CMT/CT&LB	<ul style="list-style-type: none"> • QS01_04 form completed and now with PBS for completion • Programme approved by University with PUIC pathway. Paperwork received and pathway extension set up 	Completed

	Talks with the School of Geography, Earth and Environmental Sciences regarding student numbers and pathways. In particular entry in to MSc Geosciences through the Pre Masters Route	Initial meeting with School staff conducted	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	Report to CMT/CT&LB	<ul style="list-style-type: none"> Pathway awaiting approval signatures 	Ongoing Action
	In talks with the School of Architecture and Design regarding a new bespoke Arts programme with a potential for a Home student market	Initial meeting with School staff conducted	DMA/MAS	Increased student numbers	<ul style="list-style-type: none"> Strategic Approval Form for new programmes completed and EGM & QaSO approval granted 	Report to CMT/CT&LB	<ul style="list-style-type: none"> Pathway in initial stages of talks 	Ongoing Action
	Ensure that College Policies & Regulations and the PUIC Operations Manual are updated as required and in accordance with Navitas Policies & Regulations and the Navitas Quality Manual	Annual review or more frequent if required	CDP	All documents updated in September 2013 for the start of the new semester	All uploaded to Sharepoint and provided to the AAC	CTLB/CMT/AAC	<ul style="list-style-type: none"> Ongoing Action Annual review or more frequent, subject to changing circumstances Smart Watch Policy added in 201503; approved by QaSO Ghost writing policy added to CPR-09 Academic Regulations in semester 201602. Approved by QaSO Roll out generic marking criteria to staff and students for use on all PUIC modules. Approval gained through T&L board. Sent to CMT for final approval Generic marking criteria approved at CMT and promulgated to all tutors and students 	<p>Ongoing Action</p> <p>Completed</p> <p>Completed</p>
Maintain up-to-date governance documentation Supports NVT UK L&T Strategy 2013-2018 item 4 – Enhance Quality Standards <ul style="list-style-type: none"> Ensure robust academic governance structures 	Ensure that the teaching and learning outcomes in the college successfully map to the learning outcomes on the equivalent degree programmes at PU.	Annual Monitoring of Programmes.	MAS	Annual Monitoring Period November - December	All documents signed off by NVT QaSO	CTLB/AAC	<ul style="list-style-type: none"> Continually ongoing action Annually Reviewed Programme Specification rewritten to reflect changes. Individual specifications moved to the archive folder (November 2013) Assessment Changes on DHM1006 to 100% Coursework (February 2014) 	<p>Ongoing Action</p> <p>Completed</p>

<ul style="list-style-type: none"> Dissemination of internal quality procedures and 5- maintain Navitas UK Policy & Regulations Set down key policies and procedures whereby Navitas ensures Colleges assure the quality and academic standards of their provision 	<p>Meetings with PU academic staff and PUIC Tutors to ensure that PUIC T&L adequately prepares students for the rigours of University.</p> <p>PUIC tutors required to update T&L when required to do so by the MAS. This process is informed through the annual monitoring programme.</p>						<ul style="list-style-type: none"> Amalgamated programme specifications and created a Tourism and Hospitality Programme However there is scope for changes throughout year Invitations to PU academics to meet PUIC students Remain up to date with PU staff changes within Faculty's School structure within Faculties is changing. Awaiting updates in 201603 School Structure in FoSE and FoB changed in 2017. New liaison staff with PUIC have yet to be identified for the Post Graduate Programme. Martin Borthwick has taken over from Dave Easterbrook as the SoE liaison School Structure in PBS is changing. Graduate School no longer exists as separate entity. Most school subsumed into PBS only the School of Government, Criminology and Law remains separate The Curriculum Enrichment Project is changing in 2017/18 and some T&L on First Year University modules may be adjusted to reflect that change Changes monitored through Annual Monitoring Process in June/July 2018 	<p>Completed</p> <p>Ongoing Action</p> <p>Completed</p> <p>New Action</p>
<p>Maintain contact with equivalent Programme and Module Leaders in PU to support annual monitoring process to make sure that the modules and programmes remain up to date and relevant.</p>	<p>All new academic sessional staff to be reviewed by College Management within the first semester of employment. All sessional staff annually. All sessional staff to undergo Peer review annually</p>	<p>Continuous process</p>	<p>MAS</p>	<p>Improved quality in teaching and sessional motivation</p>	<p>Improved feedback on module effectiveness</p>	<p>Sessional feedback to Management. Student feedback on sessionals</p>	<ul style="list-style-type: none"> Ongoing process Teaching staff annually observed by MAS or DASS a report is written and verbal feedback, advice and recommendations are given to staff within the Semester boundaries Teaching staff participate in an annual peer review. A short end of semester report to be written by the MAS discussing the main points raised in the Peer review All new staff undergo both teaching and peer review in their first semester with PUIC Relatively inexperienced staff also undergo an informal review within the first two week of teaching 	<p>Ongoing Action</p>

							<ul style="list-style-type: none"> • Use information gained to inform staff orientation programme • Use information gained to inform staff development plans • 	
<p>Implement and manage a programme of Management & Peer review for all academic Sessional Staff</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> • Excellent rating of teaching <p>And item 3 – Staff Development</p> <ul style="list-style-type: none"> • Support & recognise excellence in teaching • Embody a culture of commitment to NVT core values • Alumni – Tracer studies 	Formulate a strategy to provide meaningful performance feedback in a timely manner for pre masters students engaged on the 1 semester programme	Trialled during the 201301 semester	MAS/ Sessional staff	<p>Greater level of understanding by pre masters students of their likelihood of academic success</p> <p>Management of expectations</p>	<ul style="list-style-type: none"> • Higher pass rates <p>Greater student satisfaction</p>	<p>Student feedback</p> <p>End of module questionnaire results</p>	<ul style="list-style-type: none"> • Continuous process • Now undertaken after mid-term exams and for major assignments in other modules • Intention is to extend this formal reporting process to all College provided programmes 	Ongoing Action
<p>Requirement for a formal mid-semester reporting process for pre masters students</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> • High Quality individualised feedback on assessment 	Develop a methodology with PU to achieve the proposal Staff training on UNIT-E (University Student Management System) to ensure grades are able to be uploaded for award consideration	Achieve by December 2013	CDP	Achieve by December 2013	<ul style="list-style-type: none"> • SPMB/AAC minutes 	N/A	<ul style="list-style-type: none"> • Matter raised at SPMB and AAC • Meeting with PU staff on 27 June 2013. Chaired by Simon Payne – Dean of AP. Sue Gregory (PU Quality Office) tasked to write paper for submission to SPMB and PU Teaching, Learning & Quality Board • Paper supporting the proposal approved by SPMB on 8 October 2013. Proposal now moved to next PU Teaching, Learning & Quality Board meeting for approval • Proposal now fully approved by PU • PUIC in dialogue with PU Data Support to establish data input (module/programme/assessment criteria) requirements onto Unit-e to make awards possible 	Completed

							<ul style="list-style-type: none"> • Meeting with AP on 4th March 2014. Agreed to make a number of changes to CPRs to align them more closely with PU regulations • FHEQ Level 4 students now assessed under University based regulations to ensure parity across the University. CPR QS09 updated to reflect this change • Meeting with AP in October 2015 to discuss grade upload • Meeting between University and Navitas IT in November 2015 • Meeting with Deputy registrar of Business school in December 2015 • External examiner appointment for FHEQ Level 4 students ongoing • External examiner appointed and approved by PU in September 2015 • UNIT-e training now completed and grades have started to be uploaded • Mark Upload on UNITE complete up to Semester 201702 • Mark upload for Semester 201703 to be completed after End of Semester Boards in January 	<p>Completed</p> <p>Completed</p> <p>New Action</p>
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College Action Plan Student Engagement and Student Support

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>Effectiveness of the Student in Jeopardy Programme</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Robust support mechanisms in place (SijP) 	<p>Provide support for those students identified for:</p> <ul style="list-style-type: none"> Attendance issues Behavioural issues Academic shortcomings U18 Welfare matters 	<p>On-going - To be reviewed at each CTLB and CMT meeting</p>	<p>CTLB/CMT members</p>	<p>Increased student performance</p>	<p>Academic KPIs</p>	<p>CTLB/CMT</p>	<ul style="list-style-type: none"> Ongoing Process 	<p>Ongoing Action</p>
<p>Continue to work with PU to provide students with formal recognition of modules passed, including credit and level, and any appropriate exit award</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Excellent Student Satisfaction 	<p>Potential changes to all First Year Programmes to remain in line with University Teaching and Learning.</p> <p>Potential Changes to Foundation programmes so as to prepare students adequately.</p>	<p>Preparation in Semesters 1401/1403. Implementation across Business and Tourism and Hospitality programmes for 1403/1501.</p> <p>Implementation across all programmes in 1503/1601</p>	<p>CDP/MAS/CMT</p>				<p>Meeting with Project Manager (March 2014) E-mail from ADT&L FoSE on 29/09/14 – Faculty going through re-approval process in light of CEP. No action for PUIC at this time Meeting with Gerd Masselink & Sarah Bass 15/10/14 Ocean Sciences Programmes in PU undergoing change as part of CEP. New curriculum/programme titles proposed. School will reflect PUIC pathway into programmes as part of re-approval process</p> <p>The MAS has had/arranged meetings with Programme managers within the Business School to ensure that the teaching and learning remains relevant throughout the semesters and all assessed learning outcomes are mapped.</p>	<p>Completed</p> <p>Completed</p>

						<p>MAS is also meeting Academic Partnerships and the Quality office to find out about External Examiners.</p> <p>External Examiner now appointed and assessed module outcomes are mapped across the Level 4 Programmes.</p> <p>Ongoing communication required to ensure that changes occurring on Plymouth University Programmes are mapped effectively.</p> <p>Oversight of this process during the annual monitoring round.</p> <p>Annual Monitoring to be moved to June/July 2018 to take account of potential changes in the T&L in First Year modules due to changes in the Curriculum Enrichment Project</p>	<p>Completed</p> <p>Ongoing Action</p> <p>New Action</p>
Curriculum Enhancement Project being rolled out by Plymouth University will affect the First Year Degree academic provision and the direction of the Foundation Teaching	<p>Potential changes to all First Year Programmes to remain in line with University Teaching and Learning.</p> <p>Potential Changes to Foundation programmes so as to prepare students adequately.</p>	<p>Preparation in Semesters 1401/1403. Implementation across Business and Tourism and Hospitality programmes for 1403/1501.</p> <p>Implementation across all programmes in 1503/1601</p>	CDP/MAS/CMT			<p>Meeting with Project Manager (March 2014) E-mail from ADT&L FoSE on 29/09/14 – Faculty going through re-approval process in light of CEP. No action for PUIC at this time Meeting with Gerd Masselink & Sarah Bass 15/10/14 Ocean Sciences Programmes in PU undergoing change as part of CEP. New curriculum/programme titles proposed. School will reflect PUIC pathway into programmes as part of re-approval process</p> <p>The MAS has had/arranged meetings with Programme managers within the Business School to ensure that the teaching and learning remains relevant throughout the semesters and all assessed learning outcomes are mapped.</p> <p>MAS is also meeting Academic Partnerships and the Quality office to find out about External Examiners.</p> <p>External Examiner now appointed and assessed module outcomes are mapped across the Level 4 Programmes.</p>	<p>Completed</p> <p>Completed</p>

							<p>Examiner in Place until September 2019</p> <p>MAS to advertise the new External Examiner in December 2018 on the JISC Mailing List</p> <p>Ongoing communication required to ensure that changes occurring on Plymouth University Programmes are mapped effectively.</p> <p>Oversight of this process during the annual monitoring round.</p>	<p>Ongoing Action</p> <p>New Action</p> <p>Ongoing Action</p>
<p>The range of extra-curricular activities organised by College staff</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Excellent Student Satisfaction 	<p>Monitor and review the breadth of extra-curricular activities in place across the UK College network</p> <p>Facilitate via the Navitas UK L&TF as a platform for the sharing of best practice</p>	Continuous process	CDP/CMT	<p>Increased student satisfaction</p>	<p>Improved student academic performance measured in academic KPIs</p> <p>Improved student satisfaction measured by student satisfaction reports/ISB</p>	<p>Academic KPIs are reported regularly in MER/Quarterly Reports to NVT HQ</p> <p>CTLB monitors outcome of student satisfaction data</p>	<ul style="list-style-type: none"> On-going process Use of Student Council as mechanism for student suggestions Maths/Physics club and English club set up as free drop in sessions for students Budget agreed for a semester student trip More initiatives regarding in class trips such as Hotel visits and beach surveys Use of CET to suggest new initiatives Student attendance at CTLB Conversion of one of the College Classrooms into an English Language Specific Classroom. Liaison with the IEL tutors required 	<p>Ongoing Action</p> <p>Completed</p> <p>Ongoing Action</p> <p>Completed</p>
<p>The careful recruitment and effective use of agents</p> <p>Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience</p> <ul style="list-style-type: none"> Excellent Student Satisfaction 	<p>Agents recruited and contracted through a Navitas centralised process</p> <p>Annual review of agent contracts in conjunction with controlling authority in Australia</p>		DMA/CDP	Increased student satisfaction	<p>Positive feedback from Navitas source county offices</p> <p>Positive student feedback (survey data)</p> <p>Successful scrutiny of applications for study</p> <p>Improved student arrival statistics</p> <p>Decreased visa rejection statistics</p>	<p>Monitored by Navitas at a Group level through Salesforce reports</p>		

PUIC Action Plan in response to the QAA Higher Education Review in 2016

HER Report – point identified	Action	Target date	Lead responsibility	Success indicator/evaluation	Oversight and Governance	Actions where required
Good Practice						
					<p>PUIC Attained a 'Making Commendable Progress' status after the 2017 review. No Further actions for PUIC were noted but the inference of building on the good practice was within the report.</p> <p>PUIC are working hard to maintain the 'Commendable' Status and will be submitting their 2017/18 HER Review report to the QAA in January 2018</p>	<p>All Actions completed and reported to the QAA for the 2017 HER Review</p> <p>2017 QAA HER Review reports that all action are now complete and the College is making 'Commendable Progress'</p>
The continuity of staff involvement in the personal and academic development of students throughout their learning journey at the college and university (para 2.33) (B4)	<p>A.1 Continue to provide students with high levels of support</p> <p>A.2 Provide access to staff development opportunities</p>	Sept 2017	CDP SMSS MAS	<p>S.1 Regular reports on student outcomes to demonstrate high levels of success</p> <p>S.2 Exchange and dissemination of effective practice is strongly in evidence through cross College/University/Navitas boards and committees</p> <p>S.3 Positive outcomes outlined in observation of teaching reports</p>	<p>AAC - Regular reports to Academic Advisory Committee and through the Navitas Quality and Standards Office</p> <p>AMP - The Annual Monitoring Process will be informed of these activities.</p> <p>PUIC Annual Report will provide data on the student outcomes</p>	
The work with the University in managing and supporting student transitions which enables students to progress effectively (para 2.29) (B4)	A.3 Continue to undertake transition and engagement activities for students progressing to the University	Sept 2017	CDP SMSS MAS	S.4 Schedule of embedding student engagement opportunities for transition to University	AAC - Regular reports to Academic Advisory Committee and through the Navitas Quality and Standards Office	

				<p>indicates progress to target</p> <p>S.5 Exchange and dissemination of these initiatives is conducted through the Navitas Learning and teaching Forum</p>	<p>CET - The College Enhancement Team will evaluate these activities.</p> <p>AMP - The Annual Monitoring Process will be informed of these activities.</p> <p>NVT LTF - The Navitas Learning and Teaching Forum will allow dissemination of good practice.</p>	
<p>The bespoke integrated information system which provides a means of monitoring and enhancing course delivery (3.6) (C, Enhancement)</p>	<p>A.4 Continue to promote the use of the VLE to teaching staff in particular the online forum to allow sharing of good practice</p>	<p>Sept 2017</p>	<p>CDP MAS</p>	<p>S.6 Schedule staff development workshops for use of the enhanced VLE / MOODLE</p>	<p>AMP - The Annual Monitoring Process will be informed of these activities.</p> <p>AAC - Regular reports to Academic Advisory Committee and through the Navitas Quality and Standards Office</p>	
<p>The effective use of tracer data in reviewing existing curricula, which enhances student learning opportunities. (para 2.67) (B8)</p>	<p>A.5 Annual Monitoring of Programme and associated reports demonstrate thorough consideration of module and programme performance with clear actions, targets and goals identified</p>	<p>Annually</p>	<p>CDP MAS/SMSS DMR</p>	<p>S.7 Tracer data will track students' performance as they progress through the University and compare PUIC students with those directly recruited to the University</p>	<p>AMP - The Annual Monitoring Process will be informed of these activities.</p> <p>AAC -Regular reports to Academic Advisory Committee and through the Navitas Quality and Standards Office</p>	

Recommendations						
Ensure all staff engage routinely with end of module feedback (B3)	A.6 Emplace an end of semester session for all academic as a reflective and open forum on individual module feedback	Sept 2016	MAS	<p>S.8 End of semester module feedback discussed with academic tutors and actions implemented through academic staff meetings, CTLB and CMT</p> <p>S.9 Academic tutors fully engaged in end of semester processes through completion of staff survey and annual monitor morms</p>	<p>CET – The College Enhancement Team will evaluate these activities.</p> <p>AMP - The Annual Monitoring Process will be informed by these activities.</p>	<p>New annual monitoring form supplied to tutors at the end of semester 201601. Form focuses on student engagement and sharing of best practice Tutors need to return to the form to MAS with a copy of the gradebook attached. 100% completion rate in 201601 and 201602.</p> <p>Tutors asked to put aside 10 minutes of a lesson in the later part of the semester and ask students to fill in Student Survey online on smart phones and tablets. The results of the survey will be collated into individual tutors responses and sent to each tutor.</p> <p>Tutors are encouraged to fill out end of semester online survey</p> <p>Action Completed</p>
Ensure consistency in the approach to the use of plagiarism-detection software by staff and students (B6) (C).	<p>A.7 Provide regular Turnitin and Gradebook training for all academic staff</p> <p>A.8 Make available and disseminate the Navitas 'Turnitin Guide' to staff</p> <p>A.9 Monitor use of Turnitin each semester</p>	Sept 2016	MAS	<p>S.10 Consistent use of Turnitin by academic staff and students</p> <p>S.11 Increased understanding of academic offences by students and a lessening of academic dishonesty in each semester as a result</p>	<p>AMP - The Annual Monitoring Process will be informed of these activities.</p> <p>AAC -Regular reports to Academic Advisory Committee, the College Enhancement Team, CTLB and through the Navitas Quality and Standards Office</p>	<p>Adoption of Plymouth University's Originality Checking policy.</p> <p>Tutors requested to require students to submit all coursework through Turnitin.</p>

					<p>Policy written into the Staff Operational handbook which all tutors have a copy of</p> <p>All tutors asked to teach students about academic dishonesty throughout the semester. Students warned by MAS in induction regarding the penalties of this course of action</p> <p>Use of Ghost-Writing services and Essay Mills proscribed through the addition of an update in the Assessment regulations. Students apprised of this at their induction and a section regarding this is within their Student Study Guide. Regular workshops for staff regarding Contract Cheating to be utilised. College policy on Academic Offences updated to include Contract Cheating</p> <p>All staff have had various pieces of Documentation regarding this sent to them and they have been asked to guide the students and be vigilant regarding this assessment offence. A section on this is available in the Tutor's Operational Handbook. CPD session held to discuss QAA recommendations from October 2017 Publication:</p>
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						<p>Contract Cheating in Higher Education</p> <p>Ongoing discussion about whether Modules which have 100% coursework should move to 100% Electronic Submission. Successful trial carried out in Semester 201602</p> <p>Turnitin submission now part of the late submission regulations</p> <p>Action Completed</p>
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University Programme Division (UPD)
Plymouth University International College
PUIC
College Enhancement Plan 2017/18

Scope of the Enhancement Plan

The Application of the Enhancement Expectation

The Quality Assurance Agency (QAA) defines enhancement as:

*'Deliberate steps [that] are being taken at provider level to improve the quality of students' learning opportunities'.**

The Higher Education Review goes on to suggest that this definition advocates a particular approach within which lies 'strategy and initiative'. The QAA have published a model through which this can be achieved and this is detailed within the four bullet points below*:

- *robust information is systematically generated by students, external examiners and stakeholders. This information is not necessarily reflective of a deficit in the quality of provision, but is as part of routine quality assurance procedures designed to enable useful feedback*
- *this information is systematically considered at provider level as part of the oversight of higher education at the provider*
- *this consideration identifies good practice and opportunities for further improvement. It informs the development of initiatives at strategic level*
- *these initiatives result in actions that positively impact on the quality of student learning opportunities*

This definition and model will be instrumental in guiding the PUIC College Enhancement Plan and the agenda for the College Enhancement Team meetings.

**Annex 2 of Higher Education Review: A handbook for providers*

Purpose

The PUIC College Enhancement Plan focuses on key objectives to be delivered through 2015/16 that will enhance the student experience through the orientation, enrolment and general service provision (academic and support) through the student lifecycle.

Key Concept

To enhance the student experience for students registered on University degree pathways at PUIC/Plymouth University.

Areas for Enhancement

Arrival, Orientation and Enrolment

Accommodation Services

Support Services

Academic Services

Relationship Management

Focus

To enhance the student experience the plan focuses on the 'Must Do' deliverables during the current calendar year under the key areas of enhancement.

Our Strategies for Enhancement, Tactics and KPIs

Strategy One: Arrival, Orientation and Enrolment

To improve the student experience for new students on arrival at the College

Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience
Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> • To monitor, support and enhance the service provided to students by Navitas appointed agents • Ensure efficient and effective communication with new students to support their arrival in the UK and onward travel from entry point to the College • Implement an effective and enjoyable orientation process that supports and settles all students on arrival in Plymouth • Implement effective and efficient enrolment processes to reduce unnecessary waiting time and queues on arrival • To introduce a post arrival, orientation and enrolment survey • To review the arrival, orientation and enrolment processes through the College Enhancement Team 	<ul style="list-style-type: none"> • Improving performance in student satisfaction ratings of agent services of 80% plus. • Improving performance in student satisfaction ratings of arrival services of 80% plus. • Improving performance in student satisfaction ratings of orientation processes of 80% plus. • Improving performance in student satisfaction ratings of enrolment processes of 80% plus. • To review the effectiveness of the operation of the College Enhancement Team and the feedback mechanisms on arrival, orientation and enrolment processes.

Strategy Two: Accommodation Services

To provide high quality, safe and secure accommodation at an affordable price

Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience
Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> • Ensure efficient and effective communication with new students to support their placement in safe and secure accommodation on arrival in Plymouth and support onward enrolment at the College in accordance with the compliance regime • To review and improve the information available to prospective students on accommodation services provided by the College • To control communication on accommodation services to ensure ownership remains with the College • To continuously review the effectiveness and operating processes of the agreement with Clever Student Lets 	<ul style="list-style-type: none"> • Improving performance in student satisfaction ratings of accommodation services of 80% plus • Positive feedback from stakeholders (students, parent, agents) • College accommodation web pages to be reviewed and updated by 201403 • To meet with Clever Student Lets representatives as required to ensure a positive experience for students placed in their managed accommodation • Improving performance in student satisfaction ratings for accommodation services of 80% plus.

Strategy Three: Support Services

To improve the support services provided to students to enhance their learning and wider experience whilst enrolled at the College

Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience
Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> • Identify and fill gaps in the student experience related to support services • To review and enhance the Student in Jeopardy Programme • To review and enhance front line (reception and 24/7 emergency phone) response levels • To improve the range of extra curricula activities • To review and enhance the support of students under 18 years of age 	<ul style="list-style-type: none"> • Improving performance in student satisfaction ratings of support services of 80% plus • To provide an update report each semester (to be submitted to the AAC) on the effectiveness of the SIJP process, inclusive of Academic and Support Services (Wellbeing, U18 support processes). • Improving performance in student satisfaction ratings of extra-curricular activities of 80% plus.

Strategy Four: Academic Services

To improve the academic services provided to students to enhance their learning and teaching experience whilst enrolled at the College

Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience

Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> Identify and fill gaps in the student academic experience Use student feedback to inform the College Action Plan To review the effectiveness and operating processes of the College Enhancement Team To review the processes and outcomes from the peer and staff observation processes To implement module action plans when pass rates fall below 75% as agreed at the academic staff meeting 	<ul style="list-style-type: none"> Improving performance in student satisfaction ratings of teaching of 80% plus Improving performance in retention rates of 85% plus To update the current Teaching & Learning Action Plan regularly To close action items agreed at the College Enhancement Team meetings Improving performance in module pass rates of 80% plus.

Strategy Five: Relationship Management

To foster good relations with our University partner in order to enable the delivery of an excellent student experience

Tactic	KPIs
<ul style="list-style-type: none"> Liaise with International Student Advisory Services to ensure students receive a positive experience when seeking advice and through the visa renewal service Liaise with Plymouth University Admissions, Student Records and Compliance Managers Service to ensure the principles outlined in the Single Visa Partnership agreement become standard operating process Proactively engage with University senior management to ensure successful outcomes in accordance with the requirements of the RAA Interact with appropriate regulatory and other external bodies (e.g. UUK, UKVI, QAA, UKCISA, Study UK etc.) 	<ul style="list-style-type: none"> Improving performance in ISAS student satisfaction ratings of 80% plus Maintain 100% reporting requirements as required as a Branch under the University licence Successful review outcomes as per the requirements of the RAA Successful outcome against action plan for educational oversight as submitted to the Quality Assurance Agency (QAA).

Nomenclature:

- AAC Academic Advisory Committee (meeting with Plymouth University - Academic Standards)
- CDP College Director/Principal (Peter McDonnell)
- CET College Enhancement Team (Dr David Jones; Drew Kearney; Gemma Mayhew; Melissa Bennet; Beverly Mellor; Student Representatives)
- CMT College Management Team (Peter McDonnell; Tim Gutsell; Paddy Beegan; Dr David Jones)
- CTLB College Teaching & Learning Board (Peter McDonnell; Paddy Beegan; Dr David Jones; Gemma Mayhew; Melissa Bennet; Christopher Stafford; Student Representatives)
- MAS Manager of Academic Services (Dr David Jones)
- DASS Director of Academic and Student Services (Paddy Beegan)
- SPMB Strategic Partnership Management Board (meeting with Plymouth University – Strategic partnership matters)