

## Action Plan in response to QAA Monitoring visit

Area /Expectation	Comment/ recommendation	Mechanisms in place/actions already taken	Actions to be taken/comments	By Whom/ date
<p>B9 and B2</p> <p>(Points 6 &amp; 7 on monitoring visit report)</p>	<p>Complaints and appeals policies to be made available for current and new students</p> <p>Policies/procedures and the student handbook</p>	<ul style="list-style-type: none"> <li>In addition to existing complaints and appeals policies/procedures, a new “Admissions appeals” policy was produced which is included in student induction packs and which is also available on the website. <b>(Evidence 01)</b></li> <li>Following the QAA review in March the student handbook had been updated along with all relevant policies</li> </ul>	<p><b>All recommendations in place</b></p>	
<p>B3</p> <p>Point 8 on monitoring visit report</p>	<p>Learning and Teaching: A strategic approach to learning and teaching practice informed by robust reflection and evaluation</p>	<ul style="list-style-type: none"> <li>Learning and Teaching Strategy in place</li> <li>CPD schedule produced at the beginning of each year detailing observations, appraisals and training activities</li> <li>Observations on teaching staff took place February 2017</li> <li>A flowchart detailing processes for staff training</li> </ul>	<p>As identified in the monitoring visit report, some actions have been taken. However these were limited purely due to lack of student numbers/programmes running.</p> <p>The following will be actioned:</p> <ul style="list-style-type: none"> <li>Observation of programmes which are running (even though these don't fall into QAA remit) such as ILM commercial and International Foundation</li> </ul>	<p>Observations to take place January 2018 (Debby)</p>

		and CPD was produced following QAA visit <b>(Evidence 02)</b>	<p>Year. These will then be discussed and reviewed with tutors and management and the findings used to inform appraisals, CPD and programme review.</p> <ul style="list-style-type: none"> <li>• Student questionnaires to be produced and issued to students on above programmes and any others which may run.</li> <li>• Programme Leaders to ensure they complete Learner Progress Reviews once per half term to capture learner views on learning, teaching and support.</li> </ul>	<p>Student questionnaire/ survey to be produced by 31 Dec 2017 and distributed Jan 2018 (Debby)</p> <p>To be highlighted at IBCM meeting January 2018</p>
B8 Point 9 of Monitoring visit report	Programme Review	Flowchart produced which details the strategic approach to programme review <b>(Evidence 03)</b> Programme Leaders prepared report on their programmes which were presented at the Summer CPD day and meeting in August 2017. In addition programmes are reported on at every staff meeting.	In accordance with the Programme Review flowchart (and discussions on the monitoring visit) the Programme Leaders report will be formalised to ensure completion of a template which will capture attendance and participation, completion of set work/assignments/examinations, plus feedback from all tutors and the results of learner progress reviews and student questionnaires	Template for programme leaders to be produced by 31 December 2018 (Debby)

Expectation enhancement  Point 10 of Monitoring visit report	The strategic approach to the enhancement of student learning opportunities	The College was not able to undertake a review due to lack of students on programmes. The HER did indicate that this expectation had potential to be met due to factors including the small class sizes, induction procedures and liaison with Berlitz Manchester.	A formal policy will be produced which will set out the College's strategic approach to the enhancement of learning opportunities and will also outline all procedures which should be followed to ensure these are implemented and followed up.	Policy and procedures for the Enhancement of Student Learning Opportunities to be produced by 5 January 2018 (Debby)

- Evidence 01: Admissions Appeal policy  
Evidence 02: Flowchart for CPD/Appraisal  
Evidence 03: Flowchart for Programme Review