


Walsall College QAA Higher Education Review Action Plan

This action plan outlines plans to capitalise on identified good practice and respond to the affirmation from the Walsall College QAA HE Review in December 2014. This action plan has been agreed through consultation with student representatives. The full QAA HE Review Report for Walsall College is available at www.qaa.ac.uk/reviews-and-reports/provider?UKPRN=10007315.

Good practice The QAA review team identified the following features of good practice at Walsall College.		Actions to be taken	Date for completion	Action by	Success Indicators
1	The carefully tailored provision of learning opportunities and teaching practices, supported by the effective use of technology, to enable students to develop as independent, reflective learners (Expectations B3 and B4).	Annually review practice and curriculum planning as part of the formal ongoing commitment to the HE quality enhancement cycle.	August 2015	Director of Learning and Quality	Good practice is systematically maintained and shared across all HE provision.
2	The wide range of inclusive student feedback mechanisms which help maintain and enhance the quality of student learning opportunities (Expectations B5 and B3, Enhancement).	Annually review effectiveness of all student feedback mechanisms as part of the ongoing commitment to the value of student voice at Walsall College.	August 2015	Director of Learning and Quality	The quality of student learning opportunities are systematically maintained and enhanced.
3	The well-considered and high levels of student involvement in quality assurance processes, including programme design and review (Expectations B5, B1, A3.3 and B8).	Integrate formalised approaches to student involvement through an annual review of impact upon all quality assurance processes.	August 2015	Director of Student Journey	Students are retained at the centre and benefit from robust and effective IQA processes.
4	The comprehensive and thorough approach to programme monitoring and review and its use to enhance student learning opportunities (Expectations B8 and A3.3, Enhancement).	Annually review the effectiveness of all programme monitoring and review mechanisms as part of the ongoing commitment to continuous improvement.	August 2015	Director of Learning and Quality	The quality of student learning opportunities are systematically maintained and enhanced.

Recommendations The QAA review team makes the following recommendations to Walsall College. By May 2015:		Actions to be taken	Date for completion	Action by	Success Indicators
1	Specify programme level aims and learning outcomes in all programme handbooks (Expectations C and A3.2).	Further standardise all programme handbooks to include regulated levels of information regarding programme aims and learning outcomes.	May 2015	Head of Marketing	All programme handbooks evidence regulated levels of information regarding programme aims and learning outcomes.
2	Strengthen the approval and monitoring processes to ensure that information is fit for purpose, accessible and transparent (Expectation C).	Continue to develop the effective use of the approval and monitoring processes to include a clear flow chart identifying lines of responsibility and accountability for all published information.	May 2015	Head of Marketing	A further improved approval and monitoring processes that fully ensures that information is fit for purpose.



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Principal and Chief Executive

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