UNIVERSITY OF BUCKINGHAM QAA HIGHER EDUCATION REVIEW 2017: ACTION PLAN

Recommendations	Actions to be taken	Date for completion	Action by	Success indicators	Progress	Reflection of Impact	Supporting Documentation
Formalise processes and procedures for the oversight of public information in order to ensure accuracy and completeness	Develop a Public Information Policy to outline procedures for the approval of all public information. Include specific policies for policies, regulations and procedures, and Departmental Handbooks, the University Website, Public Data Returns, and Marketing and Recruitment publications.	March 2018	QA Manager	All published and public information is signed off at the appropriate level before publication.	COMPLETE	• Staff and students regularly comment on how easy and accessible information is; and the QA Office are no longer queried on whether documents are the latest versions • The University's frameworks for the maintenance of academic standards and quality are now made available in the public domain for prospective students, current students and staff, public bodies and international collaborative partners. • There is central oversight of all amendments to policies, procedures and regulations, with clear procedures and timescales for change and review, and clear communication channels through a termly bulletin to staff and students and defined central storage and version control.	Public Information Policy
	Appoint a Data Protection and Information Management Officer	February 2018	Registrar	This post is appointed to administer systems in place for the oversight of public information.	COMPLETE		Responsibility since transferred to Planning Manager
	Review systems in place for University and Departmental Handbooks to ensure completeness, accessibility and accuracy of information.	July 2018	QA Manager	All University and Departmental Handbooks contain accurate and trustworthy and accessible information. Changes and amendments are properly approved and recorded in accordance with the Published Information Policy.	COMPLETE		University Handbooks Page: https://www.buckingham.ac.uk/about/handbooks
	Development and maintenance of a University Policy Matrix to provide a definitive record of the development, review, changes, and publication of all University policies, procedures, regulations, codes of practice and Handbooks.	March 2018	QA Manager	All policies and procedures are regularly reviewed, made available to the relevant audiences and there is central oversight and communication of version control and publication points. Changes to Regulations and Curriculum are communicated termly	COMPLETE		University Policy Matrix Handbooks Bulletin
Ensure that the University maintains a definitive record of each programme as an accurate and complete reference point	Published Information Policy confirms that the N drive version of the programme specifications is the definitive version; definitive versions are updated as necessary following committee cycles and uploaded to the website in Curriculum Handbooks (by School).	July 2018	QA Manager	All programme specifications are up to date, accurate and easily accessible. Staff are clear of procedures and systems for updating, reviewing and publishing these documents.	COMPLETE	• There are definitive versions of all programme specifications available publically. These are drawn from a central library, maintained by Quality Assurance staff; and are edited only in accordance with procedure. • All programme specifications are up to date with all fields complete. New programme specifications are checked for completeness during the approval process.	Curriculum Handbooks: https://www.buckingham.ac.uk/about/handbooks/curriculum-handbooks/
	Audit of programme specifications on the N drive ongoing to ensure information is accurate and all fields are complete.	July 2018	QA Manager		COMPLETE		

Areas of Good Practice	Commentary/Action	Supporting Documentation
The comprehensive and sustained approach to personalised support for learning, including the systematic operation of small-sized tutorial groups across all aspects of provision	• Formalise through a Tutorial Policy the University's position that tutorials/seminars should not have more than 8 students; and develop a termly reporting system to ULTC to monitor this. • Develop e-Vision systems for online tutorial enrolment to improve the implementation of a Tutorial Policy. • The NSS comments continue to reflect a high level of satisfaction with the tutorial system each year. • The University continues to encourage staff to maintain their commitment to personal attention and responsiveness to students, and consistently comes top or near top in the NSS each year for Academic Support. Schools continue to examine their subject level results to identify where improvements can be made in these areas. • The University is developing a Learning, Teaching and Assessment Strategy to codify its approach to personalised learning and academic support.	Underway
The embedding of innovative pathways into higher education provided by the Foundation Department, which enables a range of students to complete degree level study	• The department continues to expand and is recruiting staff: a Marketing/Programme Development Manager will be appointed to develop new programmes, lead on a Foundation Outreach Strategy and oversee a strengthened marketing approach. An English Language Assessor will be appointed to support the initial assessment of English language ability at admission. • Integrated degree pathway programmes continue to be developed for introduction in 2018 • An Academic Skills Centre will be established in late 2018, which will serve all University students and support them with core skills.	Foundation Action Plan 2018 – 2023 (006)
The coherent and systematic development of the Positive University initiative that promotes and supports the welfare of students and staff through a wide range of inter-related activities.	• The Positive University Project (PUP) comprises smaller projects designed to enhance aspects of the Staff and/or Student experience at the University (the workplace for all). • We anticipate that as the PUP develops there will also be scope to expand into projects that impact the local community. • Projects have designated champions, locations within the university, associated costings and assessments of impact and success (which must be measurable). • Projects will be stored on a central database (being developed itself) along with other critical information such as external service providers. • A PUP committee will oversee the projects and take strategic decisions about the need for particular services or provisions. The committee will also act as a check and quality assurance process for the badging of PU projects. Members of this committee are drawn from across the academic and professional service teams at the university.	Underway

Affirmations	Commentary/Action	Supporting Documentation
The steps being taken to enhance the quality and accuracy of management data through the development of Programme Data Dashboards	• The University has progressed plans for its Business Intelligence Project – to enhance the systems for the analysis of data for a number of different variables. Both a Planning Manager and a Planning Administrator were appointed in 2019 to progress this work further.	Business Intelligence Project Plan
The identification of a systematic approach to providing equitable teaching skills development opportunities for research students	• Guidance has been developed for research supervisors, Research Officers and research students about research students undertaking teaching opportunities. • A new 'Training and Development' section in the Research Degrees Handbook promotes the opportunities available to students to expand their skills, and promote the student conference fund for students to present their work.	Training and Development for Research Students Postgraduate Student Conference Fund