

## London Churchill College Action Plan in response to Concerns investigated by the QAA in December 2017

Recommendation	Actions to be taken	Target	Action by	Success indicator
<p><b>a) in order to ensure that assessment processes are valid and reliable, impose a limit on the number of submissions for each assignment which a student may make through plagiarism detection software</b></p>	<p>Revise Learning, Teaching &amp; Assessment Policy and Strategy to introduce a limit on the number of times a student may submit their assessment through plagiarism detection software.</p> <p>Ensure all assessment briefs provide clear instructions to students on how to submit work through plagiarism detection software and the limits imposed.</p>	<p>April 2018</p> <p>April 2018</p>	<p>Senior Quality Assurance Officer (SQAQO)</p> <p>Academic Quality Assurance Officer (AQAO)</p>	<p>Approved by Academic Board together with externals and student representatives and published on VLE by the commencement of April term.</p> <p>Revised template adopted across all units from April term and Turnitin set up to restrict submissions.</p>
<p><b>b) implement fully its Academic Discipline Policy and make appropriate use of the full range of penalties for academic malpractice</b></p>	<p>Perform a management check to confirm the successful implementation of the Academic Discipline Policy.</p> <p>Review the progress of students who had faced penalties as a result of academic malpractice during the September 2017 term and consider if the penalties have led to a reduction in repeat offenders.</p>	<p>April 2018</p> <p>May 2018</p>	<p>SQAQO and AQAO</p> <p>SQAQO and AQAO</p>	<p>Full report to Principal's Executive Group (PEG) and Academic Board, confirming the implementation of the policy, highlighting any possible areas where revisions could be made to further improve the policy.</p> <p>Report submitted to PEG and Academic Board reviewing progress of students who resubmitted or retook units as a result of a penalty. Report to include input from Personal Tutors on the effectiveness of meetings held with students who had committed academic Concerns (which do not carry a penalty).</p>
<p><b>c) take steps to ensure that the in-house English language test is set at a level commensurate with the Common European Framework of Reference at level B2</b></p>	<p>Introduce Internal and External verification of English test papers to confirm questions are set at level commensurate with the CEFR at level B2.</p> <p>Develop an English Test Marking Guide that clearly defines the level of work required by candidates to demonstrate that their English ability is consistent with the requirements of the course.</p>	<p>March 2018</p> <p>April 2018</p>	<p>Director of Studies, Registrar and SQAQO</p> <p>AQAO, Internal English Assessor and External English Assessor</p>	<p>Verification Forms completed and signed off by the Internal and External Assessors indicating their agreement that the test papers are at level B2.</p> <p>English Test Marking Guide signed-off by Internal and External Assessors and approved at Academic Board.</p>

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	Introduce a second marking for all components of the English language test. Assessors to hold experience in assessing at level B2 of the CEFR.	April 2018	Director of Studies, Registrar and SQAO	All scripts double marked by assessors.
<b>d) ensure that all promotional activities are consistent with the principles of fair admission</b>	Conduct review of Public Information, including the website and marketing materials, to ensure all current information that the College makes available to prospective students is consistent with the principles of fair admission established by the Recruitment, Selection and Admission Policy.	March 2018	AQAO and Workplace Administrator	Any inconsistencies identified and reported to PEG. PEG to ensure any required updates are made and that these are carried out in line with the College's Public Information Policy.
	Develop a Brand Advocate Policy to clearly define the College's expectations of individuals and organisations engaging with and providing information to prospective students on behalf of the College.	April 2018	AQAO and Director of Marketing	Brand Advocate Policy approved at Academic Board and written agreement by Brand Advocates
	Provide training to Marketing Team and Brand Advocates through briefing events held prior to each admission period to ensure continued awareness of the College's Public Information Policy and Brand Advocate Policy.	May 2018	Director of Marketing	Regular attendance by Brand Advocates and Marketing Team Members at Briefing Events.