

Progress against Action Plan in response to Concerns investigated by the QAA in December 2017

Recommendation	Actions to be taken	Success indicator	Progress
<p>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</p>	<p>a1) Revise Learning, Teaching & 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>a2) Ensure all assessment briefs provide clear instructions to students on how to submit work through plagiarism detection software and the limits imposed.</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>a1) The revised Learning, Teaching & Assessment Policy and Strategy was shared with students at a Student Representative Meeting on the 10th April 2018. The students understood and agreed with the decision to introduce the limit on the number of submissions permitted through plagiarism detection software (Turnitin).</p> <p>a1) The Policy and Strategy was tabled and approved at Academic Board on the 13th April 2018, which included external membership.</p> <p>a1) The College then adjusted its Turnitin software to prevent students from making unlimited submissions.</p> <p>a1) The new Policy was made available through the VLE and a notification to students was added to the Site News section of the VLE.</p> <p>a1) The Academic Team Meeting held on the 14th May 2018 provided further information to lecturers and personal tutors of the new limit.</p> <p>a2) A new Assessment Brief template was designed to alert students of the new limit. All Assessment Briefs were updated, according to the new template and this was confirmed by the Internal Verification of Assessment Briefs prior to the start of the April 2018 term.</p> <p>All actions completed and to be continuously reviewed.</p>
<p>b) implement fully its Academic Discipline Policy and make appropriate use of the full range of penalties for academic malpractice</p>	<p>b1) Perform a management check to confirm the successful implementation of the Academic Discipline Policy.</p> <p>b2) Review the progress of students who had faced penalties as a result of academic malpractice during</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</p>	<p>b1) A report was tabled at Academic Board on the 13th April and PEG on the 20th April to confirm the full implementation of the Academic Discipline Policy. The report tracked the history of the policy from its approval in July 2017 through to the first uses of the policy at the Assessment and Progress Board in January 2018 and the Resubmission Board in March 2018. The report noted that the College has successfully completed each stage of the processes it set out in its Academic Discipline Policy and that minor amendments could be made to the Policy to better streamline the process. It also highlighted that each instance of Academic Malpractice has a clear evidence trail indicating how it was detected, assessed and how the decision</p>

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	<p>the September 2017 term and consider if the penalties have led to a reduction in repeat offenders.</p>	<p>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>to apply any subsequent penalty was reached. The use of the full range of penalties is evidenced in the minutes of the Academic Offence Panel meetings.</p> <p>b2) A second report was tabled at the PEG on 19th June 2018 and shall be submitted to the Academic Board on the 17th July 2018. This report considers how the introduction of the new Policy has affected student performance and suggests that there is an increased awareness amongst students of good academic practice.</p> <p>b1 and b2) The College held an Internal Audit in February 2018, for which the panel comprised 2 external members and 2 internal members. The panel recommended the College “Differentiate consistently and clearly between academic offences and academic concerns and between types of academic misconduct in both the consideration and recording of academic misconduct.” In response to the recommendation, the Senior and Academic Quality Assurance Officers, who have supported the Academic Offence Panels as facilitators, have begun developing guidance to support the panel members in making consistent decisions when determining penalties for students with academic offences.</p> <p>All actions completed and to be continuously reviewed.</p>
<p>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</p>	<p>c1) 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>c2) Develop an English Test Marking Guide that clearly defines the level of work required by candidates to demonstrate that their English</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>	<p>The College has been working with an External English Test Assessor since April 2015 and continues to do so. Additionally, in February 2018, the College recruited an additional Assessor in the role of Internal Assessor. These two assessors are responsible for the Marking and Verification of English test papers.</p> <p>An essential requirement for any English Assessors involved in the marking or verification of English tests at LCC, whether Internal or External, is a recognised Teaching English as a Foreign Language (TEFL) qualification (e.g. CELTA or Cert. TESOL or equivalent), as well as an understanding of the CEFR and a minimum of three years’ experience teaching and assessing at level B2.</p> <p>The Registrar or his/her nominated deputy provides training</p>

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	<p>ability is consistent with the requirements of the course.</p> <p>c3) Introduce a second marking for all components of the English language test. Assessors to hold experience in assessing at level B2 of the CEFR.</p>	<p>All scripts double marked by assessors.</p>	<p>and support to English Assessors and Verifiers and monitors the process.</p> <p>c1) A Verification form was designed to confirm test papers used by the College are suitable to determine the English ability of prospective students. These papers were signed off by the College's Internal and External English Assessors and shall be completed again each time a new test paper is introduced.</p> <p>c2) A meeting was held with the College's Quality Assurance Officers and English Assessors to discuss the development of the English Test Marking Guide and the recommendations received from the QAA as a result of their December 2017 Investigation.</p> <p>c2) The Marking Guide was developed together with the College's English Assessors and includes information on how the College ensures the test is commensurate with the CEFR and a detailed scale to ensure Assessors accurately and consistently assess English ability across the test components. The English Test Marking Guide will be received by the Academic Board on the 17th July 2018.</p> <p>c3) As of the April 2018 intake, all English test papers are marked by two qualified English assessors.</p> <p>All actions completed and to be continuously reviewed.</p>
<p>d) ensure that all promotional activities are consistent with the principles of fair admission</p>	<p>d1) 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.</p> <p>d2) Develop a Brand Advocate</p>	<p>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.</p>	<p>d1) A report was completed and submitted to the PEG on the 5th June 2018 that identified any information about the College and its courses in the public domain that wasn't aligned with the principles of fair admission, as established by the College's Recruitment, Selection and Admission Policy. The report suggested several items to be removed and added to the Website and Social Media to better comply with the Policy and CMA's consumer law advice for providers.</p> <p>d1) A further report was tabled at the PEG on the 19th June 2018 to confirm action taken as a result of the report's findings.</p> <p>d2) The Brand Advocate Policy was approved at the Academic Board on the 13th April 2018.</p>

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	<p>Policy to clearly define the College's expectations of individuals and organisations engaging with and providing information to prospective students on behalf of LCC</p> <p>d3) 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.</p>	<p>Brand Advocate Policy approved at Academic Board and written agreement by Brand Advocates</p> <p>Regular attendance by Brand Advocates and Marketing Team Members at Briefing Events.</p>	<p>d3) A meeting was held with Brand Advocates and a representative for the Marketing Team on the 14th May 2018, which included a workshop on Data Protection and a discussion on the Brand Advocate Policy and Public Information Policy. Revised Terms and Conditions for Brand Advocates were also presented at the meeting and Brand Advocates are required to sign these before the next recruitment period commences.</p> <p>All actions completed and to be continuously reviewed.</p>