

London Churchill College Action Plan in response to Concerns investigated by the QAA in May 2018

This action plan addresses the recommendations made by the QAA in their May 2018 report. The paragraph numbers within the action plan refer to the report, which can be read in full at:

<http://www.qaa.ac.uk/docs/qaa/reports/london-churchill-college-concerns-18.pdf>

In addition to the recommendations listed below, London Churchill College (LCC) is currently considering what form of redress could be provided to the students who enrolled on either the Foundation in Business Management or the Foundation in Events & Hospitality Management in September 2016.

Recommendation	Actions to be taken	Target	Action by	Success indicator
a) fully implement its internal process for the approval of new programmes prior to approval by an awarding body (paragraph 9)	i) Complete a review of the Programme Design and Development Policy and ensure processes for the internal approval of programmes are comprehensive and appropriate for the type of partnership arrangement being sought.	September 2018	Senior Academic Quality Assurance Officer (SQAQO)/ External Consultant (EC)	i) Policy approved by the Principal's Executive Group (PEG) and the Academic Board and published on the College website.
	ii) Educate, train and test academic and administrative staff on their understanding and application of the policy and processes and complete a monitoring and audit exercise to confirm implementation.	September 2018	Head of Higher Education (HoHE)	ii) Follow-up report made to the PEG in September 2018 confirming full implementation of the policy.
b) develop policy which articulates the different models of collaborative provision and the associated responsibility of the College for curriculum design, teaching and assessment (paragraph 9)	i) Develop a Collaborative Partnerships Policy, which clearly indicates the responsibilities for curriculum design, teaching and assessment in relation to different models of collaborative provision.	August 2018	SQAQO/EC	i) Policy approved by PEG and the Academic Board and published on the College website.
c) clarify and publicise entry requirements for each programme, and should take steps to ensure secure	i) Review the entry requirements of each programme to ensure that the level of certificated and/or experiential learning required to enter the programme is clearly described.	August 2018	Recruitment and Admission Committee (RAC)/ Programme Leaders (PLs)	i) Clear entry requirements published on the College website for all programmes.

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<p>implementation of these requirements (paragraph 18)</p>	<p>ii) Publish the entry requirements on the College website.</p> <p>iii) Undertake an audit of admissions decisions and offer letters by the Quality Dept. and report to the PEG.</p>	<p>August 2018</p> <p>From July 2018</p>	<p>SQAO</p> <p>SQAO</p>	<p>ii) Entry requirements published on LCC Website.</p> <p>iii) Report submitted to the PEG confirming admission decisions are consistent with published entry requirements.</p>
<p>d) ensure that students are provided with accessible and trustworthy information about the complaints procedures to which they have access, including those of awarding bodies (paragraph 20)</p>	<p>i) Introduce a new and easy to find section of the website to provide prospective and current students with clear information on lodging a complaint, both informally and formally, and on how they may refer their complaint to the awarding body.</p> <p>ii) Provide training on the Student Complaints Policy to all staff who regularly interact with students to ensure that students reporting concerns to staff are reminded of their right to submit a complaint.</p> <p>iii) Provide Student Representatives with refresher training on the Student Complaints Policy at the Programme Committee Meeting (PCM). Student complaints will be a standing agenda item for the Induction process and annual refresher training will be provided for all student representatives.</p>	<p>June 2018</p> <p>September 2018</p> <p>October 2018</p>	<p>SQAO</p> <p>Registrar</p> <p>Head of Student Engagement (HoSE)</p>	<p>i) Website updated and Induction Checklist to confirm that new students have been able to locate the Concerns and Complaints section of the website.</p> <p>ii) Attendance at training event by Personal Tutors, Reception Team members and other relevant staff.</p> <p>iii) Student Representative attendance at the PCM.</p>
<p>e) strengthen its internal monitoring processes to ensure timely and secure oversight of programme delivery (paragraph 21)</p>	<p>i) Review internal monitoring processes in conjunction with the Collaborative Partnerships Policy (see recommendation b) to ensure that an internal reporting mechanism exists alongside any monitoring process of the partner.</p>	<p>July 2018</p>	<p>SQAO</p>	<p>i) Approval of the PEG and the Academic Board for any revisions made to internal monitoring processes.</p>

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<p>h) work with the University to ensure, as a matter of urgency, that the assessment outcomes of all students on Foundation Degree programmes in 2016-17 are considered by an Examining Board and are notified of the award of any credit (paragraph 35)</p>	<p>i) Request the University of Bedfordshire's (UoB) Academic Partnership Account Manager urgently to advise LCC of the results once passed through their exam board for all 2016-17 FdA EHM students.</p> <p>ii) Send a formal request to UoB to provide results for FdA 2016/17.</p> <p>iii) To monitor the response from UoB to ensure the earliest possible outcome.</p> <p>iv) Provide updates to all students awaiting an Exam Board decision, to ensure that they remain informed throughout the process until their results are issued to them.</p>	<p>June 2018</p> <p>July 2018</p> <p>On-going</p> <p>On-going</p>	<p>HoHE</p> <p>Principal</p> <p>HoHE</p> <p>HoHE</p>	<p>i) Results from UoB exam board for FdA EHM programme</p> <p>ii) Provision of Examination Board outcomes for FdA student by UoB or, evidence of the College escalating the matter if no response is received from UoB (formal letter requesting results forwarded on 26 July 2018).</p> <p>iii) Results from UoB exam board for FdA EHM programme.</p> <p>iv) Students are notified of any results/outcome achieved.</p>
<p>i) establish and implement a policy in respect of programme closure which protect the academic interests of current students affected by a decision to close a programme (paragraph 37)</p>	<p>i) Complete a review of the Programme Modification and Withdrawal Policy and establish a Student Protection Plan, strengthening the processes to be followed to protect the academic interests of students in the event of a programme closure, ensuring that they are kept informed and supported during and after the closure.</p> <p>ii) Hold a workshop with academic and administrative staff to test the revised policy, enabling staff to familiarise themselves with the policy and to provide input.</p>	<p>August 2018</p> <p>August 2018</p>	<p>SQAO/EC</p> <p>HoHE</p>	<p>i) Policy approved by PEG and the Academic Board and published on the College website.</p> <p>ii) Follow-up report made to the PEG in September 2018, including any feedback arising from the workshop and confirming implementation of the policy.</p>