University of Northampton

Quality Assurance Agency Higher Education Review (19 to 22 October 2015)

Action Plan (March 2016)

This Action Plan was approved by the Vice Chancellor and Senate on 16 March 2016. The President of the Student's Union confirmed approval by the Students' Union Education Committee on 22 March 2016.

Recommendation 1:
Ensure learning outcomes for intermediate awards are positively defined (Expectation B1).

Date	Committee/Event	Responsibility
20 January 2016	The Academic Quality and Standards Committee (AQSC) considered and approved a paper from the Head of Learning and Teaching Development: Policy and Practice and the Head of Quality in relation to the requirements for introducing positively defined Learning Outcomes for intermediate awards. The process articulated below will equally apply to validation service provision.	Head of Learning and Teaching Development: Policy and Practice/Head of Quality
29 February 2016	A series of School-based workshops held for all Programme/Subject Leaders providing them with the guidance needed	Head of Learning and Teaching Development: Policy and Practice/Head of Quality

	to identify Learning Outcomes for intermediate awards. The workshops to be delivered by the Head of Learning and Teaching Development: Policy and Practice, the Head of Quality and a representative of the Students' Union. Representatives of Education with Others (EWO) partners/delivery organisations have been invited to participate in these (via the Collaborative Quality Forum).	
2 March 2016	AQSC to receive confirmation of the guidance provided to Programme/Subject Leaders from the workshops held on 29 February 2016 and an update on any amendments to the process going forward. The necessary guidance and pro-forma to be distributed to Programme/Subject Leaders as soon as possible after AQSC.	Head of Learning and Teaching Development: Policy and Practice/Head of Quality
February to May 2016	Programme/Subject Leaders to review their programmes as appropriate in order to develop Learning Outcomes for intermediate awards. Advice and commentary will be sought from the relevant External Examiners. Support will be provided to Programme/Subject Teams internally by the Institute for Learning and Teaching (ILT) and the Quality Unit. Students will be able to contribute to the process through Student-Staff Liaison	Programme/Subject Leaders

	Committees (SSLCs).	
23 May 2016	A Change of Approval event (including student representation on the Panel) to be held. This will be chaired by the Head of Quality and will consider the proposed Learning Outcomes for all intermediate awards. This event will receive and consider for approval revised Programme Specifications produced by the Curriculum Records Team in liaison with Programme/Subject Teams. Any resulting conditions of approval to be addressed during May/June 2016.	Head of Quality/Senior Quality Officer (Approval, Validation and Review)
15 June 2016	The report of the Change of Approval event to be considered by AQSC – with any outstanding issues to be noted and addressed as appropriate.	Senior Quality Officer (Approval, Validation and Review)

Recommendation 2:
Establish University-level oversight of, and address, progression rates at delivery organisations (Expectation B10).

Date	Committee/Event	Responsibility
December 2015	Draft outline of a new First Year Experience (FYE) project work package to address retention, withdrawal and progression at our EWO partners.	Acting Dean, School of the Arts (Ms J Bingham) Project Academic Lead/Head of Learning and Teaching Development: Policy and Practice
14 January 2016	The Student Experience Committee (SEC) received an interim report on the FYE project and agreed that School Student Experience Committee (SSEC) agendas should have the FYE project as a standing item to monitor progress throughout.	Quality Officer (Student Voice and Externality)
Annually	In addition to standard annual University reports on withdrawal, progression and retention, which identify and compare EWO/delivery organisations trends. Additional data reports will provide interim updates for the FYE Steering Group.	Business Intelligence Management Information (BIMI) unit
End March 2016	Narrative on the value and importance of good progression to be included in all Partner Resource Centres.	Project Academic Lead and Project Steering Group
April-June 2016	EWO partners to develop context-specific action plans to meet the project objectives	Academic Partnership Development Manager, Academic Partnerships and

	drawing on data reports. Use of Partner Resource Centres (or alternative) to be used to share exemplars of effective strategies/good practice to address progression issues around supporting retention and progression.	Planning Office (APPO)/Work Package Lead (EWO partner project leads supported by Partnership Managers)
20 April 2016	SEC to approve detailed operational plans for new EWO-focussed work package in respect of EWOs.	Academic Partnership Development Manager, APPO/Work Package Lead
June 2016	Amend the Partner Operational Handbook to include a section on the FYE project and to help with setting project expectations going forward.	Academic Partnership Development Manager, APPO/Head of Quality
End June 2016	Action Plans from each EWO partner to be submitted to UN via Partnership Managers. Plan to cover period from 2016-19 (minimum). UN to monitor implementation of plans and outcomes via Annual Review (Final Rolling Action Plans (FRAPs), Partnership Managers Reports) and during in-country visits.	All EWO partners. Monitored via Collaborative Quality Forum/Partnership Managers Forum/Work Package Lead
End of each year of project	Annual report on FYE project to SEC to include EWO focussed work package.	Project Academic Lead/Head of Learning and Teaching Development: Policy and Practice/Quality Officer (Student Voice and Externality)

Affirmation:
The steps being taken to provide training for all postgraduate research students engaged in teaching activities (Expectations B3 and B11).

Date	Committee/Event	Responsibility
21 January 2016	The Research and Enterprise Committee (REC) considered and approved a proposal from the ILT and Dr Cristina Devecchi of the School of Education to introduce a three-stage development scheme for Postgraduate Research (PGR) students.	Head of Academic Practice (Staff Development) and Associate Professor (Education)
10 February 2016	Senate approved the proposal for three-stage PGR development scheme commencing in the 2016-17 academic year.	Head of Academic Practice (Staff Development)/Associate Professor (Education)
March 2016	Task–and-Finish Group established to develop operational processes to include Schools, Graduate School and student representation.	Head of Academic Practice (Staff Development)/Associate Professor (Education)
Summer 2017	An evaluation report at the end of the first year of operation to be received and considered by REC (June 2017) and Senate (July 2017). Thereafter to be reviewed annually as part of the Research Degrees Committee Annual Report to Senate (which will include the satisfaction	Head of the Graduate School

	rating externally benchmarked on the PRES in relation to teaching).	

Good Practice:

1. The programme design workshops, which include comprehensive engagement with a wide range of stakeholders and support innovation in curriculum design (Expectation B1).

Date	Committee/Event	Responsibility
Spring 2016	Delivery of new Content Development Workshops.	Head of Academic Practice
Spring 2016 (for first delivery in the Summer Term 2016)	Development of new Collaborative Learning Experience Online (CLEO) workshop on using synchronous technologies in learning and teaching.	Head of Academic Practice/Research Assistant
Spring 2016	Templates developed to support University oversight and reporting on portfolio programme redesign.	Director of the Institute of Learning and Teaching (ILT)/Head of Learning and Teaching Development: Policy and Practice
16 June 2016	SEC Approval of UN's Changemaker Attributes at Northampton for Graduate Employability (ChANGE) framework of graduate attributes. Subsequent integration into Creating Aligned Interactive education Resource Opportunities (CAIeROs).	Head of Learning and Teaching Development: Policy and Practice
End of year	Annual report to SEC on Learning & Teaching Plan to report on evidence of	Director of ILT/Quality Officer (Student Voice and Externality)

	engagement and impact with staff development and curriculum design; progress against portfolio redesign metrics.	

2. The wide range of, and integrated approach to, development and support for academic staff, including those at delivery organisations (Expectations B3 and B10).

Date	**Committee/Event**	**Responsibility**
Spring 2016	Development and delivery of new Content Development Workshops.	Head of Academic Practice
Spring 2016	SEC Approval of two year plan for increasing Higher Education Academy (HEA) recognition with aligned staff development programme.	Head of Academic Practice
Spring 2016	Collaboration agreed with Northampton College for staff to attend Changemaking at Northampton: Development Opportunities (C@N-DO) workshops and to pilot a local support process to facilitate staff progression to HEA Fellowship.	Head of Academic Practice
Summer 2016	Enhancement of Staff portal re integration of SD activities with university and individual priorities /enhanced monitoring potential through HR processes.	Head of IT Services

End of year	Annual report to SEC on Learning & Teaching Plan to report on engagement with and impact of staff development in line with University balanced scorecard measures, including HEA recognition.	Director of ILT/Quality Officer (Student Voice and Externality)

3. The extensive range of extra and co-curricular initiatives to enhance students' employability and social entrepreneurship skills (Expectation B4 and Enhancement).

Date	**Committee/Event**	**Responsibility**
May 2016	Embed and scale up the Changemaker Ambassador programme to grow engagement of student body in Changemaker activities. Including a revised role profile, integrated training across all ambassador roles, a rebranding the current ambassador programmes.	Head of Changemaker Hub
July 2016	Changemaker hub staff to be fully engaged with the ChANGE graduate employability programme to ensure that the extracurricular Changemaker and employability are fully integrated into learning outcomes and curriculum delivery. All Changemaker hub staff to include their involvement as part of their C@N-DO accreditation.	Head of Changemaker Hub
Aug 2016	Launch a Changemaker success portal as part of the Changemaker hub website to	Head of Changemaker Hub

	showcase best practice in Changemaker across the University for staff and students. Gathering case studies from staff and students in video and written formats, to demonstrate what is possible within Changemaker activities	
July 2016	Re-launch the Changemaker Certificate as an enhancement offer supported by a range of activities and support materials online. Develop and deliver a programme of ideation events and activities to engage students and to funnel them through venture development as well as understanding Changemaker for themselves. Changemaker showcases and volunteering fairs to be higher profile and celebration of success through the Changemaker awards programme linked to achievement through the certificate.	Head of Changemaker Hub
End of year	Report on progress on enhancement activities alongside annual outcomes against balanced scorecard measures (UN strategic plan student experience) in the annual report to SEC on Changemaker Hub (employability).	Head of Changemaker Hub