

## UCB Action Plan in response to recommendation of QAA Institutional Audit 2011

Level of Recommendation	Recommendation	Response	Responsible	Anticipated completion
Advisable	Ensure that its quality and standards procedures as a whole, with particular but not exclusive reference to the monitoring of collaborative provision and the role of the core external examiner, are consistently and fully documented in a readily accessible form.	The report makes it clear that the quality assurance of the small licence arrangement is effective, but clearly expresses a preference for the procedure for quality assessment activity to be incorporated with other collaborative provision procedures. The core modules examiner role is clearly outlined in the appointment letter in the same way as any other examiner, and is subject to the same requirements and procedures as all other examiners, but auditors clearly wished to see explicit reference to the core module examiner role in the procedures. We will update the collaborative provision handbook and the guidelines for external examiners to address these points, and will carry out a review of the procedures to confirm that no other changes are needed.	R Dutton, P Simpson	January 2012
Desirable	Extend the opportunities that currently exist for student access to external examiners' reports	Students receive a report of the comments of examiners, but have not up to now seen the full report. We have discussed this with examiners and they are content for their full reports to be published to students. We will explore ways of bringing the full reports to the attention of relevant students.	G Wood	January 2012
Desirable	Strengthen the external academic and professional contribution to periodic review throughout the procedure	As the report makes clear, external experts are involved in the Periodic Review process. Although they receive a large amount of data regarding the programmes under review, the original examiners reports and meetings with students are not part of this. We will review the Periodic Review process to explore ways in which these elements may be added.	R Dutton, P Simpson	January 2012
Desirable	Review the efficiency and effectiveness of the relationship between programme evaluation, internal audit, periodic review and revalidation	Although a 'mixed economy' institution, UCB works hard to ensure that the same expectations for quality assurance activity are applied at both FE and HE levels. This single-system approach has led to excellent outcomes for both FE and HE students, but does sometimes mean that external scrutineers find quality systems contain elements they are unfamiliar with. We will explore ways of separating out the FE and HE activity to make procedures easier to understand by external observers.	R Dutton, P Simpson	January 2012