



**2019/20 Improvement Action Plan**

<b>Improvement Action Plan 2019/20</b>						
	<b>Key Actions</b>	<b>Evidence base</b>	<b>Expected Enhancement/impact</b>	<b>Date for implementation /completion</b>	<b>Individual/ Group Responsible</b>	<b>Status</b>
1	Contextualise the operations manual in order to articulate UCFB’s own approach to Quality Assurance and Improvement	Operations Manual 2018-19	<p>The proposed adjustments to the Operations Manual will be presented to the Bucks/UCFB Operations Board for consideration and approval at the October 2019 scheduled meeting. This will align the manual to the policies and procedures.</p> <p>A Quality Assurance Manual produced for all areas and will provide a guide to the regulations</p>	January 2020	Head of Quality and Senior Management Committee Members	<p><b>Partially Complete</b></p> <p>Operations Manual Steering Committee established to provide proposals to the Bucks/UCFB Operations Board in October 2019.</p> <p>Draft Quality Assurance Manual produced</p>

			and procedures for academic and professional standards. The manual will be applicable to all staff and will be relevant to staff that may be seeking guidance on the operation and delivery of the curriculum.			
2	Review the admissions policy to ensure that it is transparent, accurate and inclusive to all applicants	UCFB Admissions Policy and Bucks Admissions Policy and Operations Manual	Clearer and more transparent policy for all potential applicants that ensures it is inclusive and does not deter prospective students from applying for any reason.	October 2019	Head of Admissions	<b>Partially Complete</b>  Operations manual amended and clearly worded to reflect the Admissions model in place between Bucks and UCFB
3	Ensure that UCFB operates an Accreditation of Prior Experiential Learning process that is equitable	UCFB Admissions Policy and Bucks Admissions Policy, Bucks Accreditation of Prior Learning Policy	UCFB will amend the wording of our Admissions Policy to ensure that the Bucks Accreditation of Prior Learning Policy is easily accessible and strictly adhered to, to guarantee applicants are aware of the process.  Age specific details removed from the policy.	October 2019	Head of Admissions	<b>Complete</b>  UCFB Policy and Policy link added to Bucks New University's APL Policy  Approved at the September Academic Board (24/09/2019)

4	Embed a rigorous quality assurance cycle around its monitoring and review processes to ensure robust cross standardisation that promotes the quality of the student learning experience	Quality Calendar and cycle of internal CPD events.  Performance (KPI) Scorecard  Academic Board  Student Council  Annual Staff Conference	Maintenance of academic standards achieved through regular staff and student engagement in committees and activities that monitor and review the learning experiences and ensure standardisation of learning, teaching and enrichment.	January 2020	Head of Quality with support from Heads of Departments	<p><b>Complete</b></p> <p>Annual staff conference outlined the key priorities for the organisation.</p> <p>The CPD key priorities for the start of the academic year was completed prior to the start of semester one, identifying cross campus standardisation requirements.</p> <p>Cycle of committees reviewing processes and standardisation timetabled for the 2019-2020 academic year.</p>
5	Review UCFB processes for the management of the quality of information about learning opportunities to ensure information is fit for purpose, accessible and trustworthy	Published information, website, electronic and hardcopy information.  Public Information Committee	<p>Policies and procedures will be published on the UCFB website as well as the VLE with links to Bucks policies, providing current information for the intended audiences.</p> <p>The Public Information Committee will provide a systematic approach to ensuring that all information is</p>	October 2019	<p>Executive Strategic Board Members (Principal, Chief Marketing Officer, Chief Financial Officer), and the Head of Global Marketing.</p> <p>Public Information Committee</p>	<p><b>Complete</b></p> <p>As at September 2019 all policies and procedures are available on the UCFB website in the policies and procedures section.</p> <p>The Public Information Committee has been reviewed and the terms of reference</p>

		<p>remit and terms of reference.</p> <p>Operations Manual.</p> <p>Policy and Procedure for the quality of information about learning opportunities.</p>	<p>fit for purpose, accessible and trustworthy.</p> <p>The terms of reference identify the process to ensure the management of information meets the quality of information of learning opportunities.</p> <p>The PIC is cross referenced to the Bucks/UCFB Operations Manual with clear guidelines of the process.</p> <p>A Policy and Procedure provides the purpose and scope for the approval of public information about learning opportunities</p>			<p>amended to ensure responsibility and accountability is clear.</p> <p>The policy and procedure for the quality of information about learning opportunities has been produced to ensure information is fit for purpose, accessible and trustworthy.</p>
6	Develop and implement a more systematic approach to monitoring, measuring and reporting enhancement	<p>Quality Calendar and monitoring cycle.</p> <p>Campus Semester Reports</p>	Enhancement monitored via the Heads of department semester reports.	January 2020	Head of Quality with support from Heads of Departments	<p><b>Complete</b></p> <p>Enhancement measured in the performance scorecard (KPI's) which has been extended to include all departmental Key Performance Indicators.</p>

						<p>Regular review and evaluation in the key committees ensures a culture of cross campus standardisation and continuous improvement to the student learning experiences.</p> <p>The student engagement in key committees ensures the student voice and experience is considered and used to implement change.</p>
7	<p>Sustain the good practice:</p> <p>Extensive employment and complementary curricula opportunities are available which enable students to develop their personal, academic and professional potential.</p>	<p>E&amp;E Strategic Plan</p> <p>Annual Report</p>	<p>Employability and Enrichment Activities planning with student engagement meeting student expectations.</p> <p>Further increase activities linked to specific degrees providing bespoke opportunities for the programme.</p>	Academic Year 2019/20	Head of Employability and Enrichment.	<p><b>Complete</b></p> <p>Employability, enrichment and additionality activities planned for all programmes for delivery during the 2019/2020 academic year.</p>

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