

Number	Area for improvement	Reference	Action	Intended Outcome	Target date	Accountable	Responsible	Progress	RAG Status	Evidence	Evaluation	
1	In 2015/16 80% of students progressed automatically	Annual Monitoring Report/ Management team meetings	Continue diagnostic testing and progression tracking to enable support interventions where needed	Clear action plans that result in maintaining automatic progression (AP) rates for 2016/17	Review progress Jan, May, Aug	Deputy Centre Director	Heads of Subject			Action plans	Annual Monitoring Report, Exam boards	
			Embed new English module and review impact on AP rates		Review progress Jan, May, Aug	Head of English	Head of English	Departmental meetings, exam boards, Annual Monitoring Report				
			Additional support lessons provided for weaker students.		Review progress Jan, May, Aug	Deputy Centre Director	Heads of Subject	Departmental meetings, exam boards, Annual Monitoring Report				
2	Successful implementation of revalidated Academic English Skills (AES) Modules	Management team meetings	Embed and review new module structure to ensure effective process for exemptions from language-focussed hours	Improve rating on module questionnaires to minimum 75% positively rating satisfaction with AES module. Maintain high progression rates	Review in Jan and May 2017	Head of English	Head of English, AES Subject Leader				Feedback from students in questionnaires and Student Council	
			Continue to build bank of teaching resources		Apr-17	Head of English	Head of English, AES Subject Leader	Departmental meetings				
3	Improve targeted communication with students regarding academic preparation pre-arrival	Management team meetings, Learning and Teaching Group, QAA Report	Work with marketing team to review content and timings of pre-arrival information	Improve feedback from students on information and advice received pre-arrival and decrease student concerns and course changes on arrival.	Dec-16	Head of Progression Support	Student Experience Group				Pre-arrival information	Student feedback evaluated by Student Experience Group, Study Plan Change board
			Communicate with students pre-arrival regarding access to Study Direct, particularly for late arriving students, this includes correct email contact from agents		Sept 2016, Jan 2017	Head of Progression Support	Student Experience Group	Late arriving students emailed regarding work on Study Direct Sept 2016				
			Investigate use of student-led videos/content to provide more information for students pre-arrival, update guide with glossary		Dec-16	Head of Progression Support	Student Experience Group					
			Review Induction programme following post arrival questionnaire analysis		Dec-16	Head of Progression Support	Progression Support Team					
			Implement student-led campus tours during induction periods		Sept 2016, Jan 2017	Head of Progression Support	Progression Support Team	Student Ambassadors led campus tours in Sept induction week				
4	Improve engagement with questionnaires; currently response rates are variable	End of module questionnaire data, MAB reports	Implement mid-semester feedback with clear actions reported to Subject Leaders	Increase response rates across all modules and cohorts to minimum 65%	End October 2016	Heads of Subject	Tutors, Subject Leaders				Annual Monitoring Report, Departmental meetings	
			Implement improved end of module questionnaire, with scheduled time in Personal Tutorials		Dec-16	Head of Progression Support	Personal Tutors					
		Management team meetings	Implement post-arrival questionnaire	Increase response rate to minimum 65%	Oct-16	Head of Progression Support	Personal Tutors				Student Experience Group	
5	Continue work to strengthen the student voice	Management team meetings	Review and improve student rep roles and responsibilities	Improve mechanisms for student feedback and involvement in academic quality assurance	Dec-16	Head of Progression Support	Progression Support Team				Student Experience Group, QAEG	
		Learning, Teaching and Assessment Group	Involve student reps in reviewing impact of actions taken resulting from external examiner reports		Mar-17	Deputy Centre Director	Heads of Subject	Departmental meetings and action plans				
6	Further develop transition activities	Academic Partnership Steering Group (APSG), Student Experience Group	Continue regular engagement with partnership tutors and development of transition activities	Sharing of good practice across schools/departments. Positive feedback from students at Student Council	Apr-17	Deputy Centre Director, Director of Quality and Innovation	Heads of Subject, Progression Support Team			Transition activities log	Student Experience Group, feedback from Partnership Tutors, APSG	

			Develop handbook for Y1 students transitioning to Year 2 to explain support available to them.	Clear information for Y1 students about where to go for support in year 2.	Apr-17	Head of Progression Support	Progression Support Team	In progress		Handbook	
7	Successful implementation of formal Annual Monitoring Process	Centre Review Report	Implement new process, to include data and actions from MABs and Heads of Subject	Formal process resulting in evaluative AMR including module-level and course-level data and actions	Dec-16	Deputy Centre Director, Director of Quality and Innovation	Academic Management Team			AMR	Feedback from AQAEAC and APSG on AMR
8	Systematise annual collation, monitoring and evaluation of degree performance data for students with ADQE	Revalidation report/ Centre Review Report	Work with Sussex Student Systems to create web reports	Clear data is available to track students' progression at a course and module level	Dec-16	Centre Director	ADQE	In progress			APSG
			Subject teams analyse data to inform course enhancements/revalidations		Apr-17	Deputy Centre Director	Heads of Subject		Proposals for changes to modules/courses	Departmental meetings, AMR	
9	Improve the English speaking environment in the ISC	Staff meetings/ Student Experience Group	Continue development of MentISC programme	A safe and positive English speaking environment in the Centre, both in and out of lessons	Feb-17	Head of Progression Support	Student Experience Group				Student Experience Group, AMR
10	Embed new Structure for Growth	Management team meetings	Communicate with all staff regarding changes to management structure and governance	Quality enhancement processes running consistently across teams	Sep-16	Centre Director	Academic Management Team	All staff meeting held 08/09/2016			Departmental meetings, Centre management meetings, QAEG
			Update governance structure and Terms of Reference in Centre Handbooks		Sep-16	Deputy Centre Director	Deputy Centre Director				
			Ensure adequate student representation both on SEG and at QAEG		Oct-16	Director of Quality and Innovation	Head of Progression Support				
			Heads to monitor and review action logs		Jan-17	Deputy Centre Director, Director of Quality and Innovation	Heads of Subject, Head of Progression Support		Action logs		
11	Induction pack for new external examiners	Management team meetings	Develop detailed induction information for new external examiners detailing key dates and online access to materials	Clear and consistent information provided to new external examiners regarding ISC specific information	Jan-17	Deputy Centre Director	Academic Administration Team Leader				External Examiner feedback and reports
12	Clear Academic Appeals Form and process	QAA Report	Review and update the Academic Appeals Form	Clear form and process with no ambiguity, aligned to both the Partner Uni and the Provider	Oct-16	Deputy Centre Director	Deputy Centre Director				Evaluation of appeals and outcomes through AMR
13	Compliance with Safeguarding and Prevent Policies	SMT, Management team meetings	All staff to complete Level 1 Safeguarding training	All staff compliant with legislation and Study Group policy and procedures	Sep-16	Centre Director	All staff	Completion of training being tracked via Single Central Register			Centre management team meetings
			All staff to complete Prevent Training		Oct-16	Centre Director	All staff				
			Recruiting managers to complete safer recruitment training		Oct-16	Centre Director	Centre Management Team	Training held 06/10/16	Completed		

Number	Good Practice identified	Reference	Action	Intended Outcome	Target date	Accountable	Responsible	Progress	RAG Status	Evidence	Evaluation
14	Employability - Development of Career Ahead	Management Team meetings	Implement newly re-validated Career Ahead module and build up bank of resources	Positive feedback from staff and students regarding Career Ahead module	Apr-17	Career Ahead Subject Leader	Career Ahead Subject Leader				Departmental meetings and action plans, Annual Monitoring Report
			Training for all staff involved in delivery of Career Ahead		Jan-17	Career Ahead Subject Leader	Career Ahead Subject Leader	Training held Sept 2016			
15	Effective Progression Support Team - the central role of Personal Tutors in supporting the quality of student learning opportunities	Management Team meetings/ QAA Report	Embed new progression support team and processes	Maintain high progression and retention rates	Dec-16	Head of Progression Support	Progression Support Team				Annual Monitoring Report
			Develop Progression Strategy		Jan-17	Director of Quality and Innovation	Director of Quality and Innovation, Head of Progression Support				Departmental meetings and action plans, Annual Monitoring Report
16	Multi-faceted and strategic approach to ensuring the quality of learning and teaching	QAA Reports/Centre Review Report/Management Team meetings	Embed use of updated appraisal forms, including key data and reflection on peer obs	All academic staff have appraisals using standardised form	Jan-17	Deputy Centre Director, Director of Quality and Innovation	Academic Management Team				Centre Management Team meetings
			Conduct appraisal training for all line managers		Nov-16	Centre Director	Director of Quality and Innovation	Training scheduled for 28/10/16			
		Provider Action Plan	Keep an updated list of Staff Development priorities for the academic year	CPD prioritised according to Centre needs and in line with Provider requirements	Jan-17	Director of Quality and Innovation	Director of Quality and Innovation	In progress		List of CPD priorities	QAEG, AMR
			Implement minimum VLE expectations framework		Jun-17	Director of Quality and Innovation	Academic Management Team				Learning, Teaching and Assessment Group, CLEC
		QAEG/Management team meetings	Develop the ISC as a Centre of Excellence	Sussex ISC recognised as a Centre of Excellence	Apr-17	Director of Quality and Innovation	Academic management team			QAEG, QAEC	
		QAEG/QAEC	Review the Centre's Learning, Teaching and Assessment Strategy in line with Provider principles circulated from QAEC	Updated strategy aligned to both the Partner Uni and the Provider	Jan-17	Deputy Centre Director, Director of Quality and Innovation	Academic Management Team	Draft strategy submitted to CLEC Sept 16		CLEC, QAEC	
17	Effective use of systems to provide constructive and timely feedback on non-examination assessments	QAA Report	Continue training and support for staff in the effective and consistent use of Grademark	Consistent approach to feedback to students	Feb-17	Director of Quality and Innovation	Director of Quality and Innovation				Module feedback evaluated via MABs and AMR
18	Strong University Partnership, working at all levels, that supports the re-validation process to ensure standards are set and maintained	QAA Report	Develop curriculum working groups to review current IFY and PM courses and develop proposals for re-validation	High quality courses aligned with UoS	Dec-16	Director of Quality and Innovation	Heads of Subject	Initial curriculum working group meetings held Sept and Oct 2016. Proposals being developed for PAC			Revalidation event, QAEG
			Continue cross-institutional peer obs	Share good practice and ensure alignment of ISC and UoS approaches	Apr-17	Deputy Centre Director, Director of Quality and Innovation	Academic Management Team			Learning, Teaching and Assessment Group, QAEG	