

New City College action plan relating to the QRV: September 2017				
Areas for Development/Specified improvements	Action to be taken	Date for completion	Action by	Success indicators / Expected outcome
Ensure that the strategic and operational oversight of collaborative provision is more explicitly articulated in the terms of reference for College meetings (Codes of Governance)	Strengthen terms of reference of the Higher Education Committee to: <ul style="list-style-type: none"> • Include collaborative provision oversight of: <ul style="list-style-type: none"> • Admissions • Student assessment • Student progression and outcomes • Academic standards • The quality of the student academic experience • Include receipt and review of: <ul style="list-style-type: none"> • Outcomes from partnership meetings 	January 2018	Head of Higher Education	All terms of reference updated and approved. Committee papers and minutes clearly indicate monitoring activities and actions taken as a result of collaborative provision monitoring activities. Enhanced operational and strategic oversight of collaborative provision.
	Update terms of reference of the Curriculum Quality and Students Committee to: <ul style="list-style-type: none"> • Scrutinise collaborative provision monitoring activities and to make recommendations to inform future monitoring strategies 	January 2018	Group Director Quality	
Further develop and document the process for new partnership development to give thorough attention to the quality of the student academic experience at approval (Quality Code)	Develop a written procedure for: <ul style="list-style-type: none"> • Institutional approval • Programme approval 	April 2018	Head of Higher Education	Process developed and approved through the deliberative committee structure.
	Gain approval of the procedure from the Higher Education Committee	May 2018	Head of Higher Education	Minutes of institutional and programme approval event(s) demonstrate effectiveness of process.

Ensure that the appeals and complaints policies fully articulate the arrangements for assuring confidentiality, independence and clarity of process (Student Protection).	Update the appeals and complaints procedures to: <ul style="list-style-type: none"> • Include a statement that any complaint or appeal will be handled in manner that will ensure confidentiality and complainant privacy. • Explicitly state that any complaint / appeal will be managed by a person independent from the area the complaint / appeal refers to. 	January 2018	Head of Higher Education	Updated complaint / appeal policies approved through the deliberative committee structure.
	Gain approval for the updated appeals and complaints policies from the Higher Education Committee	February 2018	Head of Higher Education	Policies aligned with OIA guidance on student protection measures.
	Publish updated policies on higher education webpages and Moodle across all three campuses	February 2018	Group Head: Marketing and Communication	
Specified improvements				
Take immediate steps to ensure that terms and conditions are transparent, comprehensive and easily accessible in accordance with CMA requirements (Consumer Protection).	Develop bespoke higher education documentation for: <ul style="list-style-type: none"> • Terms and conditions • Programme Cancellation 	December 2017	Group Director: Communications	Higher education specific terms and conditions and cancellation form approved through the deliberative committee structure.
	Gain approval of the updated terms and conditions as well as the cancellation form from the Higher Education Committee	December 2017	Head of Higher Education	Documentation made available to applicants and students.
	Publish terms and conditions and cancellation form onto the higher education webpages across all three campuses	December 2017	Group Head: Marketing and Communication	Terms and conditions are easily located, clear and accessible.

	Terms and conditions and cancellation form sent to applicants with higher education programme offer letter.	From December 2017 onwards	Recruitment and Retention Manager: Redbridge campus Admissions Coordinator: Tower Hamlets Campus Customer Services Manager: Hackney Campus	
--	---	----------------------------	--	--