

Higher Education Review for Alternative Providers (HERAP) Action Plan 2018

Findings					
Good Practice					
The 21-day trial period before enrolling, which provides students with an effective opportunity to assess whether online learning meets their needs (Expectation B2)					
The highly effective use made of the learner analytics system to identify and support students at risk (Expectation B4)					
Recommendations	Actions to be taken	Date for completion	Action By	Success Indicators	Progress update (2nd August 2018)
Ensure that records of key committees constituting the academic governance structure demonstrate the committee business complies with the terms of reference (A2.1)	<ul style="list-style-type: none"> • Review membership and terms of reference (ToR) for formal Committees and Boards to ensure that they are appropriate for the business of the meeting. • Approve updated ToR and agree frequency of review. • Ensure that agendas and minutes of the formal Board and Committees (e.g. Academic Board/Course Committees) demonstrate that the business considered within the meetings complies with the ToR. • Create annual cycle of business and guidance for Chairs, secretaries and members. 	31 May 2018	<ul style="list-style-type: none"> • Chairs and Secretaries • Members of the Board/Committee. • Chairs and Secretaries • Director of Quality and Student Services 	<ul style="list-style-type: none"> • Updated Terms of Reference for relevant Committees and Boards. • Minutes of the Academic Boards and Committees reflect the business of the ToR. 	<ul style="list-style-type: none"> • ToR for Academic Board reviewed and approved by Academic Board on 12th February 2018. • The academic governance structure is undergoing further review to take into consideration the Office For Students (OfS) requirements and guidance. • An annual cycle of business for the Academic Board was issued in April 2018.

<p>Amend the Admissions Policy to more accurately reflect practice (Expectation B2)</p>	<ul style="list-style-type: none"> • Review and amend the Admissions Policy to more accurately describe the: <ul style="list-style-type: none"> ○ Academic Entry Route ○ Work Experience Entry Route ○ Open Entry Route • Create a standard operating procedure (SOP) which explains the admissions process and outlines responsibilities of relevant staff. 	<p>31 May 2018</p>	<ul style="list-style-type: none"> • Senior Management Team/Head of Admissions • Head of Admissions. 	<ul style="list-style-type: none"> • A published policy which accurately and clearly describes the three entry routes. • A published SOP 	<ul style="list-style-type: none"> • Completed – updated policy approved 3rd April 2018. • A standard operating procedure has been developed and after approval was published on 2 August 2018.
<p>Ensure that future recruitment processes for senior academic posts match the experience of appointees to the person specification and job description (Expectation B3)</p>	<ul style="list-style-type: none"> • Review the job specifications and descriptions for the senior academic posts. • Identify and articulate within the job descriptions the academic qualifications and work experience requirements for a senior academic post at KOL. • Apply the University of Essex Online appointment criteria for permanent academic posts. 	<p>31 May 2018</p>	<ul style="list-style-type: none"> • Academic Director 	<ul style="list-style-type: none"> • Revised Job descriptions • Evidence of University of Essex approval prior to appointment for senior academic staff. • Appointed staff have the appropriate level of qualifications and experience. 	<ul style="list-style-type: none"> • Current job descriptions have been reviewed and amended relevant to the subject area. • University of Essex approval of senior academic appointments will be recorded in the KOL HR system.

<p>Introduce a process for checking and auditing accredited prior learning decisions to ensure they are accurately made (Expectation B6)</p>	<ul style="list-style-type: none"> • In collaboration with the Partnerships Team at the University of Essex agree a process for sampling of APL decisions that have been devolved to KOL. • Review existing APL process and write a standard operating procedure for the approval of APL applications which outlines the responsibilities of relevant staff. 	<p>31 May 2018</p>	<ul style="list-style-type: none"> • Director of Quality and Student Services • Quality Officer • Head of Admissions 	<ul style="list-style-type: none"> • Documented procedure in place to sample audit APL decisions at agreed timepoints. • A published standard operating procedure available to staff outlining the process for assessing and approving an APL application. • An updated APL Tracker which clearly identifies decision outcomes. 	<ul style="list-style-type: none"> • The APL approval framework, procedure and tracker have been reviewed and updated. • A Standard Operating Procedure (SOP) has been written which includes the process for a University audit of decisions. • The new procedure will commence in 2018-19.
<p>Develop and implement documented procedures for the approval of information about learning opportunities (Expectation C)</p>	<ul style="list-style-type: none"> • Write a Standard Operating Procedure describing the process for the production and approval of published information about learning opportunities. The SOP will include information relating to the: <ul style="list-style-type: none"> ○ Website content ○ Programme Information ○ Press Releases ○ Social Media Content 	<p>30 June 2018</p>	<ul style="list-style-type: none"> • Head of Marketing 	<ul style="list-style-type: none"> • A published standard operating procedure available to staff 	<ul style="list-style-type: none"> • Published Information – production and approval policy: Issued 29th June 2018

<p>Develop documented guidance for implementing internal policies and procedures to underpin the management of academic standards and quality (Expectation A2.1)</p>	<ul style="list-style-type: none"> • Complete a gap analysis on policies and guidance against that of the University of Essex to identify where policies or guidance specific to KOL may be required. • Where gaps have been identified – write appropriate policy for approval by the University of Essex. • Review processes to identify where procedural guidance documents may be required. • Where a procedural guidance document is required write a Standard Operating Procedure. • Develop a central staff intranet page which will host all policies and standard operating procedure documents. 	<p>31 July 2018</p>	<ul style="list-style-type: none"> • SMT and Heads of Operational Departments. 	<ul style="list-style-type: none"> • Policies and Standard Operating Procedure documents will be published on the staff intranet page. 	<ul style="list-style-type: none"> • Gap Analysis Completed 25th April 2018. • The Gap Analysis continues to be used as a reference document as further policies and procedures are developed. • A KOL Intranet page was launched to all staff on Monday 29th July 2018.
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