Action Plan Union School of Theology relating to the Higher Education Review April 2017

In light of the HER report in August 2017, a permanent **Quality Assurance Committee** has been established, consisting of the Provost, Academic Dean, Academic Administrator, Registrar, Student Representative and an External Member.

1. Findings	2. Actions to be taken	3. Date for completion	4. Action by	5. Success indicators	6. Progress (including date of review)
Good practice					
The effective, local and accessible support provided to communities of distance learning students by Lead Mentors (Expectation B.10)	develop and monitor support for lead mentors through: (i) feedback forms; (ii) visiting Learning Communities; (iii) assigning a number of Learning Communities to each faculty member	Jul 2018	Academic Board	Feedback from Lead Mentors Visits to Learning Communities Reports faculty members regarding assigned Learning Communities	Oct 2018: review progress
Affirmation					
The steps being taken to establish an agreement with an awarding body (Expectation A3.1)	pursue validation discussion with new awarding body	Jul 2018	Management/Provost	institutional approval and validation of programmes	All dates set for institutional approval and programme validation visits Feb 2018: initial approval
Recommendations					
formalise and document the internal process for the design, development and approval of programmes (Expectation B1, A3.1)	create policy document	Jul 2017	Programme Leader	approval of policy by Academic Board implementation of policy in	Jun 2017: completed policy for Programme Design and Development

					programme design and development with new awarding body
establish and implement an admissions policy which adheres to the principles of fair admission (Expectation B2)	create policy document	Jul 2017	Academic Registrar	approval policy by Academic Board implementation of policy with applications for Sep 2018 entry	Jul 2017: completed draft Admissions policy
ensure that the complaints procedure does not seek to limit the grounds for an appeal against a decision of an assessment board (Expectation B9)	amend Complaints procedure	Jul 2017	Academic Registrar	approval policy by Academic Board	Jul 2017: completed draft of a comprehensive Complaints & Grievances procedure for Applicants, Students and Staff
ensure that information in Student Handbooks is aligned with guidance from the Competition and Markets Authority (Expectation C)	amend handbooks	Jul 2017	Academic Administrator, Academic Administrator's Assistant	approval policy by Academic Board	
provide public information about its provision which is fit for purpose, accessible and trustworthy (Expectation C)	update information on website and in prospectus create a Public Policy procedure	Jul 2017	Executive Director, Provost Executive Director	Quality Assurance Committee	information on the website and printed prospectus has been updated to reflect accurately the status of the School in relation to the validation of its academic programmes (completed June 2017)

					Public Policy procedure has been developed (Sep 2017)
clarify the terms of reference and the lines of reporting for key committees with responsibility for academic governance (Expectation A2.1)	update organization chart to reflect Quality Assurance Committee and lines of reporting for key committees	Sep 2017	Management/Provost	approval in Academic Strategy Meeting	Nov 2017: completed organization chart
establish a sustainable and strategic approach to the selection and support of Learning Communities (Expectation B10)	create/update strategy document	Sep 2017	Management, Quality Assurance Committee	approval by Academic Board	Nov 2017: review strategy document
further develop, establish leadership of, and securely implement the strategy for enhancement (Enhancement)	review and amend Enhancement policy	Sep 2017	Academic Board	Quality Assurance Committee	Nov 2017: review policy