



**UNIVERSITY OF
PLYMOUTH**
International College

COLLEGE ACTION PLAN (CAP) 2018-2021

Incorporating:

Navitas Priorities and Themes

College Enhancement Plan

Navitas Learning and Teaching Strategy 2018-2021

iSB Action Plan 2018

College Name: University of Plymouth International College (UPIC)

Year: 2018 (Updated 4th February 2019)

College Director/Principal: Peter McDonnell

UPIC Navitas Priorities and Themes

Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
Engage students fully with the curriculum, learning process and infrastructure available to them	Develop a culture of partnership and co-production with students that underpins the design, delivery and review of learning experiences	Ensure that students from all backgrounds are supported to complete their pathway programmes and well prepared to advance to the University partner	Continue to monitor and review, test and improve the quality of evidence to understand the most effective learning and teaching techniques and strategies	Learn how effective specific interventions are in supporting students to achieve their potential
A portion of UPICs curriculum is set by the University as we match up in first year Business modules, Our foundation programmes are set up with this in mind and are often set in conjunction to what the University programmes are that students are progressing to. Especially the Science and Engineering modules. By achieving this we also provide an internationalised and inclusive curriculum that is relevant and challenging	Completion of this priority ensures that UPIC are able to achieve the QAA and OfS requirement of student involvement in programme design. This will be monitored through Student Council, CET and T&L boards. It will also go some way to ensure that the curriculum is relevant and challenging. Achieving this will mean that we will also need to increase CPD participation rates.	By completion of this one we will complete the priorities of maximising the number of students who progress confidently and increase the number of good degrees as we cannot influence teaching and learning in the second and third years	This priority ensures effective annual monitoring occurs and UPIC keeps up to date with the way that data needs to be presented to QAA/Academic registry/AAC committee etc. and how to get the most out of that data/evidence	Active and early interventions are essential to achieve the best out of UPIC's students
Theme 1			Theme 2	
Digital Literacy			Assessment and Feedback	
As per the QAA Good Practice Case Study programme (2018) embedding digital literacy has been used as a theme for Higher Education Review and has featured as a topic in the Quality Enhancement Network			This theme feeds into Section B6 of the QAA Quality Code “ <i>Assessment of Students and Recognition of Prior Learning</i> ”.	

UPIC College Action Plan
Teaching and Learning

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>To ensure that all students receive high-quality and individualised feedback on assessments, and that this is provided in a timely manner.</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims</p> <p>Supports QAA Quality Code Section B3 Learning and Teaching</p> <p>Supports UPIC's Priority 1 & 3 and Theme 2</p>	<p>Regular training workshops for academic staff. Use of the Portal in the induction process</p> <p>Promulgation of Navitas Learning and Teaching training opportunities</p>	<p>On-going throughout the timescale of the action plan</p> <p>Reviewed at the end of each semester</p>	CDP/MAS	<p>Positive feedback from students and survey data. Progression and retention data</p> <p>KPI: Positive Feedback from QAA, External Examiners and University partners</p>	Consistent positive feedback from students and external authorities (QAA, External examiners, Plymouth University)	Partnership management meetings (SPMB/AAC) Navitas UK L&TC Navitas UK L&TF	<ul style="list-style-type: none"> • On-going process • See completed actions in 2015-2018 Action Plan • Positive feedback received from two external examiners during Award Boards proceedings in 2018 • Tutors were provided with a Prevent Strategy Workshop and a Contract Cheating Workshop based on QAA recommendations in January 2018 • The Contract Cheating Workshop was followed up in July 2018 • Permanent Staff Tutors and Students have discussed assessment and feedback policy in light of the new QAA Quality code (2019) provision in February 2019; Other workshops will follow in the 201901/201902 semesters 	
<p>Provide high quality teaching, learning and assessment opportunities to enable students from a diverse range of backgrounds to thrive</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 1</p> <p>Supports QAA Quality Code Section B3 Learning and Teaching; Section B5 Student Engagement; B6 Assessment of Students</p>	<p>Ensure tutors have a relevant teaching qualification and are making use of Navitas and in house training opportunities.</p> <p>To partake in peer observations on an annual basis</p> <p>Completion of end of semester tutor forms with and emphasis on the student engagement and best practice sections</p> <p>Observation from management on an annual basis</p>	<p>End of semester review for tutor feedback.</p> <p>Observations on an annual basis</p>	DASS/MAS	<p>Increased positive feedback during end of semester surveys for tutors.</p> <p>Increasing the pass rate and the average grade on each module</p> <p>Higher proportion of upper second class and first class degrees from progressed students</p>	Student success rate at Award Boards; annual progression rates; tracer data and graduation data	Through AAC and Tracer data reporting	<ul style="list-style-type: none"> • On-going process • Assessment strategies discussed at a QAA Assessment and Feedback workshop in February 2019. • UPIC to be more focussed on Student led learning and assessment 	

<p>and Recognition of Prior Learning</p> <p>Supports UPIC priority 1 & 3 and Theme 1 & 2</p>								
<p>The range of extra-curricular activities organised by College staff</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point 1&2</p> <p>Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality</p> <p>Supports UPIC Priority 2 and Theme 1</p>	<p>Monitor and review the breadth of extra-curricular activities in place across the UK College network</p> <p>Facilitate via the Navitas UK L&TF as a platform for the sharing of best practice</p>	<p>Continuous process</p>	<p>CDP/CMT</p>	<p>Increased student satisfaction</p>	<p>Improved student academic performance measured in academic KPIs</p> <p>Improved student satisfaction measured by student satisfaction reports/ISB</p>	<p>Academic KPIs are reported regularly in MER/Quarterly Reports to NVT HQ</p> <p>CTLB monitors outcome of student satisfaction data</p>	<ul style="list-style-type: none"> On-going process To utilise the QAA's definition of Enhancement and allow it to guide the Colleges Enhancement plan and CET meetings (see enhancement plan below) Use of Student Council as mechanism for student suggestions Use of CET to suggest new initiatives Student attendance at CTLB Tutors are to organise various educationally enhancing field trips throughout the semester. Previous trips have included taking students to various hotels, the law courts, a Rocky Shore (biology survey), a railway bridge (engineering students) plus various labs on campus for the Science and Engineering students Tutors to endeavour to schedule trips before week 8 of the semester, unless there is an academic reason not to 	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Provide a safe, inclusive and stimulating learning environment that considers students as equal partners in the educational process</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 2 & 6</p> <p>Supports priority 2 & 3 and theme 1</p>	<p>Monitor student feedback throughout the semester and ensure that tutors are aware of their duties under this action</p>	<p>End of semester review</p> <p>Continuous throughout semester</p>	<p>DASS/MAS</p>	<p>Positive and constructive feedback</p>	<p>Student end of semester feedback</p> <p>Student Council</p> <p>Teaching and Learning Board and CET</p> <p>Increased student success rate</p>	<p>Reported through the CET and T&L boards</p> <p>Analysis of student feedback</p> <p>Annual monitoring process</p>	<ul style="list-style-type: none"> On-going process Students invited to attend QAA workshops Student mentor scheme in place 	



<p>Create an environment in which students develop skills and confidence for success in academic study, the workplace and in the global community</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 3</p> <p>Supports the OfS Employability and Skills agenda</p> <p>Supports the QAA Quality Code Chapter B8 Programme Monitoring and Review</p> <p>Supports UPIC Priority 4 and theme 1</p>	<p>Ensure that UPIC students are able to cope in the wider University and within the workplace once progressed</p>	<p>Annually</p>	<p>DASS/MAS</p>	<p>Increased levels of student success on an annual basis</p>	<p>Tracer data for both Modules and Graduation purposes</p> <p>Feedback from UoP</p> <p>Annual Monitoring</p>	<p>Reported through the AAC and where necessary the SPMB</p>	<ul style="list-style-type: none"> • Ongoing process • Mentoring available to students for staff and current students • Open door policy so students can get help and advice from staff • Digital literacy and Student led learning a priority which leads on from the February QAA Quality Code discussions 	
<p>Deliver a personalised and professional support service to students from all backgrounds that will ensure that they are able to access all learning facilities to overcome barriers to success</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 4</p> <p>Supports the QAA Quality Code Chapter B5 Student Engagement</p> <p>Supports UPIC Priority 5</p>	<p>Tutors and front facing staff to be aware of student issues and best practice in dealing with these</p>	<p>Continuous process</p>	<p>DASS/MAS/DoMA</p>		<p>Student Satisfaction on the admission and arrival process</p> <p>Student end of semester feedback</p> <p>Comments through student council/CET/T&L boards</p> <p>Tutor end of semester feedback</p>	<p>Student Council, CET and T&L Board</p> <p>OAG and AAC meeting</p>	<ul style="list-style-type: none"> • Ongoing Process • Students able to access extracurricular help in English, Maths and Physics on a weekly basis • Tutors are kept aware of any issues that may affect individual students, both academically and (where appropriate) pastorally • Student and tutor mentoring available to students 	

UPIC College Action Plan Quality Assurance

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>Programme management & monitoring, including new course development</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 7</p> <p>Supports the QAA Quality Code Chapter B8 Programme Monitoring and Review</p> <p>Supports UPIC Priority 4</p>	<p>Follow College Policies & Regulations for the development of new programmes of study and for expansion of existing programmes</p> <p>Mapping of CPRs against the UK Quality Code</p> <p>Compliance with Navitas UK Quality Manual and College Operations Manual</p>	<p>Continuous process</p> <p>Each programme to be reviewed annually</p>	MAS/CDP	<p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Partnership management meetings (SPMB/AAC) Navitas UK L&TC Navitas UK L&TF</p>	<ul style="list-style-type: none"> • Programmes monitored annually in November • MAS visits academics across the Schools on Campus to ascertain whether T&L is still relevant in the Foundation, First year and Pre Masters Programmes and produces an annual report which is sent to the CDP, representatives of the schools and QaSO • Any changes to the T&L are communicated to the tutors and the DMDS and Module guides are updated • Summary of reports to be completed at end of monitoring period; currently in tabular form. Summary to form part of Partnership Action Grid which feeds into the AAC report • Tutors to fill out new end of semester report as per instruction in CPR QS02. Report to be presented to the Teaching and Learning board for ratification and rolled out to the tutors at the end of Semester 201601 • New Monitoring Form approved at Teaching and Learning board and new form rolled out to tutors, requirement to include a signed final gradebook with the form also approved • MAS to update tutors with semester feedback from students • Tutors asked to conduct student survey in class by asking students to use their mobile devices to increase survey responses (155 in Semester 201603) 	Ongoing



<p>Use of Originality software by College Tutors and awareness of Contract Cheating</p> <p>Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality</p> <p>Supports UPIC Priority 3, 4 & 5 and Theme 2</p>	<p>Adoption of Turn-it-in Policy</p> <p>Submission policy for electronic submissions</p>	<p>Policy to be in place in semester 201603</p>	<p>MAS/ASO</p>	<p>Lessening of plagiarised scripts being presented as final submissions</p>	<p>Tutors using Turnitin for formative and summative submissions</p>	<p>Tutor reporting use through Monitoring reports</p> <p>Moodle checks by College Staff</p>	<ul style="list-style-type: none"> • Ongoing from previous CAP • Tutors to use Turnitin as an educational tool rather than a proscriptive device 	
<p>Continuing Professional Development (Sessional Staff)</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports UPIC priorities 2,3 and 4 	<p>Semester workshop</p> <p>A list of workshop topics has been created to be delivered throughout the academic year</p>	<p>On-going process. Jan-Dec. Review each semester</p>	<p>MAS</p>	<p>Improved quality in teaching and sessional motivation</p>	<p>Improved feedback on module effectiveness</p>	<p>Module Survey and feedback sheet for tutors after each workshop day</p>	<ul style="list-style-type: none"> • Ongoing from previous CAP • Current sessions on the New Quality code on going 	
<p>Student Handbook (Study Guide) (Annual Review)</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports UPIC priorities 1, 2 & 3 	<p>Review and update the current Student Handbook to reflect recent changes in the branding and regulations in the college</p> <p>(Read and highlighted sections that need amending or updating)</p>	<p>Annual review to take place during the 03 semester</p>	<p>MAS</p>	<p>Revised Handbook to be ready for 01 Semester start</p>	<p>Revised Handbook to be made available</p>	<p>College Teaching and Learning Board/CMT</p>	<ul style="list-style-type: none"> • Handbook to be updated for each semester 	<p>Ongoing action</p>



<p>UPIC Specific Tutor Handbook</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports UPIC priorities 2,3 and 4 	<p>Review and update the current Tutor Handbook to reflect recent changes in the branding and regulations in the college</p> <p>(Read and highlighted sections that need amending or updating)</p>	<p>Annual review to take place during the 03 semester</p>	<p>MAS</p>	<p>New handbook to be ready for 201803 semester</p>	<p>New Handbook to be made available</p>	<p>College Teaching and Learning Board/CMT</p>	<ul style="list-style-type: none"> • Handbook to be updated to reflect updated assessment regulations and the roles of tutors therein in 201803 • Handbook updated for 201901 	<p>Ongoing Action</p>
<p>Maintain up-to-date governance documentation</p> <ul style="list-style-type: none"> • Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 7 • Supports the QAA Quality Code Chapter B8 Programme Monitoring and Review • Supports UPIC Priority 4 	<p>Ensure that the teaching and learning outcomes in the college successfully map to the learning outcomes on the equivalent degree programmes at PU.</p> <p>Meetings with PU academic staff and UPIC Tutors to ensure that UPIC T&L adequately prepares students for the rigours of University.</p> <p>UPIC tutors required to update T&L when required to do so by the MAS. This process is informed through the annual monitoring programme.</p>	<p>Annual Monitoring of Programmes.</p>	<p>MAS</p>	<p>Annual Monitoring Period November - December</p>	<p>All documents signed off by NVT Academic Registry</p>	<p>CTLB/AAC</p>	<ul style="list-style-type: none"> • Ongoing action • All documentation to have new UPIC Logo applied in 201803 • New CPRs in circulation including Fitness to Study 	<p>Ongoing Action</p>

<p>Manage a programme of Management & Peer review for all academic Sessional Staff</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports the QAA Quality Code Chapter B8 Programme Monitoring and Review • Supports UPIC priorities 1, 2 & 3 	<p>Formulate a strategy to provide meaningful performance feedback in a timely manner for pre masters students engaged on the 1 semester programme</p>	<p>Annually</p>	<p>MAS/ Tutor staff</p>	<p>Greater level of understanding by pre masters students of their likelihood of academic success</p> <p>Management of expectations</p>	<ul style="list-style-type: none"> • Higher pass rates <p>Greater student satisfaction</p>	<p>Student feedback</p> <p>End of module questionnaire results</p>	<ul style="list-style-type: none"> • Continuous process • Now undertaken after mid-term exams and for major assignments in other modules • Intention is to extend this formal reporting process to all College provided programmes • Ongoing process • Teaching staff annually observed by MAS or DASS a report is written and verbal feedback, advice and recommendations are given to staff within the Semester boundaries • Teaching staff participate in an annual peer review. A short end of semester report to be written by the MAS discussing the main points raised in the Peer review • All new staff undergo both teaching and peer review in their first semester with UPIC • Relatively inexperienced staff also undergo an informal review within the first two week of teaching • Use information gained to inform staff orientation programme • Use information gained to inform staff development plans 	<p>Ongoing Action</p>
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College Action Plan

Student Engagement and Student Support

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
Effectiveness of the Student in Jeopardy Programme <ul style="list-style-type: none"> • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports QAA Quality Code Section B5 Student Engagement • Supports UPIC priority 3 & 5 	Provide support for those students identified for: <ul style="list-style-type: none"> • Attendance issues • Behavioural issues • Academic shortcomings • U18 Welfare matters 	On-going - To be reviewed at each CTLB and CMT meeting	CTLB/CMT members	Increased student performance Ensure interventions are effective and timely	Academic KPIs	CTLB/CMT	<ul style="list-style-type: none"> • Ongoing Process • Sij undergoing national review 	Ongoing Action
The careful recruitment and effective use of agents <ul style="list-style-type: none"> • Supports QAA Quality Code Section B2 Recruitment, Selection and Admission to Higher Education • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports QAA Quality Code Section B5 Student Engagement 	Agents recruited and contracted through a Navitas centralised process Annual review of agent contracts in conjunction with controlling authority in Australia	Annually	DMA/CDP	Increased student satisfaction	Positive feedback from Navitas source county offices Positive student feedback (survey data) Successful scrutiny of applications for study Improved student arrival statistics Decreased visa rejection statistics	Monitored by Navitas at a Group level through Salesforce reports	<ul style="list-style-type: none"> • Ongoing Process 	



<ul style="list-style-type: none"> • Supports UPIC Priority 3 								
<p>Ensure attendance monitoring is effective</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section B3 Assuring and Enhancing Academic Quality • Supports QAA Quality Code Section B5 Student Engagement • Supports the QAA Quality Code Chapter B8 Programme Monitoring and Review • Supports UPIC priorities 1, 2, 3 and 5 	<p>Students to attend >85% of taught sessions</p>	<p>Weekly</p>	<p>SSC/MAS</p>	<p>Increased student attendance</p>	<p>Increase in average student attendance Relative increase in student grades</p>	<p>Navigate bookings checked on a weekly basis throughout the semester Reported to the T&L Board</p>	<ul style="list-style-type: none"> • Ongoing Process • Weekly process in place to check bookings via Navigate 	

College i-graduate International Student Barometer Action Plan

Navitas College : PUIC College Director/Principal: Peter McDonnell						
	More than 10% below benchmark		6-10% below benchmark			Above benchmark
OVERALL SATISFACTION						
IsB Questions	Benchmark Navitas UK ISB	College Result	Action	Staff Responsible	Deadline	Update for L&T Committee
Recommendation	78%	90.9%	Continued provision of a quality education alongside a trustworthy support mechanism	PB/DJ	Ongoing	
Satisfaction Overall	86%	90.6	Use end of semester surveys to identify areas of dissatisfaction in L+T; ensure welcoming and family like environment continues throughout the College	DJ/ Student Services Team	Ongoing	
Arrival Overall	85%	91.1%	Semester review of New Students arrival survey	FM/DK	Week 2 of each semester	
Learning Overall	90%	95.5%	Ensure teachers are continually improving and employing enhancement and engagement techniques.	DJ	Ongoing	
Living Overall	88%	88.2%	Sustain good practice	PB/DK/TTJ	Ongoing	
Support Overall	89%	90.6%	Ensure that Student Services continues to provide a support mechanism that students can trust to be effective	DK	Ongoing	

Please complete each of the sections above for **OVERALL SATISFACTION**.



LEARNING SATISFACTION						
IsB Questions	Benchmark Navitas UK ISB	College Result	Action	Staff Responsible	Deadline	Update for L&T Committee
Language support	94%	96.3	Promotion of Free English club and campus English language services	DJ/module tutors	Ongoing throughout semester	
Instructors' English	93%	94.6	Regular Management and Peer observation	DJ	Week 8 of each semester	
Marking criteria	89%	94.4	Generic marking criteria hosted on each Moodle page. Specific criteria per module produced and explained by tutors	DJ and module tutors	Week 2 of each semester	
Assessment	91%	97.1	Assessment strategies reviewed on a semester basis. Taking into account QAA guidance of a mix of assessments	DJ and module tutors	Week 2 of each semester	
Career advice from academic staff	80%	83.3				
Course content	89%	89.2	Assessed through Annual Monitoring with UoP Business School and the Faculty of Science and Engineering Forum	DJ and UoP Link Tutors	November	
Size of classes	89%	89.2	Navitas led criteria			
Teaching expertise	91%	94.6	Tutors continue to be approved by UoP			
Teaching ability	90%	94.3	Assessed though annual management and peer observations, alongside student end of semester survey	DJ		



Online library	92%	97.3	UoP			
Physical library	94%	97.2	UoP			
Laboratories	91%	95	UoP			
Multicultural	95%	97.3				
Course organisation	89%	86.5	Assessed through Annual Monitoring with UoP Business School and the Faculty of Science and Engineering Forum	DJ/ UoP Link Tutors	September Semester	
Feedback on coursework	89%	97.2	Continued good practice (as evidenced through external examiner reports)	PUIC Tutors/DJ	End of Semester Boards	
Quality classes	91%	94.4	Ensure tutors are up to date with content and employ enhancement and engagement techniques alongside digital learning	PUIC Tutors/DJ	Week 2 of each semester	
Technology	88%	97.3	Generally UoP Supplied. Encourage tutors to embrace digital technology and to build digital literacy into taught sessions	PUIC Tutors/DJ		
Virtual learning	93%	97.1	See above.			
Work experience	83%	84.4				
Help from academic staff	90%	94.6	Continued good practice	PUIC Tutors/DJ		
Learning that will help to help to get a good job	86%	91.4				
Learning to help in further studies at <host university>	93%	-				

Theatres and classrooms	88%	91.9	UoP			
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Please review scores in individual areas of **LEARNING SATISFACTION** and include any notable actions that you are taking in individual areas.

Note: It is not necessary to produce an action for each comment.

LIVING SATISFACTION					
IsB Questions	Benchmark Navitas UK ISB	College Result	Action	Deadline	Update for L&T Committee
Accommodation access	86%	87.5			
Financial support	72%	64.3			
Good contacts	86%	90.6			
Good place to be	92%	93.9	Continue providing a trustworthy and family like environment	Ongoing	
Host culture	88%	93.8	UoP		
Campus buildings	91%	93.9	UoP		
Campus environment	92%	90.3	UoP		
Social activities	88%	93.3	Student led and College led social events		
Safety	93%	97	UoP		
Social facilities	89%	96.7	UoP		

Sport facilities	85%	82.1	UoP		
Worship facilities	87%	85.7	UoP		
Quality of accommodation	82%	80.0	Continued liaison with accommodation provider	Ongoing	
Cost of accommodation	67%	74.2	Continued liaison with accommodation provider	Ongoing	
Cost of living	73%	75.8	N/A		
Opps to earn money while studying	75%	78.3			
Internet access at my accommodation	82%	80.6	Continued liaison with accommodation providers	Ongoing	
Making friends from my home country	85%	73.3	Student led and College led social events	Ongoing	
Making friends from this country	79%	90	Student led and College led social events	Ongoing	
Making friends from other countries	92%	97	Student led and College led social events	Ongoing	
Transport links between study locations	85%	88.9	External Stakeholders		
Transport links to other places	88%	91.7	External Stakeholders		

Immigration and visa advice	91%	96.2	Continued liaison with International Student Advice service on Campus	Ongoing	
Eco friendly attitude	95%	96.9	UoP		

Please review scores in individual areas of **LIVING SATISFACTION** and include any notable actions that you are taking in individual areas. Note: It is not necessary to produce an action for each comment.

SUPPORT						
IsB Questions	Benchmark Navitas UK ISB	College Result	Action	Staff Responsible	Deadline	Update for L&T Committee
Accommodation office	89%	-				
Disability Support	91%	-				
Health centre	91%	81	Health centre run on campus by External GP surgeries. Continuing to be a topic of debate in OAG meetings	PB/DJ	Ongoing	
Residential assistants	90%	-				
International office	96%	-				
IT support	97%	-				
Personal Tutors	96%	-				
Institution accounts	92%	-				

Student advisory services	94%	100	Plymouth University			
Counselling service	94%	-				
Careers advisory service	95%	-				
Muti-faith provision	94%	-				
Student's union	99%	100	Plymouth University			
Campus eating places	87%	90.9	Plymouth University			
Institution clubs/societies	96%	94	Liaise with SU. Make student more aware of SU clubs and societies. Especially in Fresher's week	TTJ	Ongoing	

Please review scores in individual areas of **SUPPORT** and include any notable actions that you are taking in individual areas. Note: It is not necessary to produce an action for each comment.

University Programme Division (UPD)

University of Plymouth International College

UPIC

College Enhancement Plan 2018/2021

Scope of the Enhancement Plan

The Application of the Enhancement Expectation

The Quality Assurance Agency (QAA) defines enhancement as:

*'Deliberate steps [that] are being taken at provider level to improve the quality of students' learning opportunities'.**

The Higher Education Review goes on to suggest that this definition advocates a particular approach within which lies 'strategy and initiative'. The QAA have published a model through which this can be achieved and this is detailed within the four bullet points below*:

- *robust information is systematically generated by students, external examiners and stakeholders. This information is not necessarily reflective of a deficit in the quality of provision, but is as part of routine quality assurance procedures designed to enable useful feedback*
- *this information is systematically considered at provider level as part of the oversight of higher education at the provider*
- *this consideration identifies good practice and opportunities for further improvement. It informs the development of initiatives at strategic level*
- *these initiatives result in actions that positively impact on the quality of student learning opportunities*

This definition and model will be instrumental in guiding the UPIC College Enhancement Plan and the agenda for the College Enhancement Team meetings.

**Annex 2 of Higher Education Review: A handbook for providers*

Purpose

The UPIC College Enhancement Plan focuses on key objectives to be delivered through 2015/16 that will enhance the student experience through the orientation, enrolment and general service provision (academic and support) through the student lifecycle.

Key Concept

To enhance the student experience for students registered on University degree pathways at UPIC/Plymouth University.

Areas for Enhancement

Arrival, Orientation and Enrolment

Accommodation Services

Support Services

Academic Services

Relationship Management

Focus

To enhance the student experience the plan focuses on the 'Must Do' deliverables during the current calendar year under the key areas of enhancement.

Our Strategies for Enhancement, Tactics and KPIs

Strategy One: Arrival, Orientation and Enrolment

To improve the student experience for new students on arrival at the College

Supports NVT UK L&T Strategy 2013 – 2018 item 1 – Student Experience

Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> To monitor, support and enhance the service provided to students by Navitas appointed agents Ensure efficient and effective communication with new students to support their arrival in the UK and onward travel from entry point to the College Implement an effective and enjoyable orientation process that supports and settles all students on arrival in Plymouth Implement effective and efficient enrolment processes to reduce unnecessary waiting time and queues on arrival To introduce a post arrival, orientation and enrolment survey To review the arrival, orientation and enrolment processes through the College Enhancement Team 	<ul style="list-style-type: none"> Improving performance in student satisfaction ratings of agent services of 80% plus. Improving performance in student satisfaction ratings of arrival services of 80% plus. Improving performance in student satisfaction ratings of orientation processes of 80% plus. Improving performance in student satisfaction ratings of enrolment processes of 80% plus. To review the effectiveness of the operation of the College Enhancement Team and the feedback mechanisms on arrival, orientation and enrolment processes.

Strategy Two: Accommodation Services

To provide high quality, safe and secure accommodation at an affordable price

Supports NVT UK L&T Strategy 2018-2021 item 3 and College priority 3 – Student Experience

Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> • Ensure efficient and effective communication with new students to support their placement in safe and secure accommodation on arrival in Plymouth and support onward enrolment at the College in accordance with the compliance regime • To review and improve the information available to prospective students on accommodation services provided by the College • To control communication on accommodation services to ensure ownership remains with the College • To continuously review the effectiveness and operating processes of the agreement with Clever Student Lets 	<ul style="list-style-type: none"> • Improving performance in student satisfaction ratings of accommodation services of 80% plus • Positive feedback from stakeholders (students, parent, agents) • College accommodation web pages to be reviewed and updated by 201403 • To meet with Clever Student Lets representatives as required to ensure a positive experience for students placed in their managed accommodation • Improving performance in student satisfaction ratings for accommodation services of 80% plus.

Strategy Three: Support Services

To improve the support services provided to students to enhance their learning and wider experience whilst enrolled at the College

Supports NVT UK L&T Strategy 2018-2021 items 2, 3, 4, 5 & 6 and College priority 1, 3 and 5 – Student Experience

Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> • Identify and fill gaps in the student experience related to support services • To review and enhance the Student in Jeopardy Programme • To review and enhance front line (reception and 24/7 emergency phone) response levels • To improve the range of extra curricula activities • To review and enhance the support of students under 18 years of age 	<ul style="list-style-type: none"> • Improving performance in student satisfaction ratings of support services of 80% plus • To provide an update report each semester (to be submitted to the AAC) on the effectiveness of the SIJP process, inclusive of Academic and Support Services (Wellbeing, U18 support processes). • Improving performance in student satisfaction ratings of extra-curricular activities of 80% plus.

Strategy Four: Academic Services

To improve the academic services provided to students to enhance their learning and teaching experience whilst enrolled at the College

Supports NVT UK L&T Strategy 2018-2021 items 2, 3, 4, 5 & 6 and College priority 1, 2 and 3 – Student Experience

Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> Identify and fill gaps in the student academic experience Use student feedback to inform the College Action Plan To review the effectiveness and operating processes of the College Enhancement Team To review the processes and outcomes from the peer and staff observation processes To implement module action plans when pass rates fall below 75% as agreed at the academic staff meeting 	<ul style="list-style-type: none"> Improving performance in student satisfaction ratings of teaching of 80% plus Improving performance in retention rates of 85% plus To update the current Teaching & Learning Action Plan regularly To close action items agreed at the College Enhancement Team meetings Improving performance in module pass rates of 80% plus.

Strategy Five: Relationship Management

To foster good relations with our University partner in order to enable the delivery of an excellent student experience

Supports NVT UK L&T Strategy 2018-2021 items 2, and College priority 2 Student Experience

Excellent Student Satisfaction

Tactic	KPIs
<ul style="list-style-type: none"> Liaise with International Student Advisory Services to ensure students receive a positive experience when seeking advice and through the visa renewal service Liaise with Plymouth University Admissions, Student Records and Compliance Managers Service to ensure the principles outlined in the Single Visa Partnership agreement become standard operating process Proactively engage with University senior management to ensure successful outcomes in accordance with the requirements of the RAA Interact with appropriate regulatory and other external bodies (e.g. UUK, UKVI, QAA, UKCISA, Study UK etc.) 	<ul style="list-style-type: none"> Improving performance in ISAS student satisfaction ratings of 80% plus Maintain 100% reporting requirements as required as a Branch under the University licence Successful review outcomes as per the requirements of the RAA Successful outcome against action plan for educational oversight as submitted to the Quality Assurance Agency (QAA).

Nomenclature:

- AAC Academic Advisory Committee (meeting with Plymouth University - Academic Standards)
- CDP College Director/Principal (Peter McDonnell)
- CET College Enhancement Team (Dr David Jones; Drew Kearney; Gemma Mayhew; Melissa Bennet; Beverly Mellor; Student Representatives)
- CMT College Management Team (Peter McDonnell; Tim Gutsell; Paddy Beegan; Dr David Jones)
- CTLB College Teaching & Learning Board (Peter McDonnell; Paddy Beegan; Dr David Jones; Gemma Mayhew; Melissa Bennet; Christopher Stafford; Student Representatives)
- MAS Manager of Academic Services (Dr David Jones)
- DASS Director of Academic and Student Services (Paddy Beegan)
- SSC Student Services Coordination (Drew Kearney)
- SPMB Strategic Partnership Management Board (meeting with Plymouth University – Strategic partnership matters)