

Action Plan: QAA Higher Education Review (Alternative Provider), May 2017 (published October 2017)

Millennium Performing Arts action plan					
Judgements					
<p>The QAA review team formed the following judgements about the higher education provision.</p> <ul style="list-style-type: none"> • The maintenance of the academic standards of awards offered on behalf of degree-awarding bodies meets UK expectations. • The quality of student learning opportunities is meets UK expectations. • The quality of the information about learning opportunities meets UK expectations. • The enhancement of student learning opportunities requires improvement to meet UK expectations. 					
Good practice	Action to be taken	Date for completion	Action by	Success indicators	Evaluation (process or evidence) / progress up-date / completion status
<p>The QAA review team identified the following features of good practice:</p>	<p>The use of audition days to deepen applicants' knowledge of the College and their own practice (Expectation B2)</p>	<p>On-going from November 2017.</p>	<p>Senior Management (Directors, Principal and Vice-Principal); Auditions Administrator; Marketing Officer.</p>	<p>The formats of audition days continue to be a key feature of student positive satisfaction markers.</p> <p>Additional/ wider pool of staff will be able to operate audition days to ensure suitable absence cover for audition days staff and expansion of audition locations in 2017/18 to support outreach work.</p> <p>Ensure all staff are informed of the benefits of audition processes in order to develop more support for first year students and their induction transition to HE study. Student satisfaction markers to evidence this support.</p>	<p>Student satisfaction survey results confirm the importance of positive, unique audition day experiences in helping students choose MPA.</p> <p>Administrative Committee minutes and Marketing & Outreach schedules.</p> <p>Audition day recording and notes/ guidance materials. Format to be reviewed at annual staff training.</p> <p>Discursive Staff training sessions to be co-ordinated (small groups depending on role at the College) to disseminate best practice and increase the pool of staff to be involved in the process going forward.</p>
	<p>The integrated professional practice environment which ensures the currency of the provision and delivers a high quality learning experience (Expectation B3)</p>	<p>On-going.</p>	<p>Senior Management (Directors, Principal and Head of Academic Quality & Curriculum); Course Leaders; Heads of Department.</p>	<p>Clarify and highlight the strategic commitment to the involvement of industry professionals, current practice and employers insight into curriculum design and practical delivery (taught sessions and assessment practice across the College). Survey results from staff and students to evidence understanding and embedded links/ professional relevance.</p> <p>Employer's survey results for graduate</p>	<p>2017/18 Survey for Employers to validate proposed course amendments; working party to provide scoping for new course design.</p> <p>Formalise the involvement and oversight by newly formed MPA Governance Advisory Group (external expert group to maintain currency and validity in curriculum development (using MPA's Course Design, Development and Approval procedures).</p>

	The embedded and holistic approach to supporting students' individual needs (Expectation B4).	On-going.	Senior Management (Directors, Principal, Vice-Principal and Head of Academic Quality & Curriculum); Course Leaders; Heads of Department; Student Support Officer & Counsellor.	suitability for the profession. Continued positive feedback from students, Student Representatives and achievement/ results to support suitability of approach.	Strengthen and develop existing student support mechanisms and individual support processes (to safeguarding provision as student numbers grow and course needs/ portfolio expands). Focussed evaluation of student support services involving new policy guidance and Student Representatives working party to design new methods/ respond to changing needs of the student body.
<u>Recommendation</u>	Action to be taken	Date for completion	Action by	Success indicators	Evaluation (process or evidence) / progress up-date / completion status
The QAA review team makes the following recommendations	Articulate consistently the relationship between the College's and the awarding body's complaints policies (Expectation B9)	By October 2017	Teaching & Quality Enhancement Committee; Head of Academic Quality & Curriculum; Awarding Partner, QAE department & Collaborative Partnership Officer, UCA	MPA revised Complaints Policy 2017/18 approved by TQE and Academic Board. Satisfactory approval by UCA for 2017/18 version; UCA updates for all collaborative provision.	COMPLETED NOVEMBER 2017
	Support student representatives to engage more fully with the business of College committees and the decision-making process (Expectation B5)	By July 2018	MPA committees with Student members; Heads of Year; Head of Academic Quality & Curriculum; Vice-Principal	MPA developed a further extensive induction and training programme for Student Representatives in AY 2017/18, starting with LSR and expanding to include all Student Representatives as an on-going annual model. Additional consultation and working party activity has been supported to develop	DEVELOPMENT WORK COMPLETED OCTOBER 2017; ON-GOING MONITORING PROCESS

				<p>formalised engagement in MPA's Course Design, Development and Approval procedures.</p> <p>Student Representatives on MPA's committees have been encouraged to share feedback and take part in pre-meeting discussions with relevant Chair's to facilitate deeper involvement in issues for discussion on each agenda.</p> <p>Heads of Year and the Head of Academic Quality & Curriculum have arranged direct liaison meetings with LSR's and Representative groups to support feedback responses and course discussion (from October 2017).</p>	
	Develop the reflective culture into a more strategic approach to the enhancement of student learning opportunities (Enhancement).	By July 2018	Senior Management (Directors, Principal and Head of Academic Quality & Curriculum); Course Leaders; Heads of Department; Governance Advisory Group.	<p>Systematically identify and record enhancement themes and activities and ensure that all staff are familiar with MPA's Enhancement Strategy (approved by Governance Advisory Group and Academic Board, 2017/18).</p> <p>Encourage students to explore opinion and analysis of MPA's enhancement initiatives in relation to their learning and training opportunities.</p> <p>Make explicit use of statistical data and results to help inform KPI records and planning to enable all aspects of the student experience to be continually considered, evaluated and improved.</p> <p>Embed and share the new MPA Enhancement Strategy (approved by TQE, Student Reps, Academic Board, Directors/ Governance Advisory Group),</p>	DEVELOPMENT WORK COMPLETED OCTOBER 2017; ON-GOING MONITORING PROCESS

				ensuring that the College's Operational Plan is reflective and responsive to strategic change and direction going forward.	
<u>Affirmation</u>	Action to be taken	Date for completion	Action by	Success indicators	Evaluation (process or evidence) / progress up-date / completion status
The QAA review team affirms action already being taken to make academic standards secure and/or improve the educational provision offered to students. The action is:	Continue work undertaken to develop a new website and learning management system (Expectation C)	On-going/ phased development AY 17/18	Senior Management (Principal, Vice-Principal, Head of Academic Quality & Curriculum); Administrative Committee; Marketing Team; Administrators; Teaching & Assessing staff	<ul style="list-style-type: none"> • Website updates to meet partner requirements • Positive external feedback • Positive student feedback / internal information accuracy • Satisfaction survey results (auditionees) • Data reliance for applications, enrolment and Registry functions, • Accurate assessment data reporting (for EE's; partners; assessment team and moderators) 	DEVELOPMENT WORK COMPLETED OCTOBER 2017 (systems and procedures in place); ON-GOING MONITORING PROCESS