

## CROYDON COLLEGE QAA HIGHER EDUCATION REVIEW ACTION PLAN

Recommendation, affirmation or good practice	Action to be taken	Date for Completion	Action By	Success Indicators
<b>Recommendations</b>				
Ensure that all higher education students receive comparable inductions (Expectations B3)	Ensure that HNC Building Services students experience an induction to University Centre Croydon, the library and VLE.	September 2014	Head of School	All HNC Building Services have experienced an induction to the University Centre, library and VLE within three weeks of commencing their studies. <u>Outcome:</u> HNC Building Services students have a comparable induction.
Ensure that all students are provided with an opportunity to engage in the College's student representation process (Expectation B5)	Provide HNC Building Services students with the opportunity to elect student representatives and attend student representation training.	September 2014	Head of School/ Head of Registry	HNC Building Services students have elected student representatives who have been given the opportunity of relevant training and have been invited to HE Student Council Meetings. <u>Outcome:</u> HNC Building Services students have opportunities to engage in the College's student representation process.
Adopt a consistent approach to the monitoring and review of all higher education programmes, including the oversight of external examiner reports (Expectations B7 and B8)	Ensure the processes used in relation to the monitoring and review of the HNC Building Services programme are consistent with the rest of HE.	June 2015	Dean of UCC	The HNC Building Services course will produce an annual programme review and response to the external examiner's report, in line with other programmes. These are considered through the College's HE committee structures. <u>Outcome:</u> There is a consistent approach to the monitoring and review of all higher education programmes.