

# IQEER

**Integrated quality and enhancement review**

**Supplementary guidelines  
for preparing the action plan**

# IQER Action plans

## Guidance notes

1 After a Developmental engagement or a Summative review, the college will be asked to develop an action plan, set out in a format provided by QAA, describing how the college plans to take action on the findings of the review. A template for the action plan can be found below.

2 Each row contains an individual aspect of good practice or a recommendation, each of which relates directly to the text of the report and echoes the wording of the good practice or recommendations identified in the conclusions of the report.

3 The action plan forms part of the final version of the report and QAA is contracted by the Higher Education Funding Council for England to produce its reports in accordance with the published timelines. It is important, therefore, that the action plan is completed by the college, in consultation with its awarding body(ies), in a timely fashion and returned to QAA by the given deadline.

4 The action plan, its implementation and impact will form part of the evidence base for any future review activity. In the case of the Summative review action plan, it will also constitute a published record of the college's commitment to take forward the findings of IQER.

5 If the college receives a judgement of confidence in the college's management of its responsibilities for academic standards and the quality of learning opportunities, and an evaluation that reliance can be placed on the accuracy and completeness of public information, QAA will monitor the implementation of the action plan through the next review at the college. However, if the college receives a judgement of limited or no confidence, or no reliance on public information, then a programme of formal follow-up action will be taken. This is described on page 51 of *The handbook for Integrated Quality and Enhancement Review*.

6 Deadlines for completion of action plans:

Number of weeks after the visit to the college	Developmental engagement timeline	Summative review timeline
+ 4 weeks	The college receives the draft report and action plan template	The college receives the draft report and action plan template
+6 weeks	The college returns the draft report to QAA with comments on factual accuracy	
+8 weeks	<b>The college returns the completed action plan to QAA, signed by the head of the college</b>	The college returns the draft report to QAA with comments on factual accuracy
+9 weeks	QAA appends the completed action plan to the final report and proofs the document	<b>The college returns the completed action plan to QAA, signed by the head of the college</b>

+10 weeks	QAA sends the final report including the action plan to the college, its awarding bodies and HEFCE	QAA appends the completed action plan to the final report and proofs the document
+15 weeks		QAA publishes the final report with the completed action plan on its website

7 The column headings in the action plan template (below) are:

**Good practice/Essential/Advisable/Desirable recommendation**

This column is completed by the coordinator and repeats precisely the wording of the good practice or recommendations identified in the conclusions of the report.

The following columns are completed by the college in conjunction with its awarding bodies.

**Action to be taken**

Identify what the college proposes to do in response to the good practice or recommendation identified in the report and listed by the coordinator in the action plan. Actions should be specific. Actions such as 'maintain', 'enhance' or 'continue' are difficult to identify a target date for, and consequently may not be completed or evaluated effectively.

**Target date**

Set dates for when the actions proposed in the previous column will be completed. The more specific the action, the easier it will be to set a realistic target date.

**Action by**

Identify the role of the person who has responsibility for ensuring that the action has been taken in accordance with the target date. It is helpful to identify a specific role or committee who will take responsibility for the action so they can be held accountable to the target date.

**Success indicators**

Identify how the college and its awarding bodies will know when an action has been successfully undertaken. Again, if there is a specific action and a clear date for completion, it will be easier to identify the success indicators.

**Reported to**

Identify the role of the person who will monitor the success of the action. This may be an individual role or a committee. A clear designation helps to maintain accountability and ensure successful completion of the action plan.

**Evaluation**

This column **must** be completed **before** returning the action plan to QAA. Identify the processes or evidence that will be used by the college to evaluate the actions. Due to the timescale for completing the action plan it is not expected that any actions will have actually been completed by this stage. Therefore, identify the anticipated sources of evidence which will show how successful the action has been and what the outcomes of the action are.

## Action plan template

<b>[Participating college] action plan relating to the Developmental engagement in assessment [Month / Year]</b>						
<b>Good practice</b>	<b>Action to be taken</b>	<b>Target date</b>	<b>Action by</b>	<b>Success indicators</b>	<b>Reported to</b>	<b>Evaluation</b>
In the course of the Developmental engagement, the team identified the following areas of <b>good practice</b> that are worthy of wider dissemination within the college.						
<b>[Example]</b> <ul style="list-style-type: none"> <li>The extent of employer engagement in the delivery and support of the programmes (paragraphs 12, 13)</li> </ul>	<b>[Example]</b> Establish employer forum and review annually  Review and enhance mentor and workplace supervisor support packs annually	<b>[Example]</b> July 2010	<b>[Example]</b> HE coordinator with programme leaders	<b>[Example]</b> Improved engagement with employers; positive evaluations from students on placements; regular communications between mentors and link tutors	<b>[Example]</b> HE Forum; Employer forum	<b>[Example]</b> Annual programme reviews; annual self assessment report; direct feedback from employers at employer forum; student feedback
<b>Essential</b>	<b>Action to be taken</b>	<b>Target date</b>	<b>Action by</b>	<b>Success Indicators</b>	<b>Reported to</b>	<b>Evaluation</b>
The team agreed the following areas where it would be <b>essential</b> for the college to take action:						
<b>[Example]</b> <ul style="list-style-type: none"> <li>The programme descriptions in the HE prospectus and online student</li> </ul>	<b>[Example]</b> Ensure all current programme documentation contains accurate	<b>[Example]</b> November 2009	<b>[Example]</b> Programme Leader	<b>[Example]</b> All programme documentation contains accurate	<b>[Example]</b> HE Coordinator	<b>[Example]</b> Student feedback

handbook should be updated to reflect the current aims and outcomes specified in the 2008-09 programme specification	information about the programme aims and learning outcomes; Ensure all students receive copies of updated information  Institute annual checking and sign-off process to ensure all documentation is updated accurately	July 2010	HE Coordinator	information  Annual checking process implemented effectively	Vice Principal (curriculum); HE Forum	HE self assessment report
<b>Advisable</b>	<b>Action to be taken</b>	<b>Target date</b>	<b>Action by</b>	<b>Success indicators</b>	<b>Reported to</b>	<b>Evaluation</b>
The team agreed upon a number of areas where the College should be <b>advised</b> to take action:						
<ul style="list-style-type: none"> <li>[list areas of advisable action individually paragraph XX]</li> </ul>						
<b>Desirable</b>	<b>Action to be taken</b>	<b>Target date</b>	<b>Action by</b>	<b>Success indicators</b>	<b>Reported to</b>	<b>Evaluation</b>
The team agreed the following areas where it would be <b>desired</b> to take action:						

• [list areas of desirable action individually paragraph XX]						
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