

QAA Higher Education Review – Action Plan

Recommendations	Actions	CEP Ref (Continuous Enhancement Plan)	Owner	Timescale/ Success indicator	Student rep input
Systematically implement the use of a range of external expertise within 12 months as a key part of the strategic approach to managing quality and standards to more fully align with the 2024 UK Quality Code. This should build upon proposals to include industry expertise in monitoring and evaluation activity relating to both quality and standards (Sector-Agreed Principle 5).	<ul style="list-style-type: none"> Use the QAA's "Advice and Guidance: External Expertise" as the contextual framework and toolkit https://www.qaa.ac.uk/docs/qaa/quality-code/advice-and-guidance-external-expertise.pdf Liaise with the University to obtain views on externality at the different pathway levels. Identify key areas for external involvement (e.g., programme reviews, curriculum design, assessment moderation). Define role profiles for external contributors (e.g., external examiners, industry advisors). Investigate professional networks and partnerships such as LinkedIn groups/ Navitas academic quality networks/ existing industry and alumni links for recruitment. Recruit external contributors. Provide clear guidance and training on roles, responsibilities, and how input will be used. Reflection impact, and next steps for improvement. 	Point 20 L&T	Director of Learning and Teaching	<p>March 2026</p> <p>Externals in place by autumn semester 2025 to enable a retrospective review of assessment samples of academic year 24/25</p> <p>Externals in place for input into curriculum design by autumn semester 2025 for ongoing curriculum enhancement involvement</p>	Students feel the current level of moderation is sufficient and already ensures fairness and academic integrity. However, they are supportive of this approach to enhance quality and standards.
		Point 2 Academic	Director of L&T and Director of	Students demonstrate	Are satisfied with the current plan which is

Raise student awareness of programme outcomes so that it is clear to all students how outcomes of study are recorded and certified (Sector-Agreed Principle 7).	<ul style="list-style-type: none"> Develop communications and PDF 'how to' guide to help students access their transcripts and what it means. Student reps to assist with creation of a video to share with other students regarding how to find out how many credits each module is worth and how to find out how many credits they have accumulated so far. Also how to download a transcript and what it looks like. 	7 Student Services	Student and Academic Services	<p>awareness of outcomes and ability to access transcripts themselves.</p> <p>Student video available on Canvas pages, community hub, induction materials, recruitment and marketing.</p> <p>2503</p>	being undertaken – a clear step-by-step guide on how to access this information via their transcripts. They appreciated that this information will be made available on an easily accessible platform.
Ensure that all staff and students are aware of the University's rules on the use of artificial intelligence to generate written English when translating from a first language (Sector-Agreed Principle 11).	<ul style="list-style-type: none"> Engage with Swansea University-wide Gen AI Framework which will be introduced by Autumn 2025. This will provide guidance that supports a consistent approach to AI (this is currently in the development and consultation phase). Director of Learning and Teaching is a member of University Education Enhancement Board (EEB) and will be part of the consultation on this framework. TCSU will implement and disseminate the framework to staff and students as per the University implementation plan. If the University framework is not available for implementation in 25/26, TCSU will develop and implement a specific response to this issue. 	Point 21 L&T	Director of Learning and Teaching	<p>2025/26 Academic year</p> <p>Canvas pages will be updated with clear advice and guidance on AI use.</p> <p>Assessment briefs will clearly reflect updated policies including where translation or written communication is involved.</p> <p>Clear guidance and training in staff workshops.</p>	Are satisfied with the current plan which is being undertaken – a clearer policy specifically targeting the “dos” and “don’ts” of the use of AI. They appreciated that this information will be made available on an easily accessible platform.

				Student declaration forms will be updated to reflect the policy.	
Review the complaints and appeals procedures to include a mechanism to raise and resolve internal complaints (Sector-Agreed Principle 12) .	<ul style="list-style-type: none"> Development of process for complaints to be submitted during the Admissions phase of the student journey in collaboration with Navitas's Consumer Protection Working Group. Implementation of complaints process on offer/reject letters and website updated Development of process to raise and resolve internal complaints for on programme. Implementation of process to enhance student experience. 	Point 3 Academic and Student Services	Director of Marketing and Admissions / Director of Academic and Student Services	<p>On programme process to be added to communications, student newsletter, Canvas hub and website.</p> <p>Updated offer and reject letters with link to complaints procedure. Admission complaints procedure added to TCSU website and communicated to applicants. To be completed by close of 2503 intake.</p>	Reps were eager to be a touch point for informal concerns as part of the complaints procedure.
Good practice	Actions		Owner	Timescale	
The College and University embedded governance structures and business planning cycles effectively support the allocation of appropriate	<ul style="list-style-type: none"> Continue to collaboratively review and agree allocation of resources through: <ul style="list-style-type: none"> FY26 budget setting monthly financial reporting to TCSU Executive Committee Close HR resource allocation 	NA	College Director/Principal & Chief Operating Officer	<p>Ongoing</p> <p>Ensure continued regular and robust TCSU Executive Committee, Academic Advisory Form and Recruitment, Marketing &</p>	Reps supportive

resources to enable the delivery and enhancement of a high-quality learning experience for students (Sector Agreed Principle 3) .				Admissions Advisory Committee meetings	
The personal tutor system which provides support throughout the academic year and is highly valued by students (Sector-Agreed Principle 10) .	<ul style="list-style-type: none"> Students to be matched with a personal tutor with subject experience where possible Ensure students are made aware of who their PT is through improved communication. Create a lead personal tutor. Continue to develop the dedicated Teams site for PT's as well as encourage use and engagement with dedicated PT Canvas HUB. 	Point 25 L&T	Director of Learning and Teaching and Director of Academic and Student Services	<p>Students told who their PT is pre-arrival. PTs to make the first contact with students within the first week of teaching. Continue to communicate refresher training for all PTs. Information to be included in pre-arrival webinars.</p> <p>2503</p>	Reps were happy with the proposed enhancement. They are satisfied with the clear information available to them regarding who their personal tutor is, as well as how they can contact them.
The College's engagement with students and its commitment to hearing the student voice, for the enhancement of the student experience (Sector-Agreed Principle 10) .	<ul style="list-style-type: none"> Ensure continued positive contact with student reps and support with student-led activities to build sense of community. Increase frequency of student-staff forum meetings. Continue to display Student Rep around The College. Aim to increase participation rates in module feedback. 	Point 4 Academic and Student Services	Director of Academic and Student Services and Director of Learning and Teaching	<p>Ensure clear feedforward of 'you said, we did' to students feedback.</p> <p>Twice semester student-staff forum meetings.</p> <p>Belonging to be a standing item on</p>	Positive feedback from student reps and the wider student community in relation to student voice and sense of belonging.

				<p>student-staff forum agenda.</p> <p>Student newsletter to have a student rep section for reps to provide updates.</p> <p>Work with reps to promote end of module feedback.</p> <p>Student Union representation at The College to raise awareness of support.</p> <p>2503</p>	
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