



**Internal Action Plan with reference to
QAA HER(AP) Review October 2016
QAA Monitoring Visit October 2018**

Reviewed by Faculty on:	3 Dec 2018
Reviewed by Quality Action Team on:	5 Dec 2018
Approved by Management Committee on:	17 Dec 2018
Published on College website on:	19 Dec 2018
Update Reviewed by Quality Action Team on:	15 Feb 2019
Update Reviewed by Faculty on:	20 Feb 2019

This document sets out Union Theological College's response to the QAA reports published at:

<https://www.qaa.ac.uk/reviewing-higher-education/quality-assurance-reports/provider?UKPRN=10007847>

This Action Plan outlines Union Theological College's internal quality assurance process and responds to QAA recommendations considering how they will be implemented and outlining how QAA points of good practice can be maintained and developed.

QAA Monitoring Report Nov 2018	Action to be taken	Completion Date	Action by:	Reporting to:	Success indicators/evaluative procedures	Progress (with date) including notes of completion
<p>1. The Faculty meeting has not fulfilled its stated responsibility for monitoring and reviewing teaching, learning and assessment across all PTFI pathways and within all courses and modules.</p> <p>(Expectations A2.1; A2.2; B1; B8 and Enhancement D.)</p>	<p>A comprehensive review of the College's committee and panel structures, with a special emphasis on the Faculty, looking at the terms of reference, membership and recording of business.</p> <p>This review should:</p> <ul style="list-style-type: none"> • Document where decisions are made • Clarify how decisions are made, recorded and disseminated • Identify how oversight of quality and standards is monitored and maintained • Implement any necessary changes 	February 2019	Quality Action Team	Faculty, Curriculum Panel, Management Committee, GSC, MSC	<p>Draft policy containing clear terms of reference and reporting structures for all committees together with effective committee secretarial support, each committee keeping appropriate records of meetings.</p> <p>Draft Annual Review protocol and timetable developed.</p>	<p>Terms of Reference prepared for each Committee and approved. (11 Feb 2019)</p> <p>Additional secretarial support given to Faculty and Curriculum Panel (Dec 2018)</p> <p>Revised format for minutes, reporting structures and action items. (Dec 2018)</p> <p>Annual Review protocol and timetable prepared and approved. (11 Feb 2019)</p>

	<ul style="list-style-type: none"> The preparation of a Teaching and Learning Policy 	31 August 2019	Faculty	Curriculum Panel, Management Committee, QAT	Draft available 31 August 2019	
<p>2. The lack of a formal defined mechanism to consider and respond to issues raised by PTFI external examiners (Expectation B1; B7)</p>	<p>A formalized procedure to be drafted in line with the UK Quality Code and outlining</p> <ul style="list-style-type: none"> the procedure for the approval of PTFI external examiners the role of the external examiner EEs' reports are received how issues which are raised are addressed how these are disseminated to staff an efficient monitoring and recording mechanism. 	January 2019	Principal and faculty	QAT, Faculty, Curriculum Panel and Management Committee, GSC, MSC	<p>An extended and updated PTFI Externality Policy prepared and approved by Faculty and Curriculum Panel</p> <p>Annual Programme Review clearly describes interaction with EEs</p> <p>EE reports made available to all stakeholders</p>	<p>Externality Policy approved by CPL (Jan 2019)</p> <p>See Faculty Minutes 28 Nov 2018</p> <p>CPL Minutes Nov and 17 Dec 2018</p> <p>Adjustments made to 2nd semester assessments following EE report (Faculty and CPL minutes 11 Feb 2019)</p> <p>Ministry Pathway Programme EE appointed (Feb 2019)</p>
	Academic staff from UTC encouraged to serve as EEs	May 2019	Faculty	Faculty and CPL	Faculty report EE activity (Faculty Minutes)	Report of Faculty activity as EEs compiled (January 2019)

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<p>3. The PTFI BD programme has not yet been aligned with FHEQ standards.</p> <p>(Expectation A3.3.)</p>	<p>The PTFI BD programme to be withdrawn. (There are currently no students on this programme and it no longer fits with the College's plans.)</p>	<p>December 2018</p>	<p>Faculty and PTFI</p>	<p>CPL, MSDC, and CTM</p>	<p>Withdrawal of programme approved by Faculty, Curriculum Panel and Management Committee.</p> <p>Removal from the College's website and handbook.</p>	<p>Faculty recommendation to withdraw programme (28 Nov 2018)</p> <p>PTFI decision to withdraw programme (3 Dec 2018)</p> <p>Curriculum Panel ratified decision to withdraw programme (17 Dec 2018)</p> <p>Withdrawal from website (Dec 2018)</p>
	<p>PTFI considers best pathway and awards for ministry training in consultation with all stakeholders.</p>	<p>February 2019</p>	<p>Faculty and PTFI</p>	<p>CPL, MC, CTM and GA</p>	<p>General Assembly approval and on-going feedback from students and "employers"</p>	<p>Meeting with Presbytery Student Convenors (16 Jan 2019)</p> <p>Consultation with recent graduates (licentiates) (25 Jan 2019)</p>

						<p>Consultation with PCI Executive Secretaries (Jan 2019)</p> <p>Consultation with current ministry students (1 Feb 2019)</p> <p>Discussion at MSDC (Jan 2019)</p> <p>Discussion at MC Task Group (28 Jan 2019)</p> <p>Programme specs for MDiv discussed by Faculty (19Dec 2018 and 11 Jan 2019) and by CPL (11 Feb 2019)</p> <p>Consideration of accelerated/alternative pathway considered by Faculty (11 Jan 2019) and by CPL (11 Feb 2019)</p>
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4. A lack of student membership on any College committee responsible for the quality of academic provision (Expectation B4; B5)	Management Committee approve student representation on Curriculum Panel	November 2018	Management Committee	Faculty, CPL and Management Committee	Management Committee approve student membership	CPL Minutes Nov 2018 MC Minutes Dec 2018
	General Student Committee elected	November 2018	The Principal and Student Body	CPL and Management Committee	GSC elected by Student body. GSC comments and input reported in Faculty and CPL	Minutes of meeting of student body (27 Nov 2018) Minutes of GSC (5 Dec 2018 and 13 Feb 2019) reported to Faculty
	Training of student reps on GSC, Quality Assurance Team, Curriculum Panel and Management Committee	January 2019	The Principal	QAT, CPL, and MC	Increased participation by student reps in meetings	Student Rep Handbook prepared and shared with GSC members (5 Dec 2018)

	Student reps elected by Week 3 of first semester	October 2019	The Principal	QAT	UG and PG reps elected and serving in timely manner	
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Good Practice in QAA 2016 HER(AP) Report	Action to be taken	Completion Date	Action by:	Reporting to:	Success indicators/evaluative procedures	Progress (with date) including notes of completion
1. The culture of supporting students and the meticulous care taken to foster personal growth and academic attainment (Expectations B4; B10)	Develop students as leaders of college events and mentoring support.	Ongoing	WGC	Faculty and Curriculum Panel	Lead Student Mentor appointed with team of student mentors	LSM appointed (Sept 2018) Mentoring activities arranged and delivered.
	Students lead College worship times	Ongoing		Faculty and Curriculum Panel	Attendance at worship and feedback	Good attendance at student-led worship times (Nov 2018) Good attendance and active participation of students continues (Feb 2019)
	Personal tutor meetings: Start of semester: individual meetings; Mid-semester: group meetings; Email contact: semester-long.	Ongoing	WGC	Faculty	Personal Tutor Handbook prepared Faculty report meetings with Personal tutor groups Scheme Audit completed	Report of 1 st semester tutor group meeting (Nov 2018) Personal Tutor Handbook prepared (Feb 2019)

	College provides Development Week events and opportunities	January 2019	DG	Faculty	Faculty report Development Week programme and student uptake	Development Week events at Union College published on QUB website (Nov 2018) Development Week activities arranged for May 2019
	Students organize lunchtime seminars addressing particular and relevant issues	October 2018	Student leaders	The Principal	Student feedback	Report on MSC Lunchtime Seminars (Dec 2018)

Good Practice in QAA 2016 HER(AP) Report	Action to be taken	Completion Date	Action by:	Reporting to:	Success indicators/evaluative procedures	Progress (with date) including notes of completion
2. The strong sense of community and trust between students and staff, which enhances student engagement (Expectations B5 and Enhancement)	The College continues to respond to student feedback from surveys, student reps, and GSC	Ongoing	Principal	Faculty and MC Panels	Minutes of faculty and MC Panels	
	Specific issues raised by 2017-18 Student survey:					
	(i) Information about student support arrangements	October 2018	WGC	The Principal	Student feedback and related action	Welcome Week programme (26 Sept 2018). Meeting of Personal tutor groups (5 Oct 2018) Group meeting (Nov 2018)
(ii) Quality of Wifi and availability of efficient computers	December 2018	The Bursar	Faculty and MC Panels	Minutes of Faculty and MC Panels	Wi-Fi and student computers upgraded (5 Oct 2018) Satisfactory response from student survey 28 Nov 2018). IT thanked. Printing facilities from students' devices made available (Feb 2019)	

	(iii) Admin staff encouraged to share in coffee and worship as part of their working day.	October 2018	The Bursar	Faculty	Student feedback and related action	Regular attendance of staff at Tues and Thurs worship.
	Enhance pastoral care provision for women students	Ongoing	The Principal	Faculty and MC	Feedback from women students on the quality of pastoral care	QUB PC woman chaplain available each Tuesday

Good Practice in QAA 2016 HER(AP) Report	Action to be taken	Completion Date	Action by:	Reporting to:	Success indicators/evaluative procedures	Progress (with date) including notes of completion
3. The effective process for the early identification of individual students' needs for improved writing skills and the provision of appropriate academic support (Expectations B4 and B5)	Ongoing use of "traffic light" system for all written assignments.	Ongoing	Faculty	CPL	Faculty and CPL Minutes and reports	Evaluation of traffic light system completed and reported (Faculty and CPL Minutes Feb 2019)
	Students informed of support and training opportunities	Ongoing	Faculty Personal Tutors	Faculty and CPL	Records of Personal tutor meetings each semester	Faculty report <i>pro forma</i> included in Personal Tutor Handbook (Feb 2019)
	Students informed of support and training through the Library's Gamble guides on website	Ongoing	Acting Librarian	Faculty, CPL, and Library Users' Forum	Library survey indicates use and effectiveness of Gamble Guides	Library training on use of ATLA (6 Feb 2019) New students given Library induction tours in January 2019. New Gamble Guide and video on using Sage electronic journals emailed to all students (6 Feb 2019)

						<p>Two new video guides on Harvard Referencing were emailed to all students (15 Feb 2019). Links to these displayed on College website and Gamble Library blog.</p> <p>Two Drop-in Referencing Sessions (19 and 21 February)</p>
	Students at Risk policy revised and implemented	January 2019	DG	Faculty and CPL	Policy document available on N Drive	<p>Draft revision completed (Dec 2018)</p> <p>Policy considered and recommended by Faculty and CPL (Feb 2019)</p>

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4.The highly productive relationship between the College and the Church, which supports the learning opportunities and the aspirations of individual ministry students (Expectation B10)	Terms of reference and reporting relationships clarified between Faculty, Curriculum Panel, Ministerial Studies and Development Committee, and Council for Training in Ministry.	February 2019	Principal and Secretary of CTM	CTM	Minutes of Committees and Panels show how this goal was achieved. CTM assesses the effectiveness of these arrangements.	Terms of Reference and membership of Faculty, Curriculum Panel and Management Committee prepared (Jan 2019)
	On-going formalized consultation with all stakeholders in ministerial training: Students, CTM, MSDC, CPL, Supervising Ministers, Presbytery Student convenors and other Councils of the General Assembly.	Ongoing	DMSD and CTM	Faculty, MC and CTM	Reports of consultation meetings Minutes of Committees and Panels Minutes of Ministerial Students' Council	Consultation meetings held (Jan and Feb 2019) and report filed. Consultations reported to Faculty, CPL and Management Committee