

Quality Assurance Agency (QAA) - Quality Enhancement Review May 2022

Action Plan

The table below provides a response from Grŵp Llandrillo-Menai to recommendations, commendations and affirmations made following the QAA Quality Enhancement Review of the Grŵps HE provision in May 2022.

1. Recommendations

Recommendation	Action taken by GLLM
Formalise and implement appropriate training, for established academic staff, in the Grwp's quality processes to ensure they are applied in a consistent manner	<p>x4 APR Writing Workshops were held between 1st-5th September 2022 (repeat events).</p> <p>The target audience were HE Programme Leaders who write an Annual Programme Review (APR).</p> <p>26 staff attended one of these sessions.</p> <p>The session content included a standardised approach to writing the APR, review of questions asked in the APR and how to access key data and information needed for the review process.</p> <p>The actions were reviewed with the HE SU President through committee and feedback meetings</p> <p>Outcome: An enhanced level of standardisation and consistency was apparent when reviewing the final APR submissions in October 2022.</p>

2. Commendations & Affirmations

Commendation	Action taken by GLLM
1.6 The breadth and depth of student support services available at every campus and for all students, that enables their academic, personal and professional development	<p>GLLM will continue to provide a high level of campus based support via our Learner Services team, the HE Careers Advisor and newly appointed Enrichment Officers. In addition, GLIM are working with HEFCW to pilot and lead on developing an enhanced support package for HE in FE graduate progression and employability. The project will run across two academic years 22/23 - 23/24.</p> <p>All Foundation Degrees continue to embed employability and professional reflection skills in their curriculum. In addition, all newly validated/re-validated programmes will further benefit from the updated Validation guidance on employer-led curriculum (see 3.3).</p>

	The HE SU President will continue to meet students at GLLM campuses to gain student views and will feedback to HE Quality & Academic Standards Group.
1.6 The comprehensive teaching and learning facilities available to students including the extensive use of technology to support delivery.	GLLM will continue to develop the strength of its VLE through annual audits and ensuring students have access to relevant ICT equipment, enabling accessibility. In addition, resources will be considered as part of the Pearson Periodic Review in 22/23.
3.1 The Grŵp's strategic approach to the online and distance learning provision that ensures an inclusive student learning experience	Programme areas continue to be responsive to student needs, with a view to enhancing access through online learning resources and teaching where applicable. This provides opportunities for individuals with additional access challenges to continue to participate in learning. GLIM are developing online and hybrid learning to widen participation in Higher Education provision. An example of this is our L4 Cert HE Healthcare Practice programme that has been expanded online in partnership with Powys Teaching Health Board with new starts expected in September 2022 and January 2023.
3.3 The inclusion of employers and other external subject experts within the design and delivery of programmes that effectively enhances vocational experience and progression for students.	<p>GLLM will continue to support the curriculum design and delivery through student, employer and graduate focus groups, to gain feedback and strengthen courses. Staff will continue to work with employers to support delivery, for example with live briefs, case studies, guest speakers and placements.</p> <p>This will continue through Validations, re-validations, Pearson Periodic Review and the Annual Programme Review (APR) cycle.</p> <p>Support and guidance for staff has been significantly strengthened with the new Validation guidance (21/22). This aligns with the Grŵp strategic aims, and supports staff with guidance and exemplars on how to develop employer-led provision and employer partnerships, for example, having an employer advisory group to support themes of work-based learning, sustainability, digital skills development and progression.</p>
Affirmation	Action taken by GLLM
1.3 The steps taken to further engage the diverse student body that enables the Grŵp to work in partnership with students and to enhance the student learning experience.	<p>Fee and Access plan (FAP) content and monitoring: continue to work with the HE SU President and the wider student body as part of the annual HE Student Conference on aspects of improving support and guidance for under represented groups, which includes students from areas of deprivation, over 23, Black and other minority ethnicity, part time and care experienced.</p> <p>Continue to monitor the impact and develop activities within the FAP to target those groups which traditionally would have lower attendance, attainment and successful completion</p>

	<p>HE SU President will continue to meet students at GLLM campuses and will consider best practice from other HEI providers to consider how GLLM can further develop the student experience.</p> <p>Continue to support 'care experienced' learners by providing a dedicated member of staff to provide a link between the learner, the Personal Tutor and the external support services. Provide attendance and progression bursaries, support celebratory graduation costs and monitor and support progression through the provision of extensive guidance both college based and independent via careers wales.</p>
<p>1.3 The actions being taken with the Coleg Cymraeg Cenedlaethol to increase Higher Education Welsh medium vocational opportunities across the region.</p>	<p>The HE Review undertaken in 2021 identified areas for HE curriculum development. This includes extending HE provision across CLI, CM and CMD. During 22/23 specific bilingual provision being considered for development, if viable, will be the FdA Childhood Studies (CM), BSc (Hons) Sports (Outdoor Recreation), and a PGCE (full time programme).</p> <p>GLIM has worked closely with CCC to increase GLIM's programmes listed for the Incentive Scholarship scheme since 2019 where there were two courses and a cap of 10 applications. In 20/21 GLIM successfully added an additional six programmes and removed the cap. In 2021/22 an additional five programmes were approved to be listed for the Incentive scholarship scheme.</p> <p>The Grwp branch officers are continuing to work with HE courses identified as having potential to work towards a satisfactory status to add to the CCC Incentive Scholarship list. During 22/23 these are the CM new HE courses for FdA Health and Social Care, and the FdA Childhood Studies (pending validation and approval).</p> <p>During 21/22 GLIM undertook a CCC Grantiau Bach (Small Grants) funded project to research into Welsh speaking students perceived barriers to submitting formative work through the medium of Welsh, which concluded with the main barrier being lack of Welsh journals, time for mental translation of work and lack of confidence for formal written literacy.</p> <p>GLIM have submitted additional projects for the 22/23 Grantiau Bach projects to continue this study to the next step on piloting Welsh literacy writing support.</p>
<p>1.4 The developments being undertaken to ensure a linear, streamlined Higher Education admissions process through the role</p>	<p>GLIM's Higher Education admissions and Career Officer continues to work across sites and will also enhance the relationship with the Higher Education Student Union President and Union.</p>

of the Higher Education Admissions
and Careers Officer.

GLIM is revising and enhancing the admissions process for 23/24 to include a wider hybrid model so that mature and minority groups have reduced barriers to applying to GLIM Higher Education provision.