

QAA HER 2017: Action Plan

The Academy of Contemporary Music action plan relating to the Higher Education Review October 2017						
Good practice	Intended outcomes	Actions to be taken to achieve intended outcomes	Date of completion	Action by	Reported to	Success Indicators
The QAA review team identified the following features of good practice :						
GP1) The use of extensive engagement and links with industry, which informs effective programme development and enhances graduate employability (Expectation B1 and Enhancement).	To ensure industry relevance is embedded in the delivery of the programmes to support student achievement.	1.1 ACM will further embed co curricula opportunities within Music Industry Practice programme and modules, in particular through the core Level 6 module Exit Specialism. This is a 30 credit module which will be launched in April 2018, and reviewed after one trimester of delivery by December 2018 to ensure it's ongoing efficacy and industry relevance.	01 Dec 2018	Learning, Teaching and Assessment Committee (LTAC)	Academic Board (AB)	Learning, Teaching and Assessment Committee (LTAC) minutes. Module Evaluation Questionnaire (MEQ) completion and data presentation through formal governance structures.
	To continue to provide diverse	1.2 ACM will embed	01 Sep 2018	Learning,	Academic	Learning, Teaching

	and pathway specific co-curricula industry linked activities such as professional workshops and masterclasses.	<p>Industry Link masterclasses within student's timetable to ensure students industry related needs and enquiries are addressed.</p> <p>1.3 An enhanced delivery of Pro Workshops and Masterclasses has been endorsed by the Learning, Teaching and Assessment Committee (LTAC) to deliver a wider range of Workshops, to ensure all pathways are supported. Additionally, to allow wider participation amongst the student body, these workshops are delivered in a range of modes:</p> <ul style="list-style-type: none"> -Blended learning -Online -Classroom based 	01 Sep 2018	<p>Teaching and Assessment Committee (LTAC)</p> <p>Learning, Teaching and Assessment Committee (LTAC)</p>	<p>Board (AB)</p> <p>Academic Board (AB)</p>	<p>and Assessment Committee (LTAC) minutes</p> <p>Student Forum (SF) Minutes</p> <p>HE Board of Studies (BoS) minutes and reports.</p> <p>Learning, Teaching and Assessment Committee (LTAC) minutes and reports.</p> <p>Student Forum (SF) Minutes</p> <p>HE Board of Studies (BoS) minutes and reports.</p>
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		1.3 ACM will continue to deliver its annual Alumni Networking Showcase Event, which allows current students to network with ACM graduates.	01 Sep 2018	Student Engagement and Experience Committee (SEEC)	Academic Board (AB)	Industry Link reports delivered to, and discussed within, the Student Engagement and Experience Committee (SEEC).
GP2) The audition process, reinforced by appropriate staff development and bespoke technology, which is communicated clearly to prospective students, and which supports the Institution's core value of inclusiveness and accessibility (Expectation B2).	Provide all staff with best practice guidance on Admissions processes, whether directly involved with these processes or not.	<p>2.1 ACM has conducted a robust review of the current admissions process and auditions procedure, to ensure an excellent applicant experience and supports ACM's core values of inclusiveness and accessibility.</p> <p>2.2 To ensure that live stream workshops covering the range of disciplines within ACM's curriculum offer are accessible to prospective students via ACM's website.</p>	<p>01 Sep 2018</p> <p>01 June 2018</p>	<p>Academic Quality and Standards Committee (AQSC)</p> <p>HE Student Forum (SF)</p>	<p>Academic Board (AB)</p> <p>Student Experience and Engagement Committee (SEEC)</p>	<p>Admissions Decisions Rubric</p> <p>Moderation of Admissions documentation,</p> <p>Enhanced Admissions Manual, updated to include guidance and rubrics.</p> <p>Video capture of Live Stream Workshops across programme pathways made available on ACM website to prospective and current students.</p>

		<p>To ensure ongoing clarity, transparency and understanding of Admissions procedures:</p> <p>2.3 Ensure Admissions staff have undertaken training and produce guidance documents to explain the approach taken with regards to the processing of complex applications. Embed regular best practice auditions guidance into staff training, and at tutor forums based on feedback from tutors and prospective students.</p>	01 Sep 2018	Academic Quality and Standards Committee (AQSC)	Academic Board (AB)	<p>Annual review of Admissions report and actions (presented to Academic Board)</p> <p>Enhanced Admissions Manual, updated to include guidance and rubrics.</p> <p>Staff training agendas and training Materials</p>
	To further enhance guidance surrounding the audition process to staff involved with auditions and admissions, including moderation of any admissions decisions if required.	2.4 Continue to review and monitor decision making process with sample moderation/checks.	01 Sep 2018	Academic Quality and Standards Committee (AQSC)	Academic Board (AB)	Annual review of Admissions report and actions (presented to Academic Board)
		2.5 Embed a standardised	01 Sep 2018	Academic Quality	Academic	

		approach to typical applications through the use of an applications and offer rubric.		and Standards Committee (AQSC)	Board (AB)	Enhanced Admissions Manual, updated to include guidance and rubrics. Staff training agendas and training Materials.
GP3) The holistic approach to learning and teaching that engages students with current and emerging knowledge and practice, enabling students to develop into independent, autonomous and industry-ready graduates (Expectation B3 and Enhancement).	To ensure a robust and consistent embedding of current and emerging creative industry themes and trends throughout curricula (including assessment) and co-curricula opportunities.	3.1 There has been a review undertaken of the Level 4 Personal and Professional Development module by Head of Education to report on how best to develop practice within this module and draw upon performance enhancement techniques - initiated by student feedback through internal surveys and via the student voice process embedded within the formal committee structure.	01 Sep 2018	Learning, Teaching and Assessment Committee (LTAC)	Academic Board (AB)	Report submitted to both LTAC and AB for discussion, and endorsement.

		3.2 ACM will deliver an online induction module to strengthen student understanding of Music Theory and Logic Software skills via the Virtual Learning Environment (VLE), prior to the commencement of Level 4 modules.	01 Nov 2018	Curriculum Content Manager	Student Engagement and Experience Committee (SEEC)	Report on Proposal for module induction submitted to SEEC. Analysis of online Module induction through Student Induction Feedback Survey.
GP4) The wide-ranging initiatives and support activities that raise student aspirations and enable achievement of academic, personal, and professional potential (Expectation B4 and Enhancement).	To further widen access to learning resources to support study skills for students, including Academic Writing skills.	4.1 The Learning Resources Manager has implemented drop in sessions to assist and advise students on academic writing skills.	01 Sep 2018	Learning, Teaching and Assessment Committee (LTAC)	Academic Board (AB)	Analysis of Student Feedback on Library and resources. Student Representative reports to the BoS, reporting on learning resources and opportunities.
		4.2 ACM has worked with our validating partner (Middlesex University) to enhance student access to research databases which Middlesex University	01 Sep 2018	HE Student Forum (SF)	HE Board of Studies (BoS)	Student Representative reports to the BoS, reporting on learning resources and opportunities.

		<p>have full access to.</p> <p>4.3 ACM has purchased an institution wide subscription to Consortia Research Platforms and has recently purchased a subscription to the Southern University Purchasing Consortium (SUPC) which allows ACM to access an extensive range of online research platforms, and e-learning materials.</p> <p>4.4 Further and enhanced promotion of the wide range of support delivered by Student Services, including wellbeing and mindfulness sessions, CV clinics and signposting to external supportive services and agencies.</p>	<p>01 Sep 2018</p> <p>01 June 2018</p>	<p>Learning and Resource Manager</p> <p>Head of Student Services</p>	<p>Student Experience and Engagement Committee (SEEC)</p> <p>Student Experience and Engagement Committee (SEEC)</p>	<p>Usage report.</p> <p>Head of Student Services report to SEEC</p> <p>Student Representative reports to HE Board of Studies, reporting on quality of student services provision.</p>
GP5)The integration of the Institution's approach to enhancement with its vision,	To further embed the alignment of enhancement practices and the institutional wide mission,	5.1 To widen board and committee Terms of Reference	01 Sep 2018	Head of Quality and Student Experience	Academic Board (AB)	Committee terms of reference to be made available to ACM

mission and strategy, and the embedded, institution-wide use of that approach, in the academic, personal and professional development of its students (Enhancement).	vision and values throughout services and departments within ACM.	to include coverage of tutor representatives across committee structure.	01 Sep 2018	Head of Quality and Student Experience	Academic Board (AB)	stakeholders via ACM's VLE (Canvas Knowledgebase)
		5.2 To widen the availability of Board and Committee minutes for staff and students, with an enhanced tracking of actions from minutes in order to identify common themes.				Committee and Board minutes to be made available to ACM stakeholders via ACM's VLE (Canvas Knowledgebase).
		5.3 To enhance Student Representative ownership of proceedings through committee structure by including Student Representatives as a co-Chair of the HE Board of Studies.	01 Sep 2018	Head of Quality and Student Experience	HE Board of Studies (HE BoS)	Enhanced reporting into the committee structure and updated Terms of Reference to reflect the membership and reporting into committees.

Recommendations	Intended outcomes	Actions to be taken to achieve intended outcomes	Target date(s)	Action by	Reported to	Evaluation (process or evidence)
The QAA review team makes the following recommendations:						
R1) Ensure that the Complaints and Grievances Procedure is accessible and transparent to all stakeholders, and is appropriate for the consideration of Admission Appeals (Expectation B9).	ACM will ensure that all admissions communications make explicit reference to the institution's Complaint Policies and Procedures.	<p>1.1 Admissions decision letters to be amended to include reference to the applicant's right to raise an appeal regarding an admissions decision.</p> <p>1.2 Ensure that Student Complaints and Grievance procedure are made explicit within the Admissions Policy.</p> <p>1.3 Student Complaints and Grievance procedure to be made available via www.acm.ac.uk to ensure fair and equitable access to prospective students.</p>	<p>01 Sep 2018</p> <p>01 Sep 2018</p> <p>01 Sep 2018</p>	<p>Head of Admissions</p> <p>Quality Assurance and Enhancement Manager</p> <p>Quality Assurance and Enhancement Manager</p>	<p>Academic Board (AB)</p> <p>Academic Board (AB)</p> <p>Academic Board (AB)</p>	<p>Updated and enhanced offer letters produced by Admissions, to make explicit reference to Complaints and Grievance procedures.</p> <p>Reviewed and revised Admissions Policy to include a section relating to Complaints and Grievances procedure.</p> <p>Reviewed and enhanced Policies and Procedures uploaded onto ACM website.</p>

	<p>ACM will ensure that all staff involved with the admissions and auditions process are cognisant of the complaints and grievance policy and procedure and their role in the co-ordination of such requests.</p>	<p>1.4 ACM will ensure that all staff who are involved with admissions processes and decisions, inclusive of auditions, will be provided with regular and up to date training regarding the Complaints and Grievance policy and procedure. This will be embedded within staff training every trimester, and ahead of scheduled audition days.</p>	<p>01 Sep 2018</p>	<p>Quality Assurance and Enhancement Manager</p>	<p>Academic Board (AB)</p>	<p>Policy and Procedure awareness training sessions with Admissions staff, with guidance included in Admissions Manual.</p> <p>Staff training agendas and training resources.</p>
	<p>Implement an electronic Complaints and Grievances form available for students to complete and submit through student learning portal for current students and via ACM's website for prospective students.</p>	<p>1.6 To communicate the accessibility of form to students through Campus Guide and at Induction.</p>	<p>01 Sep 2018</p>	<p>Quality Assurance and Enhancement Manager</p>	<p>Academic Quality and Standards Committee (AQSC)</p>	<p>Enhanced Campus Guides available via VLE Canvas.</p> <p>Complaints and Grievances pro forma available via the Virtual Learning Environment Canvas as electronic submission, including tracking of the submission through Registry.</p>

R2) Ensure that the Academic Appeals Procedure is transparent to all stakeholders, and has appropriate independent ratification of decisions (Expectation B9)	ACM will revise the current Academic Appeals Policy and Procedure, in line with the period of annual review, to make explicit reference to the line of referral and independent ratification of decisions. Further guidance regarding the informal and formal stages of academic appeal will be explicitly outlined within these documents.	2.1 ACM will ensure Academic Appeals Policy and Procedure to be made available via student learning portal to ensure fair and accessible access.	01 Sep 2018	Quality Assurance and Enhancement Manager	Academic Quality and Standards Committee (AQSC)	Revised Academic Appeals Policy and Procedure to make explicit and transparent reference to the line of referral within the informal and formal stages.
		2.2 Staff will be provided with regular guidance regarding the Academic Appeals procedure through Staff Training.	01 Sep 2018	Quality Assurance and Enhancement Manager	Academic Quality and Standards Committee (AQSC)	Staff training Agendas and training resources.
	Implement an electronic Academic Appeals form available for students to complete and submit through student learning portal.	2.3 To communicate the accessibility of form to students through Campus Guide and at Induction.	01 Sep 2018	Quality Assurance and Enhancement Manager	Academic Quality and Standards Committee (AQSC)	Reviewed Academic Appeals pro forma available via the Virtual Learning Environment (Canvas) as electronic submission, including tracking of the submission through Registry.

