

# QAA Higher Education Review – Action Plan



Recommendations	Actions	Responsibility	Success Indicator
Desirable for the provider to review and improve student engagement and participation on deliberative committees	<ul style="list-style-type: none"> <li>Open Rep nominations to new and returning students each semester (rather than just new students)</li> <li>Utilising previous years Reps to promote the system to students</li> <li>Work with the Students' Union to improve information provided to Reps on The College's committees and the responsibilities of Reps in this area</li> <li>Work with Academic Quality Services to understand how they engage students on committees</li> </ul>	Director of Academic & Student Experience	<ul style="list-style-type: none"> <li>Increase in the number of Reps each semester</li> <li>At least one Rep in attendance to deliberative committees each semester</li> <li>Strong student engagement in Student Forums</li> </ul>
Good practice	Actions	Responsibility	
The flexible, responsive and accessible student support that reflects the needs of its students	<ul style="list-style-type: none"> <li>Ensure student staff (both academic and Professional Services) ratios remain at levels that afford strong student support</li> <li>Continued professional development and support for staff</li> <li>Continued strong relationships between Academic and Professional Services staff</li> </ul>	College Director/Principal, Director of Academic & Student Experience, Director of Learning & Teaching	<ul style="list-style-type: none"> <li>Continued positive feedback from students</li> <li>Student retention above 95%</li> </ul>
The support for staff and the update of staff development opportunities in response to Covid-19 to enhance online learning and teaching	<ul style="list-style-type: none"> <li>Ensure both Swansea University and Navitas staff development opportunities are promoted to all relevant staff</li> <li>Consult with staff on development opportunities they would like</li> </ul>	Director of Academic & Student Experience, Director of Learning & Teaching	<ul style="list-style-type: none"> <li>Positive feedback from staff</li> <li>Staff retention above 98%</li> </ul>