

Recommendation	Deadline	Progress	Responsibility
Work with the relevant validating university to consider how external examiners' reports for awards offered across a number of consortium partners can be made more specific	End of Academic Year 2013-14	<p>The 2013 and 2014 external examiners' report for the Diploma in Education &amp; Training programmes contained individualised feedback for partner colleges.</p> <p>Discussions are continuing with CCCU to arrange for more college specific feedback in external examiners' reports for the Foundation Degree in Childhood Studies (September 2013).</p>	Director of Higher Education/Link tutors at Canterbury Christ Church University
Make external examiners' reports available in full to higher education students.	December 2013	All external examiners reports have been posted on the Student Voice Moodle site and can be accessed by students.	Course Teams/HE Student Voice Coordinator
Develop and implement effective, clear and consistent policies for the membership, procedures, powers and accountability of the boards of examiners for Pearson Edexcel programmes.	December 2013	The policy has been produced and was utilised by all assessment boards and resit boards for Edexcel HN qualifications in June/July 2014.	Director of Higher Education/Assistant Principal for Quality & Standards.
Ensure that the Teaching, Learning and Assessment Policy is implemented effectively to meet the needs of higher education students by the end of academic year 2013-14.	July 2014	<p>The policy was approved at SLT in July 2013 and then implemented.</p> <p>The policy has now been reviewed in terms of operational effectiveness by the Principal and the revised version implemented for 2014/15.</p>	Director of Higher Education/ Vice Principal Curriculum
Consider extending the opportunities for all higher education students to provide feedback on modules.	December 2013	All programmes now carry out module evaluation surveys at the end of each semester.	Course Teams/HE Student Voice Coordinator

Formalise systems for the election, training and ongoing support of higher education student representatives to ensure that they are informed of their responsibilities and can more effectively represent their peers.	December 2013	<p>Student rep information leaflets distributed at induction (September 2013)</p> <p>Student rep elections held (September/October 2013)</p> <p>The Student Union have produced a handbook for student representatives containing guidance on the role and will provide drop-in workshops throughout the year. (October 2013)</p>	Student Union President/HE Student Voice Coordinator
Promote the availability of the Job Shop service to all higher education students.	December 2013	A new employability system is now in operation. All HE students have an employability induction and are required to register with the CV Minder Employability site. Work-placements are co-ordinated through CV Minder and students are able to directly access JobShop vacancies.	HE Employability & Support Officer/HE Student Voice Coordinator
Ensure that all higher education course handbooks provide students with consistent information about their programmes.	December 2013	All handbooks were surveyed in 2013-14 and updated where required. All handbooks will now be checked annually by the HE Admissions Officer.	Director Higher Education/HE Admissions Officer
<b>Affirmation</b>	<b>Progress</b>		<b>Responsibility</b>
The College's approach to monitoring students' satisfaction with feedback on assessed work, and to identifying and remedying any areas of deficiency.	<p>The College will continue to monitor student satisfaction through the work of the Student Voice co-ordinator via online surveys and focus groups with student reps.</p> <p>The quality of feedback and student satisfaction with it will be monitored through Quality Progress Audits carried out by the Quality team on a faculty by faculty basis.</p>		HE Student Voice Coordinator/Quality Manager.
The strategic approach to resource allocation, which recognises a need to develop resources at the Maidstone campus.	All provision has now been decanted into the main Maidstone Campus whilst the refurbishment of the Higher Level Skills Centre is completed. HE students have dedicated resources and access to online journals significantly improved.		Director of Higher Education/Director of Finance

	The Higher Level Skills centre will re-open in September 2015.	
The College's approach to enhancing the student voice through the work of the HE Student Voice Coordinator.	<p>Student voice activity will be extended to incorporate Equality &amp; Diversity themes through surveys and group sessions.</p> <p>Individual feedback sessions will be streamlined through engagement with course reps.</p> <p>A new HE rep and HE campus rep will be appointed on an annual basis.</p> <p>A new termly paper will be produced to inform students about the building and refurbishment works on the campus.</p> <p>(These actions are continuing during 2014-15)</p>	Director of Higher Education/HE Student Voice Coordinator/Student Union President.
The College's forthcoming appointment of a member of staff to lead on employability for higher education students.	<p>The Higher Education Employability &amp; Support Officer has now been appointed. An application and assessment process for work placements is being piloted with Business and IT students in 2013-14. This will be rolled out to all HE programmes in 2014-15.</p> <p>The Jobshop service is now available to all HE students through the bespoke CV Minder site.</p>	Director of Higher Education/HE Employability & Support Officer.
The College's plans to gather and use detailed data on graduate destinations.	<p>The College completed the first DLHE survey in January 2014 for a small number of HNC conversion students. This data has been incorporated in the HE Self-Assessment report.</p> <p>The first full DLHE survey will be undertaken from January 2015.</p>	Director of Higher Education/HE Data Officer

The College's plans, in partnership with the Students' Union, to revise the Student Charter and make it more relevant to higher education students.	A new College charter was put in place and has been revised again for 2014-15.	Student Union President/Head of Student Support
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### Areas of Good Practice

The QAA Review of College Higher Education identified the following as areas of good practice:

- 1) The College's strategic approach to the enhancement of teaching in higher education provision, specifically mentorship, coaching and teaching observation.
- 2) The effective approach to e-learning across the higher education provision.

Following discussion at the RCHE feedback event in July 2013 the College has decided to further develop these areas of good practice through sharing best practice via local and regional networks. MidKent College will undertake to do this through the Kent Association of Higher Education Corporations (KAFEC) Higher Education Group and the Association of South East Colleges (AOSEC) HE in FE Network Group.

A first session on enhancing teaching and learning took place at the KAFEC HE in FE Strategy Group meeting in December 2013 and it has been followed by presentations from other providers. A similar presentation and workshop is planned for the KAFEC HE in FE Staff Conference that will take place in June 2015.