LCCM

Action plan for LCCM following QAA HER (AP) November 2016

Good practice	Action to be taken	Date for completion	Action by	Success indicators
The comprehensive and developmental induction arrangements, including the use of integrated workshop activity and student interviews with academic and support staff	Review previous induction materials, to include previous student and staff feedback, for update and development in preparation for induction to all year groups.	Annually August	Head of Student Services	Student Surveys in Term 1: Satisfaction measures consistent or rising
	Introduce pre-arrival student section on the student portal and electronic information for Year 2 and 3 induction to support all student transitions	August 2017	Head of Student Services	Improving measures for retention rates: Satisfaction measures in student surveys
The strategic and extensive development of student-centred learning through peer support, group work and skill sharing initiatives	Review of current activity and organisational implications to develop hand-book in preparation for transition of Lead Student Representative and support the new incumbent	June 2017	Chair of Student Committee with support from Student Services	Student centred learning and support classes timetabled and attended
	Review student committee training material following completion of academic year to clearly define roles and opportunities for future student volunteers	June 2017	Chair of Student Committee and Head of Student Services	Full Student Committee representation October 2017

	Action to be taken	Date for completion	Action by	Success indicators
The considered, sustained and close engagement with music industry practitioners to ensure the effective and coherent transition of students through and beyond higher education	Extend the opportunity for students to engage with a range of external professionals through additional Masterclasses, Networking Panel Events, Interactive Development Opportunities, Industry Advisory Panels	Agree format and budget, September 2017	Head of Marketing and Communications	External events are extended across disciplines Marketing can evidence improved college profile Student satisfaction ratings monitored for improvement
	Review and develop the professional tutor policy for LCCM recruitment, ensuring Programme Committee members are using current industry practice to inform programme development and enhancement recommendations during programme monitoring	Strategic Plan Target, annual monitoring action. Programme Committee terms of reference and membership review, Academic Board Approval September 2017	Principal with Programme Leaders	Professional tutors with active current roles Effective Programme Committee teams evidencing pro-active enhancement recommendations through minutes and annual programme monitoring
Affirmations				
The work underway to increase the range and effectiveness of student engagement opportunities	Schedule additional cross curricular and independent learning opportunities as part of the timetable in Music Box	Initial implementation academic year 2017/18	Programme Leaders	Improved student portfolios demonstrating creative and professional skills
	Agree strategy to raise response rates for student surveys, through improved access, shorter surveys, and targeted questions	Academic Board	Academic Quality	Improved student response rates to formally monitor enhancement of learning
	Develop industry advisory panels for all programmes	Strategic Plan Target - Begin Implementation Term 1 2017/18	Principal with Programme Leaders	Active panel for each professional degree

	Action to be taken	Date for completion	Action by	Success indicators
	Promote attendance at staff student forums through increased training for student representatives and greater advertising	Training manual to be reviewed June 2017 Representative Elections November 2017	Programme Leaders	Improved attendance at Staff Student forums: Improved student feedback in meeting minutes
The actions underway to effectively implement the monitoring process for information provided to students	Review and update Public Information policy	Annual Monitoring Summer 2017	Principal	Clear lines of responsibility for content and scheduled updates to public information
	Centralize information through LCCM Cloud ensuring information is stored only once for consistency and accurate tracking of updates and amends	Strategic Plan Target Initial Implementation Term 1 2017/18	Head of IT	All stakeholders to know how and where to access current information
Recommendations				
Strengthen the involvement of students in programme design and pre-validation processes	Include a defined student role in the validation process.	Complete	Academic Quality	Updated policy
	Invite student representatives to comment on new modules prior to validation submissions	Complete	Academic Quality	Student feedback used in final validation preparation
Ensure that the Complaints Policy is clear, consistent and comprehensive	Review and update Complaints Policy	Complete	Head of Student Services	Updated policy: Published
Strengthen the risk analysis procedure for performance venues external to LCCM	Develop venue register with standardized risk analysis proforma and annual updates	Complete: Register to be monitored within Annual Monitoring	Head of Resources	Accessible register with clear list of preferred venues