



**UNIVERSITY OF
PLYMOUTH**
International College

COLLEGE ACTION PLAN (CAP) 2021-2024

Incorporating:

Navitas Priorities and Themes

College Action Plan

UoP Periodic Review Action Plan

L&T Five Year Plan Summary

College Name: University of Plymouth International College (UPIC)

Year: 2023 (Updated 20/03/2023)

College Director/Principal: Peter McDonnell

UPIC Navitas Priorities and Themes

Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
Engage students fully with the curriculum, learning process and infrastructure available to them	Develop a culture of partnership and co-production with students that underpins the design, delivery and review of learning experiences	Ensure that students from all backgrounds are supported to complete their pathway programmes and well prepared to advance to the University partner	Continue to monitor and review, test and improve the quality of evidence to understand the most effective learning and teaching techniques and strategies	Learn how effective specific interventions are in supporting students to achieve their potential
A portion of UPICs curriculum is set by the University as we match up in first year Business modules, Our foundation programmes are set up with this in mind and are often set in conjunction to what the University programmes are that students are progressing to. Especially the Science and Engineering modules. By achieving this we also provide an internationalised and inclusive curriculum that is relevant and challenging	Completion of this priority ensures that UPIC are able to achieve the QAA and OfS requirement of student involvement in programme design. This will be monitored through Student Council, CET and T&L boards. It will also go some way to ensure that the curriculum is relevant and challenging. Achieving this will mean that we will also need to increase CPD participation rates.	By completion of this one we will complete the priorities of maximising the number of students who progress confidently and increase the number of good degrees as we cannot influence teaching and learning in the second and third years	This priority ensures effective annual monitoring occurs and UPIC keeps up to date with the way that data needs to be presented to QAA/Academic registry/AAC committee etc. and how to get the most out of that data/evidence	Active and early interventions are essential to achieve the best out of UPIC's students
Theme 1		Theme 2		
Digital Literacy		Assessment and Feedback		
As per the QAA Good Practice Case Study programme (2018) embedding digital literacy has been used as a theme for Higher Education Review and has featured as a topic in the Quality Enhancement Network		This theme feeds into Section B6 of the QAA Quality Code " <i>Assessment of Students and Recognition of Prior Learning</i> ".		

UPIC College Action Plan

Teaching and Learning

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>To ensure that all students receive high-quality and individualised feedback on assessments, and that this is provided in a timely manner.</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims</p> <p>Supports QAA Quality Code Section Learning and Teaching</p> <p>Supports UPIC's Priority 1 & 3 and Theme 2</p> <p>Supports OfS Condition of Registration B1, B2 and B5</p>	<p>Regular training workshops for academic staff. Use of the Portal in the induction process</p> <p>Promulgation of Navitas Learning and Teaching training opportunities</p>	<p>On-going throughout the timescale of the action plan</p> <p>Reviewed at the end of each semester</p>	CDP/DASS	<p>Positive feedback from students and survey data.</p> <p>Progression and retention data</p> <p>KPI: Positive Feedback from QAA, External Examiners and University partners</p>	Consistent positive feedback from students and external authorities (QAA, External examiners, Plymouth University)	Partnership management meetings (SPMB/AAC) Navitas UK L&TC Navitas UK L&TF	<ul style="list-style-type: none"> On-going process See completed actions in 2018-21 Action Plan Positive feedback from External Examiners regarding Moderation and feedback Mechanisms in September 2021 New moderation packs available to all ATS detailing moderation and first marking processes Feedback that College moving in the right direction in Award Boards January 2022 Updated and superseded by feedback from May award boards which was broadly similar in scope Tutors reminded about their obligations to return work in a timely manner 	
<p>Provide high quality teaching, learning and assessment opportunities to enable students from a diverse range of backgrounds to thrive</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 1</p> <p>Supports QAA Quality Code Section Learning and Teaching; Section Student Engagement; Assessment and Feedback</p> <p>Supports UPIC priority 1 & 3 and Theme 1 & 2</p>	<p>Ensure tutors have a relevant teaching qualification and are making use of Navitas and in house training opportunities.</p> <p>To partake in peer observations on a annual basis</p> <p>Completion of end of semester tutor forms with and emphasis on the student engagement and best practice sections</p> <p>Observation from management on an annual basis</p>	<p>End of semester review for tutor feedback.</p> <p>Observations on an annual basis</p>	HOCS/DASS	<p>Increased positive feedback during end of semester surveys for tutors.</p> <p>Increasing the pass rate and the average grade on each module</p> <p>Higher proportion of upper second class and first class degrees from progressed students</p>	Student success rate at Award Boards; annual progression rates; tracer data and graduation data	Through AAC and Tracer data reporting	<ul style="list-style-type: none"> On-going process See completed actions in 2018-21 Action Plan Hybrid Learning approach in September 2021 to ensure students unable to attend Face to Face teaching do not lose out sessions recorded and Hosted on the VLE Plans in place to continue recording of sessions as per student council request Assessment strategies in numerous modules adjusted to match UoP modules and alleviate concerns for online final exams Attendance policy changed to encourage more UK based students into the classroom All students now returned to face to face teaching Sessions still recorded on Zoom for catch up and revision, however waiting room remains on so students cannot join online 	

<p>Supports OfS Condition of Registration B1, B2 and B5</p>							<ul style="list-style-type: none"> • UPIC formulating plans to bring DEI in line with UoP and sector guidance 	
<p>The range of extra-curricular activities organised by College staff</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point 1&2</p> <p>Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success</p> <p>Supports UPIC Priority 2 and Theme 1</p>	<p>Monitor and review the breadth of extra-curricular activities in place across the UK College network</p> <p>Facilitate via the Navitas UK L&TF as a platform for the sharing of best practice</p>	<p>Continuous process</p>	<p>CDP/CMT</p>	<p>Increased student satisfaction</p>	<p>Improved student academic performance measured in academic KPIs</p> <p>Improved student satisfaction measured by student satisfaction reports/ISB</p>	<p>Academic KPIs are reported regularly in MER/Quarterly Reports to NVT HQ</p> <p>CTLB monitors outcome of student satisfaction data</p>	<ul style="list-style-type: none"> • On-going process • See completed actions in 2018-21 Action Plan • Joint Orientation event with ISA • More events available as we transition out of COVID restrictions • Student council involvement • Student Welcome parties now mid semester • 202201 Students arranging trip to the Eden Project • 202203 collaborative projects between student services and the marketing team • Higher ability to promote activities through social media • SSO designated Student Experience Officer 	
<p>Provide a safe, inclusive and stimulating learning environment that considers students as equal partners in the educational process</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 2 & 6</p> <p>Supports priority 2 & 3 and theme 1</p> <p>Supports OfS Condition of Registration B2</p>	<p>Monitor student feedback throughout the semester and ensure that tutors are aware of their duties under this action</p>	<p>End of semester review</p> <p>Continuous throughout semester</p>	<p>HOCS/DASS</p>	<p>Positive and constructive feedback</p>	<p>Student end of semester feedback</p> <p>Student Council</p> <p>Teaching and Learning Board and CET</p> <p>Increased student success rate</p>	<p>Reported through the CET and T&L boards</p> <p>Analysis of student feedback</p> <p>Annual monitoring process</p>	<ul style="list-style-type: none"> • On-going process • See completed actions in 2018-21 Action Plan • Students involved in local committees and are invited to Navitas Academic Boards • Return to face-to-face teaching in September 2021 • Face to Face student Council Meetings. • Continuance of hybrid approach until June 2022 • Face to face meetings resume September 2022 • Students involved at all levels of governance 	

<p>Create an environment in which students develop skills and confidence for success in academic study, the workplace and in the global community</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 3</p> <p>Supports the OfS Employability and Skills agenda</p> <p>Supports the QAA Quality Code Chapter Monitoring and Evaluation</p> <p>Supports UPIC Priority 4 and theme 1</p> <p>Supports OfS Condition of Registration B1, B2, B3, B4 and B5</p>	<p>Ensure that UPIC students are able to cope in the wider University and within the workplace once progressed</p>	<p>Annually</p>	<p>HOCS/DASS</p>	<p>Increased levels of student success on an annual basis</p>	<p>Tracer data for both Modules and Graduation purposes</p> <p>Feedback from UoP</p> <p>Annual Monitoring</p>	<p>Reported through the AAC and where necessary the SPMB</p>	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Mentoring available to students for staff and current students • Open door policy so students can get help and advice from staff • Implementation of a drive towards <u>effective</u> independent learning. Students to be made aware of bias within research sources • Digital literacy and student led learning strategies now part of the College five-year plan 	
<p>Deliver a personalised and professional support service to students from all backgrounds that will ensure that they are able to access all learning facilities to overcome barriers to success</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 4</p> <p>Supports the QAA Quality Code Chapter Student Engagement</p> <p>Supports UPIC Priority 5</p> <p>Supports OfS Condition of Registration B2</p>	<p>Tutors and front facing staff to be aware of student issues and best practice in dealing with these</p>	<p>Continuous process</p>	<p>HOCS/DASS/DMA</p>		<p>Student Satisfaction on the admission and arrival process</p> <p>Student end of semester feedback</p> <p>Comments through student council/CET/T&L boards</p> <p>Tutor end of semester feedback</p>	<p>Student Council, CET and T&L Board</p> <p>OAG and AAC meeting</p>	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Students able to access extracurricular help in English, Maths and Physics on a weekly basis • Tutors are kept aware of any issues that may affect individual students, both academically and (where appropriate) pastorally • Student and tutor mentoring available to students • New COMPASS programme rolled out to replace the Student in Jeopardy programme. Tutors able to access a Microsoft Teams site that will host a spreadsheet of students at risk in certain, non-sensitive areas • Mitigating circumstances and other guidelines returning to pre COVID regulations. Leeway still available to students abroad or in isolation • Students now required to be in UK before registration/enrolment so Mitigating Circumstances now return fully to pre covid regulations 	

UPIC College Action Plan

Quality Assurance

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>Programme management & monitoring, including new course development</p> <p>Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 7</p> <p>Supports the QAA Quality Code Chapter Monitoring and Evaluation</p> <p>Supports UPIC Priority 4</p> <p>Supports OfS Condition of Registration B1</p>	<p>Follow College Policies & Regulations for the development of new programmes of study and for expansion of existing programmes</p> <p>Mapping of CPRs against the UK Quality Code</p> <p>Compliance with Navitas UK Quality Manual and College Operations Manual</p>	<p>Continuous process</p> <p>Each programme to be reviewed annually</p>	DASS/CDP	<p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Improved student academic performance</p> <p>Improved student satisfaction</p>	<p>Partnership management meetings (SPMB/AAC)</p> <p>Navitas UK L&TC</p> <p>Navitas UK L&TF</p>	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Programmes monitored annually in November • DASS visits academics across the Schools on to the tutors and the DMDS and Module guides are updated • First year business programme LOs to change to match UoP programmes from September 2021 • DASS has met with academic in the Business school and is happy that this is moving forward at pace • New Foundation Plus course for student on NQF3 visa with a slightly lower level of English Language approved • Learning outcomes for new First Year Business modules covered in UPIC T&L • Discussions with PBS regarding future of Economics and Accounting, with the potential to move these to integrated programmes 	
<p>Use of Originality software by College Tutors and awareness of Contract Cheating</p> <p>Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success</p> <p>Supports UPIC Priority 3, 4 & 5 and Theme 2</p> <p>Supports OfS Condition of Registration B1 and B5</p>	<p>Adoption of Turn-it-in Policy</p> <p>Submission policy for electronic submissions</p>	<p>Policy to be in place in semester 201603</p>	DASS/ASO	<p>Lessening of plagiarised scripts being presented as final submissions</p>	<p>Tutors using Turnitin for formative and summative submissions</p>	<p>Tutor reporting use through Monitoring reports</p> <p>Moodle checks by College Staff</p>	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Tutors to use Turnitin as an educational tool rather than a proscriptive device • Students warned of the consequences of using a contract cheating service from the Induction process and then throughout their enrolments • Benefits of not cheating are highlighted to students • As per QAA guidance Turnitin is used as a teaching aid rather than a punitive tool • Online assessment and examinations will remain in place indefinitely • Tutors and full time staff to discuss solutions to AI based submissions in assessments 	

<p>Continuing Professional Development (Sessional Staff)</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success • Supports UPIC priorities 2,3 and 4 • Supports OfS Condition of Registration B1 and B5 	<p>Semester workshop</p> <p>A list of workshop topics has been created to be delivered throughout the academic year</p>	<p>On-going process. Jan-Dec. Review each semester</p>	DASS	Improved quality in teaching and sessional motivation	Improved feedback on module effectiveness	Module Survey and feedback sheet for tutors after each workshop day	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Current sessions on the New Quality code complete • College is looking at setting up tutor led CPD for other tutors, where a member of teaching staff may have completed a training course (Navitas or otherwise) the College will ask that tutor to share the knowledge widely • Tutors are asked to complete one Navitas PD session a semester. Student Services Officer taking part in Project TEN to provide in house training • Sessions in online grading set up by the DASS fore semester 202002 • New CDP sessions on innovative teaching available through Navitas UPE Academic Registry • Tutor PD sessions on Prevent and Safeguarding planned for the autumn and spring semesters • CPD sessions on Turnitin and tutor involvement in reaction to AI in assessments 	
<p>Student Handbook (Study Guide) (Annual Review)</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success • Supports UPIC priorities 1, 2 & 3 • Supports OfS Condition of Registration B2 	<p>Review and update the current Student Handbook to reflect recent changes in the branding and regulations in the college</p> <p>(Read and highlighted sections that need amending or updating)</p>	<p>Annual review to take place during the 03 semester</p>	DASS	Revised Handbook to be ready for 01 Semester start	Revised Handbook to be made available	College Teaching and Learning Board/CMT	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Handbook to be updated for each semester • Handbook updated for Autumn 2022 with added finance and prevent sections 	Ongoing action
<p>UPIC Specific Tutor Handbook</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success 	<p>Review and update the current Tutor Handbook to reflect recent changes in the branding and regulations in the college</p>	<p>Annual review to take place during the 03 semester</p>	DASS	New handbook to be ready for 201803 semester	New Handbook to be made available	College Teaching and Learning Board/CMT	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • Updated for each semester • Stared online and sent to tutors on a semester basis • Forms part of the new tutor induction • Annex's include the Moderation Guidance pack 	Ongoing Action

<ul style="list-style-type: none"> • Supports UPIC priorities 2,3 and 4 	<p>(Read and highlighted sections that need amending or updating)</p>						<ul style="list-style-type: none"> • New hand book provided with added prevent and safeguarding saection 	
<p>Maintain up-to-date governance documentation</p> <ul style="list-style-type: none"> • Supports NVT UPE L&T Strategy 2018-2023 Strategic Aims, point number 7 • Supports the QAA Quality Code Chapter Monitoring and Evaluation • Supports UPIC Priority 4 	<p>Ensure that the teaching and learning outcomes in the college successfully map to the learning outcomes on the equivalent degree programmes at PU.</p> <p>Meetings with PU academic staff and UPIC Tutors to ensure that UPIC T&L adequately prepares students for the rigours of University.</p> <p>UPIC tutors required to update T&L when required to do so by the DASS. This process is informed through the annual monitoring programme.</p>	<p>Annual Monitoring of Programmes.</p>	<p>DASS</p>	<p>Annual Monitoring Period November - December</p>	<p>All documents signed off by NVT Academic Registry</p>	<p>CTLB/AAC</p>	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • • New NPR/CPRs approved through Navitas and will be available on UPICs website and Moodle pages 	

College Action Plan

Student Engagement and Student Support

Issue	Specific Action	Timescale and Review Date	Person Responsible	Success Criteria / Targets	Evidence of Achievement	Monitoring, Evaluation Reporting Arrangements	Progress on Actions and Targets (inclusive of dates)	Individual Actions Complete
<p>Effectiveness of the COMPASS Programme</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success • Supports QAA Quality Code Section Student Engagement • Supports UPIC priority 3 & 5 • Supports OfS Condition of Registration B2 • 	<p>Provide support for those students identified for:</p> <ul style="list-style-type: none"> • Attendance issues • Behavioural issues • Academic shortcomings • U18 • Welfare matters 	On-going - To be reviewed at each CTLB and CMT meeting	CTLB/CMT members	<p>Increased student performance</p> <p>Ensure interventions are effective and timely</p>	Academic KPIs	CTLB/CMT	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan • COMPASS programme now fully in place and operational • Weekly COMPASS meeting with the Student Support Team, the DASS and CD/P • Compass meeting run by the SEM with the DASS CD/P and SEO/SSO in attendance. • Addition of student who have transferred to a Skilled Worker Visa onto Compass spreadsheet 	
<p>The careful recruitment and effective use of agents</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section Admissions, Recruitment and Widening Access • Supports QAA Quality Code Section Learning and Teaching and Enabling Student Success • Supports QAA Quality Code Section Student Engagement 	<p>Agents recruited and contracted through a Navitas centralised process</p> <p>Annual review of agent contracts in conjunction with controlling authority in Australia</p>	Annually	DMA/CDP	Increased student satisfaction	<p>Positive feedback from Navitas source county offices</p> <p>Positive student feedback (survey data)</p> <p>Successful scrutiny of applications for study</p> <p>Improved student arrival statistics</p> <p>Decreased visa rejection statistics</p>	Monitored by Navitas at a Group level through Salesforce reports	<ul style="list-style-type: none"> • Ongoing process • See completed actions in 2018-21 Action Plan 	

<ul style="list-style-type: none"> • Supports UPIC Priority 3 								
<p>Ensure attendance monitoring is effective</p> <ul style="list-style-type: none"> • Supports QAA Quality Code Section • Supports QAA Quality Code Section Student Engagement • Supports the QAA Quality Code Chapter B8 Programme Monitoring and Evaluation • Supports UPIC priorities 1, 2, 3 and 5 • Supports OfS Condition of Registration B2 	Students to attend >85% of taught sessions	Weekly	SEM/DASS	Increased student attendance	<p>Increase in average student attendance</p> <p>Relative increase in student grades</p>	<p>Navigate bookings checked on a weekly basis throughout the semester</p> <p>Reported to the T&L Board</p>	<ul style="list-style-type: none"> • Ongoing Process • Weekly process in place to check bookings via Navigate • Weekly updates sent to UKVI compliance • New attendance monitoring programme in place to consider blended learning approach and geographical placement of students • New Student Route attendance policy now in place • Students are now liable to stage 1 warnings after two weeks 	

UoP Periodic Review Action Plan March 2021

Recommendation	Proposed Actions/Needs	Reporting to	Person Responsible	Progress
<p>1</p> <p>Whilst high levels of student support are commendable the College need to ensure there is a strategy for students to become independent learners which is upheld through practice</p>	<p>Staff/Teacher/Student Forum to discuss recommendation. Input from academic sessions</p> <p>See also PR recommendation three as this will feed into the resolution of this recommendation if successful.</p>	<p>College CMT, T&L Board and CET, AAC Committee</p>	<p>DJ/TTJ/ATS</p>	<p>Ongoing Forum Meeting to be set up for May Semester (202102)</p> <p>See progress in recommendation 3</p> <p>Strategic planning in place to take into account higher student numbers</p>

2	<p>Staff should be strongly encouraged to undertake development and any funding opportunities for this should be clearly communicated.</p>	<p>Staff/Teacher/Student Forum to discuss recommendation. Input from Navitas Academic registry Required</p>	<p>College CMT, T&L Board and CET, Navitas UPE Academic Registry</p>	<p>DJ/PMC/ATS/Academic Registry</p>	<p>Ongoing. Ability from AR to allow ATS to apply for a Fellowship of the HEA (Update October 2022)</p> <p>Forum Meeting to be set up for May Semester (202102)</p> <p>Completed: ATS now able to apply for HEA Fellowships, funded through Navitas. This opportunity has been sent to all ATS.</p>
3	<p>It hasn't been clear to the Panel as to whether there is any contractual obligation for University of Plymouth academics, teaching on the programme to be progressed into, to provide direct information, advice and guidance to students on UPIC programmes. This approach should be standardised if not already in place.</p>	<p>DJ to contact University link tutors to make them aware of recommendation.</p> <p>DJ to liaise with Faculty ADTL's to help ensure this action is completed</p> <p>DJ to raise at FoSE Forum.</p> <p>List of willing UoP academics in relevant areas required.</p> <p>DJ and TTJ to set up programme/calendar of events across courses/</p>	<p>College CMT, T&L Board and CET, AAC Committee. FoSE Forum</p>	<p>DJ/TTJ/Selected UoP Academics</p>	<p>Ongoing</p> <p>Regular visits to Computing classes are already in place, this is dependant on availability of UoP staff though, and the DASS has arranged colleagues from Marine Biology to visit the college.</p> <p>Contact sent to Link tutors and ADEs</p>

4	<p>Consider updating reading lists in module outlines to ensure they contain the most relevant materials to seek standardisation of practice in quantity, quality and currency across modules.</p>	<p>DJ To contact ATS in first instance and request updated reading lists for DMDs</p>	<p>College CMT, T&L Board and CET,</p>	<p>DJ/ATS</p>	<p>Completed Initial email sent on 20th April 2021</p> <p>Reading lists updated in March 2023 during the module guide review occurring in the College</p>
5	<p>That a clear and transparent assessment strategy is developed and noted</p>	<p>DJ to review assessments on each module and consider, in conjunction with the tutor and relevant UoP staff (where appropriate) whether assessments are relevant and why we assess in this manner for these modules.</p> <p>Assessments need to continuously assess capabilities in written and spoken English and provide soft skills such as Presentation and Exam techniques.</p> <p>Staff/Teacher/Student Forum to discuss recommendation.</p>	<p>College CMT, T&L Board and CET, AAC Committee</p>	<p>DJ/PMC/ATS/Relevant UoP academics</p>	<p>Completed</p> <p>Assessment Strategy reviewed and in line with UoP Level 4 provision. Tutors encouraged to use CW based assessments unless Final exams necessary (such as maths , physics, accounting):</p> <p>March 2023: the use of AI in assessments Has meant that a further review is underway.</p>

6	<p>To review the roles of academic staff within the College and consider expanding these to provide opportunities for academic support commensurate with an academic tutor model, particularly in the period prior to transition to University to support students to move to this model and benefit from content and academic expertise.</p>	<p>In order for this one to occur it would take:</p> <p>Navitas UPE HR to review and change current tutor contracts and UPIC to review current budget to consider potential extra teaching cost.</p> <p>However: Navitas Academic Registry already looking into Personal Tutor model within the L&T Five Year plan.</p>	<p>College CMT/ Navitas UPE/Navitas Academic Registry</p>	<p>UPIC/Navitas UPE/Navitas Academic Registry</p>	<p>Ongoing but unlikely to complete in current format. ATS contracts and pay structures will not change.</p> <p>Navitas UPE Academic Registry L&T 5 year plan may hold the answer.</p>
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UPIC Five Year Plan Learning and Teaching Summary

Proposal		Proposed Actions/Needs	Reporting to	Person Responsible	Progress
1	<p>Increase Student Satisfaction and Net Promoter Score</p>	<p>Increase NPS through student enhancement, engagement and support</p>	<p>DASS/AR/CPD</p>	<p>DASS/SEM/SSO</p>	<p>Benchmark from 2022 Survey</p>
2	<p>Curriculum design to include relevant digital resources in the classroom</p>	<p>ATS to identify digital needs and report to DASS who can advise best options</p>	<p>DASS/AR/AAC</p>	<p>DASS/ATS</p>	<p>Ongoing. Several modules include relevant digital resources already</p>
3	<p>Student led assessments and Learning and Teaching</p>	<p>Ensure that tutors are aware of Learning and Teaching strategy. Tutor Observations to guarantee that Student based learning is taking place</p>	<p>DASS/AR/AAC</p>	<p>DASS/ATS</p>	<p>Ongoing. Part of Teaching and Learning Strategy and is in widespread use</p>
4	<p>Creation of separate Alumni based Student Council</p>	<p>Contact previous student council members to gauge interest. One to two meetings annually</p>	<p>DASS/CDP</p>	<p>DASS/SEM/SSO</p>	<p>Ongoing. Needs input of SEM and SSO</p>
5	<p>Increase the use of Successful UPIC Alumni in UoP Marketing Materials and Internships</p>	<p>Identification of suitable candidates for inclusion in marketing campaigns</p>	<p>CPD/DMA</p>	<p>SEM/SSO/DMA</p>	<p>Ongoing. Current students and Alumnus involved in YouTube video campaigns</p>

Nomenclature:

AAC	Academic Advisory Committee (meeting with Plymouth University - Academic Standards)
AR	Navitas Academic Registry
CD/P	College Director/Principal (Peter McDonnell)
CET	College Enhancement Team (Dr David Jones; Tobi Joseph-Johnson; Beverly Mellor; Student Representatives)
CMT	College Management Team (Peter McDonnell; Tim Gutsell; Dr David Jones).
SEM	Student Experience Manager (Tobi Joseph-Johnson)
SSO	Student Services Officer (Dionne Orrell, Chloe Swann, and Anita Lee)
CTLB	College Teaching & Learning Board (Peter McDonnell; Dr David Jones; Dr Martin Canty; Tobi Joseph-Johnson; Student Representatives)
DMA	Director of Marketing and Admissions
DASS	Director of Academic and Student Services (Dr David Jones)
SPMB	Strategic Partnership Management Board (meeting with Plymouth University – Strategic partnership matters)