

**Swansea University**



**Swansea University**  
**Prifysgol Abertawe**

**Quality Assurance Agency - Quality Enhancement Review**

**November 2020**

**Action Plan**

## Action Plan - QAA Quality Enhancement Review November 2020

The QAA identified the following commendations:

- The strategic focus on communication and dialogue with students that builds a strong sense of community and drives the institutional enhancement of the student experience.
- The strong focus on student partnership at the University that is embedded at all levels of the institution, and enables students to critically engage with the University's decision making.
- The agility and responsiveness of the actions taken by the University in response to the COVID-19 pandemic to maintain continuity in learning and teaching and the student experience.
- The University's proactive use of well-developed processes and procedures for the effective strategic management and operational development and review of its academic portfolio to ensure continued relevance of its programmes.
- The actions taken by the University in response to the COVID-19 pandemic to ensure the continued robustness of quality assurance processes and regulatory matters, including the introduction of the Safety Net policy, and the application of emergency learning, teaching, and assessment regulations and policies.

**The QER made no recommendations for action for the University.**

## Action Plan - QAA Quality Enhancement Review Report

Swansea University November 2020

The QER identified the following affirmations

April 2020

	Action	Deadline	Owner	Status
<b>Affirmations</b>				
<p><b>Affirmation 1</b> The steps being taken to review the institutional peer observation policy to ensure its full implementation and the systematic capture and dissemination of good practice and areas for development.</p>	<p>The University continues to ensure its mandatory Peer Observation policy is used to share new forms of good/innovative practice across the University and is embedded in the Professional Development Review (PDR) process.</p> <p>The University's review of its Peer Observation policy is twofold with the first being the annual review of PDR and promotions criteria; and the second the building of the new University Faculty Structure which will allow greater uniformity of process across the institution.</p> <p>Both of these processes will be used to inform the ongoing enhancement and review of the University's Peer Observation policy.</p>	September 2022	SALT & HR	On-going
<p><b>Affirmation 2</b> The measures being taken to address deficiencies that the University has identified in the accessibility and use of data for decision-making, evaluation and review purposes.</p>	<p>In 2019 the University's published its Learning and Teaching Strategy which sets out the University's aspirations for learning and teaching. The delivery of the L&amp;T strategy and its commitments is focused on six Pillars of Excellence. One of those six pillars is that the University's academic data systems and processes will support staff and students in the delivery of excellence in learning, teaching and assessment.</p> <p>By 2022, we will have</p> <ul style="list-style-type: none"> <li>mapped our data sources, systems and processes to have prioritised and secured areas of investment and resource needed</li> </ul>	2022 (phase one); 2025 (phase two)	LTQC & ADQC	On-going

	<b>Action</b>	<b>Deadline</b>	<b>Owner</b>	<b>Status</b>
	<ul style="list-style-type: none"> <li>• refined and resourced our quality systems and processes to maximise staff engagement and efficiency</li> <li>• empowered staff and students to have the capability to use the systems effectively</li> </ul> <p>By 2025, we will have</p> <ul style="list-style-type: none"> <li>• enabled staff and students to utilise sector best practice to inform our processes</li> <li>• embedded quality enhancement processes across the University</li> <li>• all staff and students utilising data and analytics to support their decision-making</li> </ul> <p><u>Implementation Plan</u></p> <p>There are two key aspects to the implementation of these objectives. The first is the development of the systems and processes for engaging with the data. The second is enabling staff and students to have the capability to use the systems effectively through training and online resources, thereby empowering staff and students to utilise data and analytics to support their decision-making. KPIs and actions for this objective include:</p> <ul style="list-style-type: none"> <li>• Increased # of staff and students trained in data systems</li> <li>• Increased # of staff and students using data</li> <li>• Roll out of Swansea Insights and learner analytics</li> <li>• Quality System review and alignment</li> <li>• Refine College ADQC action plns</li> <li>• Staff training and data culture project (to include - Power BI, Swansea Insights and StREAM)</li> <li>• Quality enhancement processes design</li> </ul>			

	<b>Action</b>	<b>Deadline</b>	<b>Owner</b>	<b>Status</b>
<b>Affirmation 3</b> The steps being taken by the University to enhance policy and practice in academic assessment and feedback in response to issues it has identified in student responses to internal and external survey data.	Revised Assessment and Feedback Policy 2020+ launched	September 2022	LTQC & Dean of Assessment & feedback	Complete
	Enhanced Code of Practice for Assessment & Feedback launched			In progress
	Development of central mechanism to monitor timeliness of feedback in development			In progress
	Development of Faculty-level assessment resources in development			In progress
	Review of Examinations (learning from Covid-19 changes) in progress			In progress
	Development of resources for bite-size assessment			In progress
	Reasonable Adjustments Policy in development			Complete
	Guidance for staff making Reasonable Adjustments launched			Complete
	Assessment and Feedback Enhancement more fully Embedded into the APR process.			Complete
	Assessment and Feedback Enhancement more fully embedded into Programme Approval Process (Dean of A&F is now a member of PAC)			Complete