ARDEN UNIVERSITY QUALITY ASSURANCE DOCUMENT QA 36 - ANNUAL MONITORING AND REVIEW

DELIEVRY PERIOD:	
PROGRAMME TITLE(S):	
AUTHOR(S) OF REPORT:	
EXTERNAL EXAMINER(S):	

1:   ACTION PLAN ARISING FROM (INSERT DATE) DELIVERY

Please reflect on the previous year's action plan and identify the impact of any changes made. Please also detail any actions that have not been completed and why.

2:   ENCHANCEMENTS TO STUDENT ACHIEVEMENT OR EXPERIENCE

Please detail any module and course level actions or initiatives taken that have demonstrably improved student performance or experience (please include data where applicable to show what improvement has occurred).

3:   MODULE PERFOMANCE STATISTICS

Please comment on any module with a pass rate below 75%, a pass rate below 75% including non-submissions (in which case the focus should be on why students are not submitting), and any blended campus with a pass rate more than 5% below the average blended pass rate for that module. For each module explain why the pass rate is below benchmark and detail what changes will be made, if any.

Distance Learning
Action required, by when, and by whom:
Blended Learning (Tower Hill)
Action required, by when, and by whom:
Blended Learning (Ealing)
Action required, by when, and by whom:
Blended Learning (Holborn)
Action required, by when, and by whom:
Blended Learning (Manchester)

Action required, by when, and by whom:
Blended Learning (Birmingham)
Action required, by when, and by whom:
Blended Learning (Berlin)
Action required, by when, and by whom:

4:   PROGRAMME PERFORMANCE STATISTICS

Please review the number of students enrolling and withdrawing and the reasons for withdrawal as well as the average credits achieved per cohort. Highlight any areas of concern and what steps will be taken to address these. For withdrawals please specifically address withdrawals due to academic failure. For progression please focus on any programme, venue, or cohort, where the average number of credits achieved is 40 credits or more below the expected number of credits achieved.

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Action required, by when, and by whom:
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Action required, by when, and by whom:
Blended Learning (Birmingham)
Action required, by when, and by whom:
Blended Learning (Berlin)

Action required, by when, and by whom:

5:   STUDENT FEEDBACK ON COURSES/MODULES

Please discuss any key themes, positive or negative, that have emerged from student feedback over the past year and what steps will be taken to address these.

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Blended Learning (Birmingham)
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Action required, by when, and by whom:

6:   EXTERNAL EXAMINERS

Please review the annual reports by external examiners, summarise themes from the reports and address any concerns raised.

Action required, by when, and by whom:

8:   PSRB AND OTHER EXTERNAL STAKEHOLDERs (WHERE APPLICABLE)

Please give details of any engagement with PSRBs or other external stakeholders that has taken place over the past 12 months and any changes made as a result or that need to be made in the coming year. Please also note any issues or areas of development that may have implications for PSRB provision.

Action required, by when, and by whom:

7:   SUMMARY REPORT FROM PROGRAMME LEADER

This section is for the programme leader to provide a BRIEF summary of the report and the key findings and areas for development over the coming year.

8: ACTION PLAN

Please complete the action plan below, all actions should be SMART. Please begin by identifying the issues that need to be addressed in the order of priority, then list the specific action or actions that will be taken to address each issue. Please also specify what benchmarks are to be achieved or how the success of the action will be monitored as well as the action owner, the deadline for completion of the action, and the committee to which the outcome is to be reported. If necessary extra rows can be added to the table.

Issues to address in priority order	Action(s) to be taken to resolve issues	Benchmarks to achieve/how the success of the action will be monitored	Action owner	Deadline for completion	Action to be reported to