



QUALITY ENHANCEMENT AND STANDARDS REVIEW: ACTION PLAN

Updated: March 2024

This plan provides the actions to be taken in respect of (i) Student Access to External Examiner Reports; and (ii) Pastoral Support. These actions are continued from the Enhancement-Led Institutional Review (ELIR) 4 process.

As part of the Education Committee governance, all Education Committees have representation from all Schools, which allows a two-way flow of communication between the Schools and University.

Overarching Area for Action	Associated Actions	Timelines	Responsible Person(s)	Responsible Committee and Monitoring	Update on Progress	Review Date
Student Access to External Examiner Reports	Communication to External Examiners to advise that their reports will be published and made available to students.	July 2023	Dean for Quality Assurance & Enhancement	QAC. Reports back via Annual Monitoring exercise for 2022/23.	Complete: A communication to External Examiners was issued on 3 July 2023.	-
	Communication to Schools to ensure upload of External Examiner Reports to organisation page on MyAberdeen.	July 2023	Dean for Quality Assurance & Enhancement	QAC. Reports back via Annual Monitoring exercise for 2022/23.	Complete: A communication to Schools was issued on 3 July 2023.	Annually (Ensure reports have been uploaded)
	Guidance to be developed regarding the publication of External Examiner Reports to describe the location of publication, naming conventions and the relevant process.	August 2023	Dean for Quality Assurance & Enhancement	QAC. Reports back via Annual Monitoring exercise for 2022/23.	Complete: Guidance for the publication of reports was developed and issued to Schools on 14 September 2023.	Annually (Review guidance)
	Inclusion of transparent information pertinent to the Organisation Area in MyAberdeen to be added to the annual staff communication for the updating of course handbooks and for induction/ orientation events at School-level.	August 2023	Dean for Quality Assurance & Enhancement	QAC. Reports back via Annual Monitoring exercise for 2022/23.	Complete: The staff communication was issued on 24 August 2023.	Annually (Review communication)
	Communication to Students to advise of uploaded External Examiner Reports to MyAberdeen.	August 2023	Schools / Student Experience	QAC. Reports back via Annual Monitoring exercise for 2022/23.	Complete: communications were issued to students by the end of September 2023.	Annually (Ensure communications have been issued)
	Amendments to the External Examiner Annual Report form to advise that reports will be published.	April 2023	Dean for Quality	QAC. Reports back via Annual Monitoring exercise for 2022/23.	Complete: the amended report was approved by Senate on 19 April 2023.	September 2024 (Review of form)

			Assurance & Enhancement			
Pastoral Support	Review and restructuring of public-facing pastoral UG and PGT support webpages to enhance the purpose and clarity of the personal tutor and pastoral guidance roles.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: Webpages revised and published for September 2023	June 2024 ahead of next AY (Review of Webpages)
	Restructuring of staff pastoral guidance staff web resources to aid staff in locating appropriate information for UG and PGT pastoral support.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: Webpages revised and published for September 2023	June 2024 ahead of next AY (Review of Webpages)
	Introduction of in-person staff training for pastoral support and guidance role.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: training delivered in September 2023 with further sessions planned throughout the academic year.	June 2024 ahead of next AY (Review of feedback from previous sessions)
	Introduction of an annual pastoral support and guidance staff/student information event to be included as part of BeWell/Mental Health Awareness week.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: BeWell/Mental Health Awareness week was delivered 9-13 th October 2023 and is an annual event.	June 2024 ahead of next AY (Review of feedback and communications)
	The Senior Pastoral Support Group will oversee and review the consistency and equity of the student experience, reporting to the Student Support and Experience Committee.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: forum currently exists and SSEC agenda will include pastoral support agenda item	June 2024 ahead of next AY (Review of SPS&GF Arrangements)
	Dissemination of information to staff pertinent to pastoral support to ensure they have the most up to date information about support available via Senior Personal Tutors within Schools.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: Information disseminated via staff newsletter, school communication, and SPT training packs for in-house training.	June 2024 ahead of next AY (Review of SPT Forum Arrangements)
	Communications to be issued to students pertinent to the pastoral support arrangements in their School to ensure they have the most up to date information about support available, including specific information in orientation and induction materials. ¹	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	Complete: pastoral support information shared with students prior to the start of, and throughout, the academic year.	June 2024 ahead of next AY (Review of communications)

¹ Information is disseminated to students via the Experience, Engagement and Wellbeing team, who coordinate student communications. Further information is disseminated via Senior Personal Tutors and the Senior Personal Tutor Forum.

	Review of PGT pastoral support to enhance consistency of provision and enhance student understanding and access to appropriate support networks.	Sept 2023	Dean for Student Support and Experience	UEC, via SSEC. Updates provided to Committee via SSEC Report to UEC.	In Progress: review will be overseen by SPSG and reported to relevant committees	June 2024 ahead of next AY ²
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² This action will be reviewed on an ongoing basis in order to ensure an equity of the student experience, and feedback will be captured as part of the ASES and PTES surveys. The data from these surveys inform discussions at SSEC and UEC. The SSEC has a standing item on pastoral support for discussion related to any pastoral support matters. All Schools are represented on both the SSEC and UEC, and thus the School representatives maintain a flow of communication between the Committee and Schools.