

Sotheby's INSTITUTE OF ART

Background:

The Quality Assurance Agency for Higher Education (QAA) is responsible for safeguarding the standards and improving the quality of higher education in the UK. Sotheby's Institute of Art in London underwent HE Review by the QAA in February 2016. The subsequent QAA report, published in May 2016, was extremely positive about the Institute's achievements and is available at:

<http://www.qaa.ac.uk/reviews-and-reports/provider?UKPRN=32871#.V5XvHrFwYdU>

This positive result is a clear endorsement of the hard work that has been completed across the Institute to maintain academic standards and to enhance the quality of our programmes. It provides independent confirmation of the quality of the broader student learning experience at Sotheby's Institute of Art - London.

The HE Review process requires the Institute to publish an action plan, in consultation with students, to address any recommendations and outline plans of how it will capitalise on the identified good practice.

Published:

July 27th 2016, updated 2nd March 2017

Sotheby's Institute of Art – London. HE Review Action Plan

QAA recommendation, affirmation or good practice	Action to be taken	Date for completion	Action by	Success indicators	Review Feb. 2017	Review Aug. 2017
Recommendations						
Further develop the means of recording and responding to an overview of all external examiner reports (Expectation B7).	Review of external examiners' reports added to terms of reference for Programme Committees and Academic Board, and included in quality planning cycle.	June 2016	Quality Team; Programme Teams	From Autumn 2016 Programme Committee and Academic Board minutes and annual monitoring reports reflect the scrutiny of reports and any ensuing actions.	Terms of Reference for Programme Committees and Academic Board approved at extraordinary Academic Board, July 2016, and reviewed and scrutinised at Faculty Planning Day, September 2016, and Academic Board, December 2016. External examiner reports reviewed at Programme Committees, November and December 2016. Overview of all available external examiner reports presented at Academic Board, December 2016.	
Establish clear terms of reference for, and	Comprehensive terms of reference	September 2016	Quality Team	Terms of reference approved and instituted	Terms of reference for Programme	

<p>the composition of, its committees (Expectations A2.1, A3.1, B1, B5, B7 and B8).</p>	<p>for all committees scrutinised by Academic Standards Committee and approved by Academic Board and Director for implementation from the start of the 2016-17 year. Quality planning cycle introduced to support timely and proactive use of the committee structure.</p>			<p>for the 2016-17 year. Minutes reflect enhanced approach to academic management and governance.</p>	<p>Committees, Academic Standards Committee and Academic Board agreed at extraordinary Academic Board, July 2016, and reviewed and scrutinised at Faculty Planning Day, September 2016, Academic Standards Committee, November 2016, and Academic Board, December 2016. Revised Terms of reference for all three committees establish clear reporting lines and composition, including participation of student representatives at all meetings. They include the review of external examiner and annual monitoring reports and actions arising from them. Annual planner for Academic Board business established and implemented for 2016-17 academic year.</p>	
<p>Articulate the strategy to fully embed</p>	<p>Student Engagement</p>	<p>September 2016</p>	<p>Quality Team; Programme</p>	<p>Student feedback mechanisms report</p>	<p>Student Engagement Strategy agreed at</p>	

students as partners at all levels (Expectation B5).	Strategy approved by Academic Board and Director for implementation at the start of the 2016-17 year.		Teams	enhanced levels of student satisfaction and greater participation in the academic governance of the Institute, including student representatives participating in Academic Board, Academic Standards Committee and Programme Committees.	extraordinary Academic Board, July 2016. Student Representative Role Description agreed at Academic Standards Committee, October 2016. Student Representative training sessions took place in October and November 2016. Student Representatives have been present at all committee meetings from autumn 2016. At a meeting with the Institute's Collaborative Academic Adviser from the University of Manchester in January 2017, representatives reported that they appreciated being involved in decision-making processes at the Institute and felt that the Institute was very responsive to their contributions.	
Ensure that all students have access to their programme intended learning outcomes	All intended learning outcomes to be posted onto Canvas LMS. All unit handbooks	September 2016	Quality Team; Programme Teams; IT Team	Internal audit confirms all ILOs are available and accessible to students.	All intended learning outcomes have been posted on Canvas LMS and have been checked by Programme	

(Expectation B6).	to contain unit ILOs.				Directors and the Quality Team.	
Ensure that the institution-wide annual monitoring process resolves and records all actions within an appropriate timeframe (Expectation B8).	Review of annual monitoring reports added to terms of reference for Programme Committees and Academic Board, and included in quality planning cycle.	September 2016		From Autumn 2016 Programme Committee and Academic Board minutes reflect the scrutiny of reports and any ensuing actions.	Terms of reference for Programme Committees and Academic Board approved at extraordinary Academic Board, July 2016, and reviewed and scrutinised at Faculty Planning Day, September 2016, and at Academic Board, December 2016. Annual monitoring reports were reviewed at Programme Committees in November and December 2016 and overviews were given by Programme Directors at Academic Board, December 2016.	
Formalise the procedure which ensures clear lines of responsibility for, and accuracy of, information (Expectation C).	Information Protocol agreed and implemented.	September 2016	Quality Team; Marketing Department; Programme Directors and Coordinators	Internal/external audits confirm the protocol is adhered to and information is accurate.	Information Protocol approved at extraordinary Academic Board, July 2016, and reviewed and scrutinised at Faculty Planning Day, September 2016.	
Good practice						

<p>The effective management of the admissions process which impacts on student satisfaction and achievement (Expectation B2).</p>	<p>Continue to monitor and respond to student feedback on the effectiveness of the Admissions process. Continue to note any changes in visa regulations and other external factors affecting admissions procedures and communicate changes promptly to prospective students. Continue to communicate the admissions procedures and policies so that they are clear and visible to all prospective students. Ensure supporting services continue to enhance the student admissions process.</p>	<p>Ongoing</p>	<p>Admissions Team; Quality Team; Student Support; Library; IT Teams</p>	<p>Student feedback demonstrates high and improving levels of satisfaction with the admissions process.</p>	<p>Student feedback Student feedback on Admissions process was gathered by electronic surveys in autumn 2016. A feedback meeting with students on Tier 4 visas will be held in March 2017.</p> <p>Changes in external framework and their communication to prospective students Admissions Department attended Independent HE visa briefing for updates, November 2016. Changes to visa requirements were communicated to all deferred Tier 4 students and added to Welcome Website, November 2016. Statement on Brexit and Brexit FAQ page will be added to website, January 2017. Postgraduate loans statement to be added to Financial Aid documents on</p>	
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					<p>Welcome Website if and when confirmed. All Admissions documents reviewed and updated for each cohort in light of Competition and Markets Authority guidelines.</p> <p>Enhancing the admissions process Applicants' emails monitored and answered with one working day. Telephone answering service expanded for out of hours. Office working hours extended to reflect needs of applicants 8:30-18:00. Reference Form added to website to improve admissions process. Enhanced enrolment form included on Welcome Website.</p>	
The distinctive and shared staff and student research environment which contributes to student learning opportunities	Continue to review potential for renewed PhD provision. Explore mechanisms to	Ongoing September 2017	Academic staff; Quality Team	Enhanced and expanded evidence of dissemination of student research and of staff/student research activity.	Introduction of the option of practice-based MA dissertations across all MA programmes, 2016-17. Preparations have	

(Expectation B3).	enable further dissemination of student research outcomes.				begun for shared staff and student research seminars in the field of contemporary art. Discussions have been initiated about the publication of outstanding MA dissertations in the field of art business.	
The range and quality of support that enables students to fully engage with their studies (Expectation B4).	Implementation of Student Engagement Strategy. Launch of student counselling service. Approve and implement Disability Access Policy. Partnership with University of London Housing Service to better support student accommodation needs. Development of personalised training programme to support students' skills in using the Canvas LMS. Library refurbishment to create additional	September 2016 September 2016 June 2016 June 2016 Ongoing August 2016	Student Support; Library; Careers Department; Facilities Department; Quality Team	Student feedback which reflects high levels of engagement with learning. Indicators of continued high levels of academic performance.	Student Engagement Strategy implemented. Formal launch of the student counselling service in September 2016 which has been accessed by 17 students and has delivered over 60 hours of one to one counselling to date. Disability Access Policy approved and implemented. To date a total of 120 students have accessed the University of London Housing Service database. More personalised training programme to support students' skills in using Canvas LMS implemented at programme level.	

	<p>study spaces. Continue to monitor usage of both print and electronic resources and continuously evaluate their relevance to teaching and learning at the Institute.</p>	Ongoing			<p>Complete refurbishment of the Library undertaken in summer and autumn 2016, in consultation with students, in order to create additional study space – impact under review. Ongoing monitoring of the usage of both print and electronic resources and continuous evaluation of their relevance to teaching and learning at the Institute.</p>	
<p>The proactive and comprehensive approach to career development that contributes to student employability (Expectation B4).</p>	<p>Continued development of alumni network to strengthen communication between current and former students. Continued development of students' employability through continuing to enhance relationships with employers.</p>	<p>September 2017</p> <p>September 2017</p>	<p>Director of Career Services; Academic faculty; Quality Team</p> <p>Director of Career Services</p>	<p>Student feedback. Enhanced alumni database.</p> <p>Improved employment and employer data.</p>	<p>The Careers Service has continued to strengthen links with employers through the Art Business Foundations and Placement Semester Course and has built on these links through outreach to a wider range of art world employers. A strategy for enhancing the alumni network, to strengthen communication between current and former students, is</p>	

					<p>currently being developed, and this will include more networking opportunities for students to meet with alumni, and more cross-programme and cross-sector networking. The Art Publishers' Fair and the Art World Careers Fair will again be held at the Institute this academic year, along with a changing programme of employer talks, site visits and career management workshops. A new work placement elective unit has received approval of validation by the University of Manchester for introduction in 2017-18. The Careers Service is in the process of commissioning a new Careers and Alumni online platform to enable more effective management of communications. The Service will</p>	
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					continue the development of services specifically for students on Tier 4 visas.	
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