

Guidance on the
Continuous Enhancement
Planning (CEP)
Process



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1 New for 2024-25

In response to feedback from Programme Leaders and Reviewers, the Continuous Enhancement Planning (CEP) process and application have been further improved. A modified version of the CEP application is now active. Here are the main changes that have been made:

- You may include innovative practice in the contextual statement, that has resulted in measurable improvement to their programme.
- When you select 'No Action Required' from the drop-down menu under 'Issue', this will automatically change the setting from 'Medium' to 'Complete' under 'Action'.
- EE reports recommendations must be included and where there are 'none' this should be noted as such by clicking 'no action required' in the issue column and not recorded as a 'live' action.
- When the reviewer ticks the 'complete' box, the setting of the box included in 'Action' will automatically go to 'complete'.
- Once an action has been completed and it is signed off by the ADOS AQA (or another assigned reviewer) it will be hidden. There is a box that can be ticked to make the completed actions visible again.
- The date when completed action points are archived has been put back to the 31st of July.
- Two new [University benchmarks](#) have been added for this year: for Graduate Outcomes you will need to create an action if the programme doesn't reach the threshold set by the OfS and for SVQs there needs to be an action for those programmes with a response rate of less than 35%
- ADoSs AQA will develop a risk-based schedule for reviewing action plans. This may include a meeting with the Programme Leader (face-to-face or via Teams), either individually or in groups.
- New members can now be added to the CEP by emailing the details of the member of staff together with their role/ the reason why they need to be able to access the CEP system to as-systems@herts.ac.uk.
- Not new but a reminder: the current action plan needs to be discussed at each programme committee meeting.

2 Introduction

This guidance applies to the continuous monitoring of all Herts based taught programmes of study, including on-line provision. It includes information on the new features added to CEP since the last academic year.

2.1 An overview of the Continuous Enhancement Planning (CEP) Process

The purpose of Continuous Enhancement Planning (CEP) is to assure the quality of the University's taught provision and enhance the student learning experience through incremental and focussed improvement at all levels. CEP will support programme teams in their continual efforts to maintain academic standards; to improve the quality of learning opportunities; to enhance the student learning experience by an ongoing, evidence informed monitoring process; and allow School/Department and University oversight to identify and develop strategic improvement initiatives. CEP adopts a risk-based approach to the extent that it will be informed by core and split metrics and qualitative evidence which will allow programme teams to

understand where to focus improvement measures. It is right touch, not light touch. It is action orientated with clear ownership of those prioritised actions.

The CEP is a live process with continuously available action plans, which allow programme teams to manage and track actions, ensuring actions are resolved or escalated in a timely manner.

2.2 The role of the Programme Leader and team

All Programme Leaders / Teams are asked to ensure that they:

- maintain the CEP action plan on behalf of the Programme Committee;
- monitor and update the CEP action plan;
- consult University generated data after each specified CEP Review Point and develop action points;
- are robust in their interrogation of the data;
- develop action points for all recommendations made by the External Examiner;
- review Action Plans to check for the completion of actions by the stated deadline;
- monitor the impact of actions;
- respond to reviewer comments in a time frame agreed with the ADoS (AQA);
- attend and engage in specified enhancement events;
- make use of the 'on-going development' section of the Action Plan - this will enable areas of good practice at programme and module level possibly adopted from the School Enhancement Events to be visible in action plans;
- actively consider the CEP Action Plan at each meeting of the programme committee.

2.3 The role of the Associate Dean of School (AQA)

Associate Deans of School (AQA) are asked to:

- review the list of programmes on the CEP database for accuracy;
- set up CEP review meetings with Programme Leaders, ADoS(AQA) and ADAQA to discuss CEP actions and impact for all programmes considered to be most at risk. However, it is important to remember that the process is intended to be risk- based and that meetings are not required for all programmes and certainly not each time data is released;
- promote the CEP workshops and resources as well as the CAQA data workshop, to improve the quality of the action plans;
- plan some School based CEP workshops to further support existing and new Programme Leaders;

In addition, Associate Deans of School (AQA) are asked to:

- ensure the School enhancement event take place;
- maintain oversight of the School's CEP action plans;
- sign off completed action in the CEP database;

- check data set from red rated data on Tableau, External Examiner reports, SVQ's and qualitative student feedback that require actions points have been included in the CEP action plan;
- check the timescale initiated for the action are appropriate;
- works with others to advise programme teams on the appropriateness of the actions and the response times, and to evaluate the impact of actions
- ensure External Examiner receive a snapshot of the CEP action plan with the response to their annual report;
- work with others (ADLT, ADAQA, LTIC) to develop and deliver training as required;
- work with their ADoS(L&T), the Associate Director of AQA (CAQA) and Learning and Teaching Specialist (CLASS) allocated to the School to prepare a **risk-based** schedule of how the CEP Action Plan for each programme in the School will be reviewed during the forthcoming academic year and how Programme Leaders will be supported in developing their programme's Action Plan. Relevant Subject Heads/Heads of Department/Professional Leads should be consulted. This Schedule is to be presented to the first SAC meeting of the academic year;
- submit an annual report to ASAC which includes a summary of the key issues arising from the School's CEP action plans.

2.4 The role of the Associate Director of Academic Quality Assurance

Associate Directors of Academic Quality Assurance are asked to:

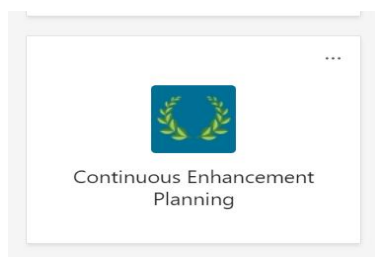
- meet with Programme Leaders and ADoS (AQA) to discuss CEP actions and impact for all programmes considered to be most at risk.
- Review CEP action plans and review School wide data analysis on Tableau (risk-based approach)
- report to the School Academic Committee on:
 - a) areas of good practice
 - b) areas for improvement
 - c) support required by programme teams and
 - d) how that support will be shared with others (e.g. ADLT, ADoS (AQA), LTIC)

3 Accessing the Continuous Enhancement Planning Action Plan

All relevant staff have been permitted access. If you cannot access this data base, then please contact your Associate Dean (AQA), who can make sure you are added.

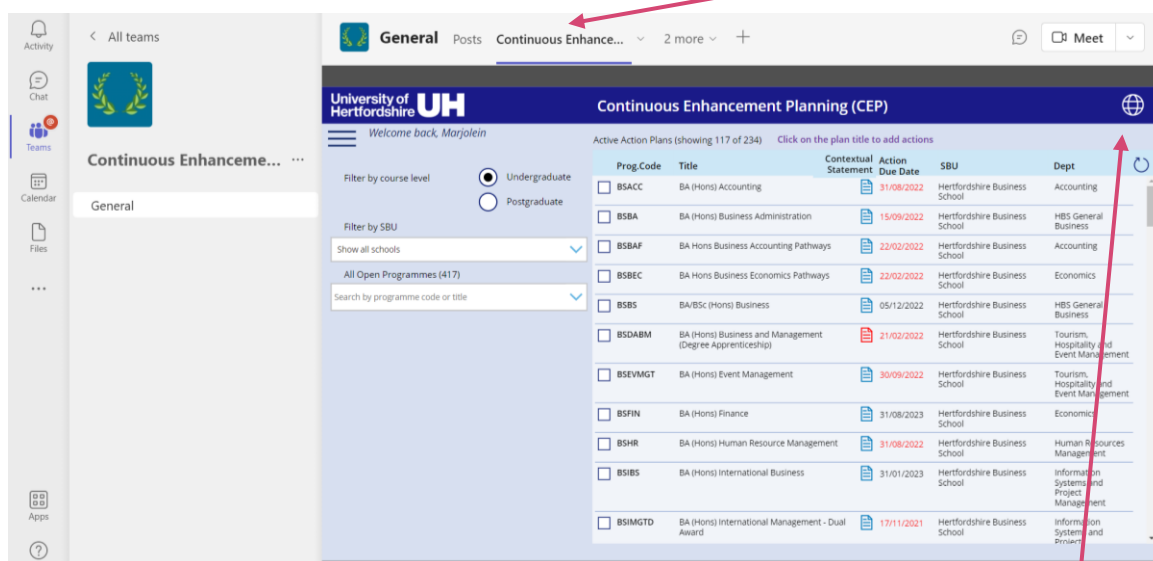
Your Associate Dean (AQA) and Associate Director (AQA) are now able to assign you a specific role, if needed, once you have been added to access the CEP date base.

Locate the channel in MS Teams and open. You will find this under 'Teams':



3.1 Landing page

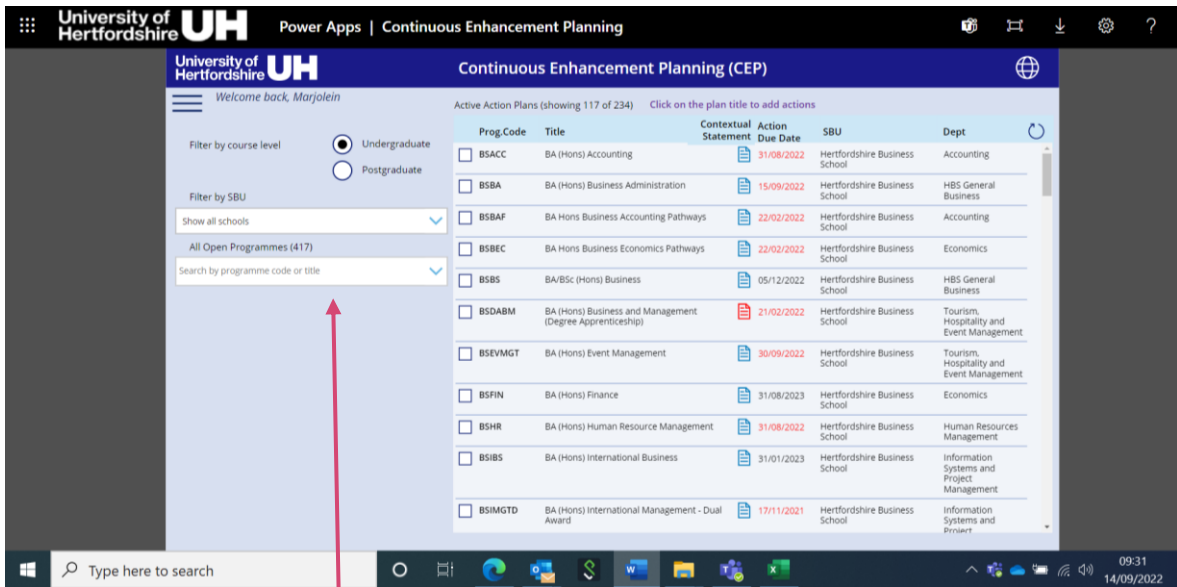
The CEP home page can be found under the Continuous Enhancement Planning tab.

A screenshot of the Microsoft Teams interface showing the 'Continuous Enhancement Planning (CEP)' channel. The channel name is highlighted in red. The page displays a list of 'Active Action Plans (showing 117 of 234)'. The list has columns for 'Prog.Code', 'Title', 'Contextual Statement', 'Action Due Date', 'SBU', and 'Dept'. A red arrow points from the 'Continuous Enhance...' tab in the top navigation bar to the 'Continuous Enhancement Planning (CEP)' header. Another red arrow points from the globe icon in the top right corner of the CEP page to the text in section 3.2.

Prog.Code	Title	Contextual Statement	Action Due Date	SBU	Dept
<input type="checkbox"/> BSACC	BA (Hons) Accounting		31/08/2022	Hertfordshire Business School	Accounting
<input type="checkbox"/> BSBA	BA (Hons) Business Administration		15/09/2022	Hertfordshire Business School	HBS General Business
<input type="checkbox"/> BSBAF	BA (Hons) Business Accounting Pathways		22/02/2022	Hertfordshire Business School	Accounting
<input type="checkbox"/> BSSEC	BA (Hons) Business Economics Pathways		22/02/2022	Hertfordshire Business School	Economics
<input type="checkbox"/> BSBS	BA/BSc (Hons) Business		05/12/2022	Hertfordshire Business School	HBS General Business
<input type="checkbox"/> BSDABM	BA (Hons) Business and Management (Degree Apprenticeship)		21/02/2022	Hertfordshire Business School	Tourism, Hospitality and Event Management
<input type="checkbox"/> BSEVMGT	BA (Hons) Event Management		30/09/2022	Hertfordshire Business School	Tourism, Hospitality and Event Management
<input type="checkbox"/> BSFIN	BA (Hons) Finance		31/08/2023	Hertfordshire Business School	Economic
<input type="checkbox"/> BSHR	BA (Hons) Human Resource Management		31/08/2022	Hertfordshire Business School	Human Resources Management
<input type="checkbox"/> BSIBS	BA (Hons) International Business		31/01/2023	Hertfordshire Business School	Information Systems and Project Management
<input type="checkbox"/> BSIMGTD	BA (Hons) International Management - Dual Award		17/11/2021	Hertfordshire Business School	Information System and Project

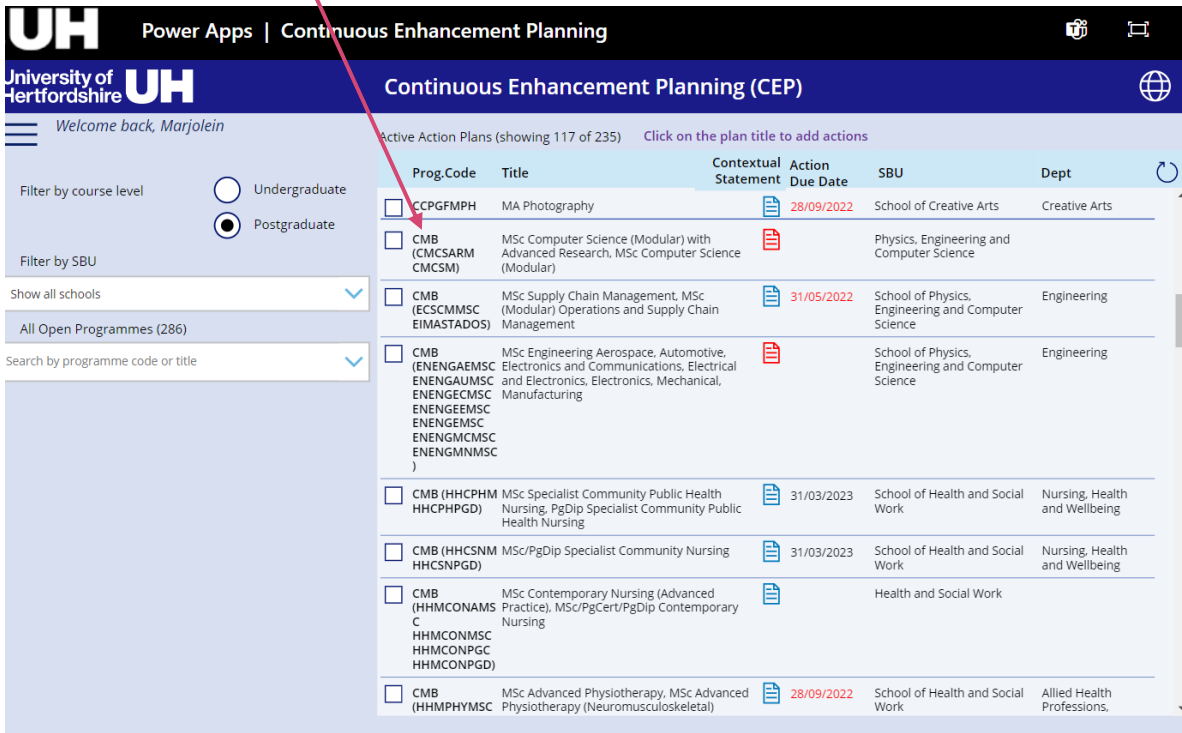
3.2 Editing screen

You can work on the CEP action plan on this page but by clicking on the globe icon, you can open the CEP in your web browser, which you may find easier to edit it (see next image):

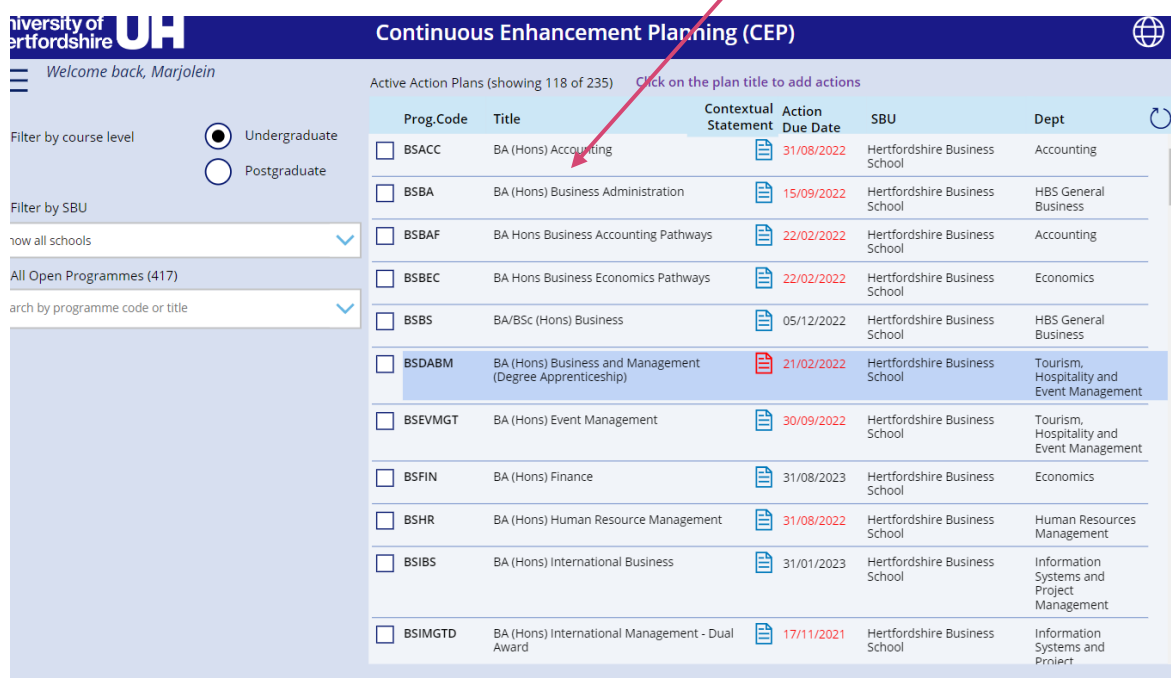


Programmes can be filtered on the left-hand side of the page by course level, Undergraduate or Postgraduate, and by SBU. The default is a list of all UG or PG programmes but once you have chosen a School, this list is narrowed down to the School's UG or PG programmes.

NB. Combined action plans have been created for some programmes, as requested by the relevant Schools. These are indicated as CMB (Combined) in the list of programmes under the Programme Code column:



To open the action plan screen, click on the programme title.



University of Hertfordshire UH

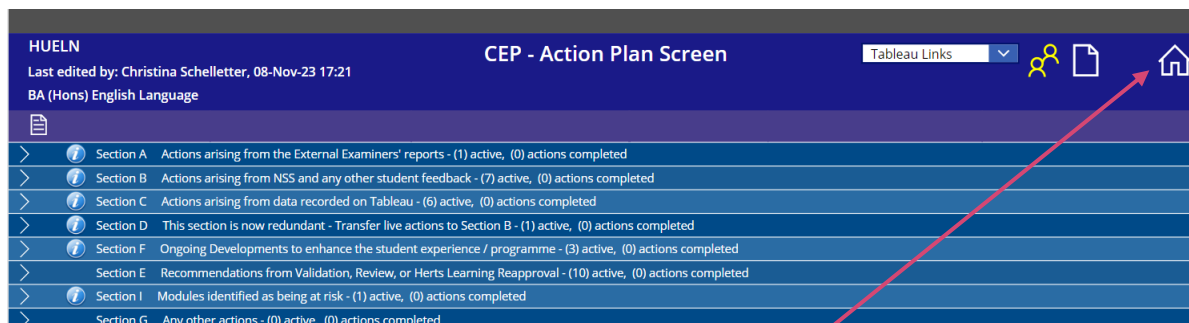
Continuous Enhancement Planning (CEP)

Welcome back, Marjolein

Active Action Plans (showing 118 of 235) Click on the plan title to add actions

Prog.Code	Title	Contextual Statement	Action Due Date	SBU	Dept
<input type="checkbox"/> BSACC	BA (Hons) Accounting		31/08/2022	Hertfordshire Business School	Accounting
<input type="checkbox"/> BSBA	BA (Hons) Business Administration		15/09/2022	Hertfordshire Business School	HBS General Business
<input type="checkbox"/> BSBAF	BA Hons Business Accounting Pathways		22/02/2022	Hertfordshire Business School	Accounting
<input type="checkbox"/> BSBEC	BA Hons Business Economics Pathways		22/02/2022	Hertfordshire Business School	Economics
<input type="checkbox"/> BSBS	BA/BSc (Hons) Business		05/12/2022	Hertfordshire Business School	HBS General Business
<input type="checkbox"/> BSDABM	BA (Hons) Business and Management (Degree Apprenticeship)		21/02/2022	Hertfordshire Business School	Tourism, Hospitality and Event Management
<input type="checkbox"/> BSEVMGT	BA (Hons) Event Management		30/09/2022	Hertfordshire Business School	Tourism, Hospitality and Event Management
<input type="checkbox"/> BSFIN	BA (Hons) Finance		31/08/2023	Hertfordshire Business School	Economics
<input type="checkbox"/> BSHR	BA (Hons) Human Resource Management		31/08/2022	Hertfordshire Business School	Human Resources Management
<input type="checkbox"/> BSIBS	BA (Hons) International Business		31/01/2023	Hertfordshire Business School	Information Systems and Project Management
<input type="checkbox"/> BSIMGTD	BA (Hons) International Management - Dual Award		17/11/2021	Hertfordshire Business School	Information Systems and Project Management

This opens the CEP Action Plan Screen:



HUELN

CEP - Action Plan Screen

Last edited by: Christina Schelletter, 08-Nov-23 17:21

BA (Hons) English Language

Tableau Links

- Section A Actions arising from the External Examiners' reports - (1) active, (0) actions completed
- Section B Actions arising from NSS and any other student feedback - (7) active, (0) actions completed
- Section C Actions arising from data recorded on Tableau - (6) active, (0) actions completed
- Section D This section is now redundant - Transfer live actions to Section B - (1) active, (0) actions completed
- Section F Ongoing Developments to enhance the student experience / programme - (3) active, (0) actions completed
- Section E Recommendations from Validation, Review, or Herts Learning Reapproval - (10) active, (0) actions completed
- Section I Modules identified as being at risk - (1) active, (0) actions completed
- Section G Any other actions - (0) active, (0) actions completed

To go back to the list of programmes click on the home icon.

4 Setting up your Programme Action Plan

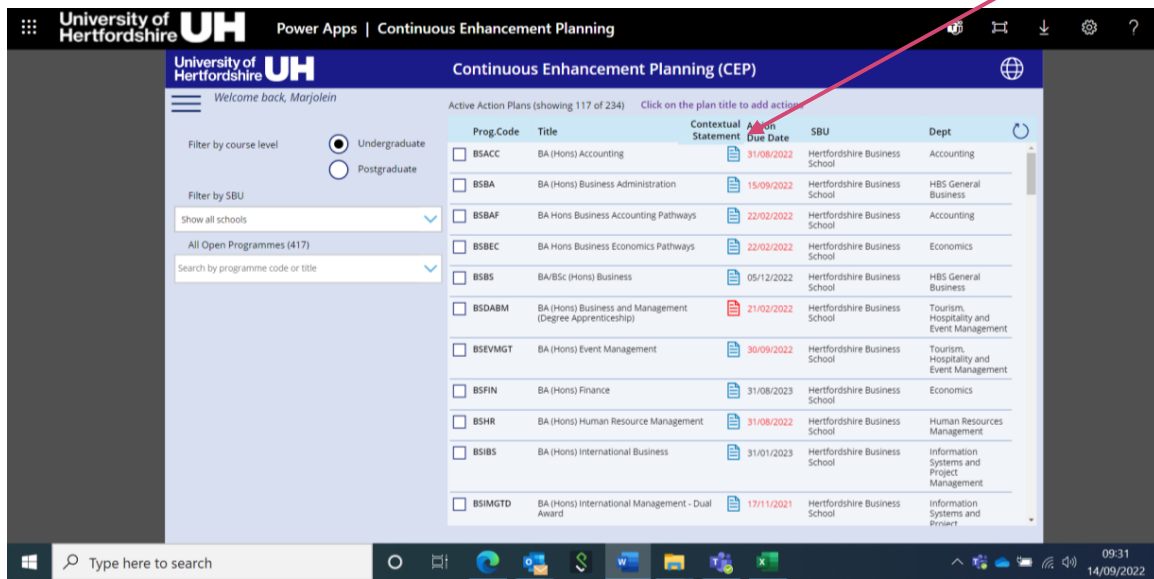
4.1 Adding a context statement to your Programme Action Plan

A context statement is required for all programmes.

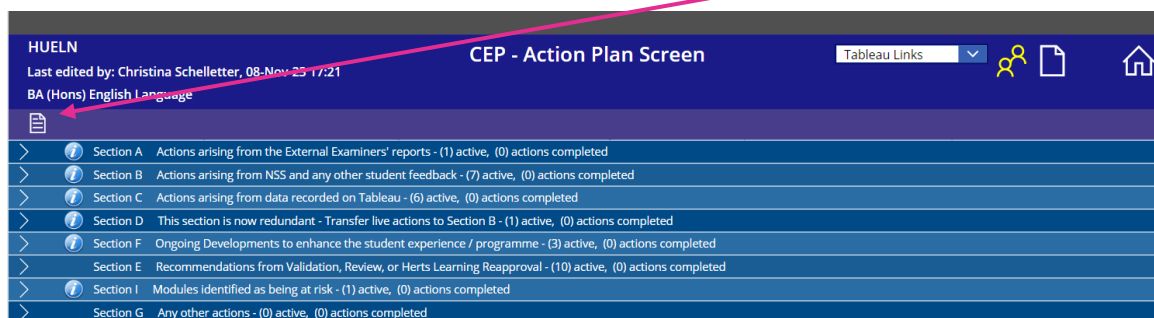
The context statement sets the scene for the programme. It will include general information: number of students on programme, when it starts, number of semesters it runs in, PSRB approved/accredited, basic student information, e.g. demographics, and any other noteworthy information. This does not require an annual update, but you will need to change it if there are significant changes to the operation of the programme, e.g. if a Semester B intake is added.

The context statement is also the place to include innovative practice that has resulted in measurable improvement to your programme.

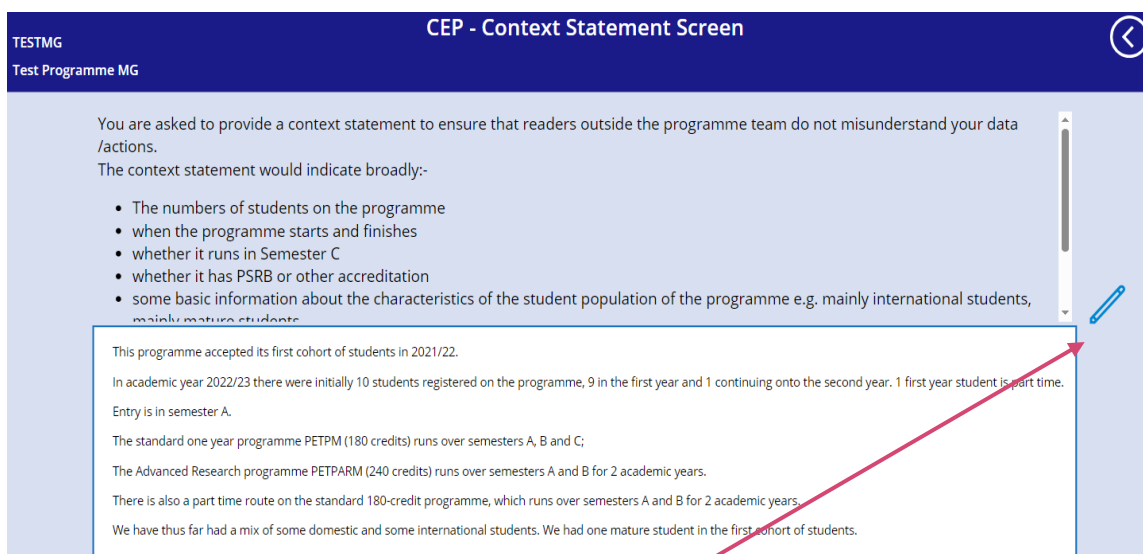
To add a context statement, identify your programme and then click on the page icon under 'Contextual Statement':



You can also access the context statement via the page icon on the action plan screen:



Clicking on the page icon from either place opens the Context Statement Screen:

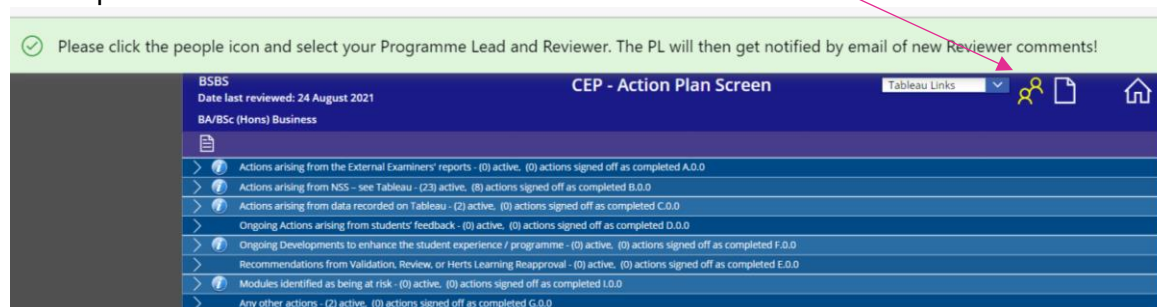


To edit the context statement, click on the pencil icon.

Once completed click the  to return to the previous page.

4.2 Programme Leader(s) and Reviewers assigned to a programme

At the top of the Action Plan there is a people icon. Here you can see which Programme Leader and Reviewer have been assigned to the plan (in the case of combined Programme action plans which have more than one PL contributing to the combined plan), who will be able to write action points.



4.3 The Programme Leader and reviewer receive notifications:

The Programme Leader will receive an automated notification email if there are new comments from the AQ Reviewer and vice versa. The workflow checks the Action Plans three times a day at 7am, 11am and 3pm (GMT) to send notification emails.

Example of a notification email:

From: flowservice, UH <flowservice@herts.ac.uk>

Sent: 19 August 2022 15:30

To: Anthony Crook <t.crook@herts.ac.uk>

Subject: TEST - Ignore - New Review Comments Available for TEST_COURSE, Test purposes only

Dear Anthony,

This is an automated email to let you know Fiona Crawford has reviewed TEST_COURSE, Test purposes only

Click this [link to the action plan](#) to read their comments.

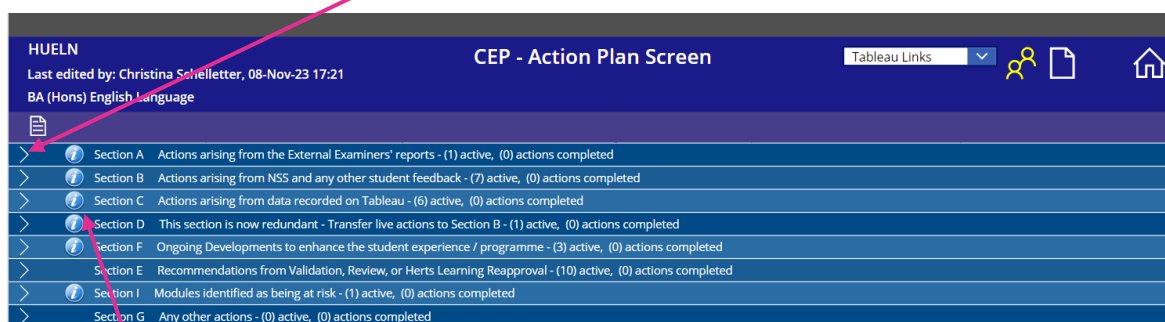
Kind regards,
Microsoft Workflow Service

5 Accessing the action sections of the CEP Action Plan

There are eight action sections in the action plan:

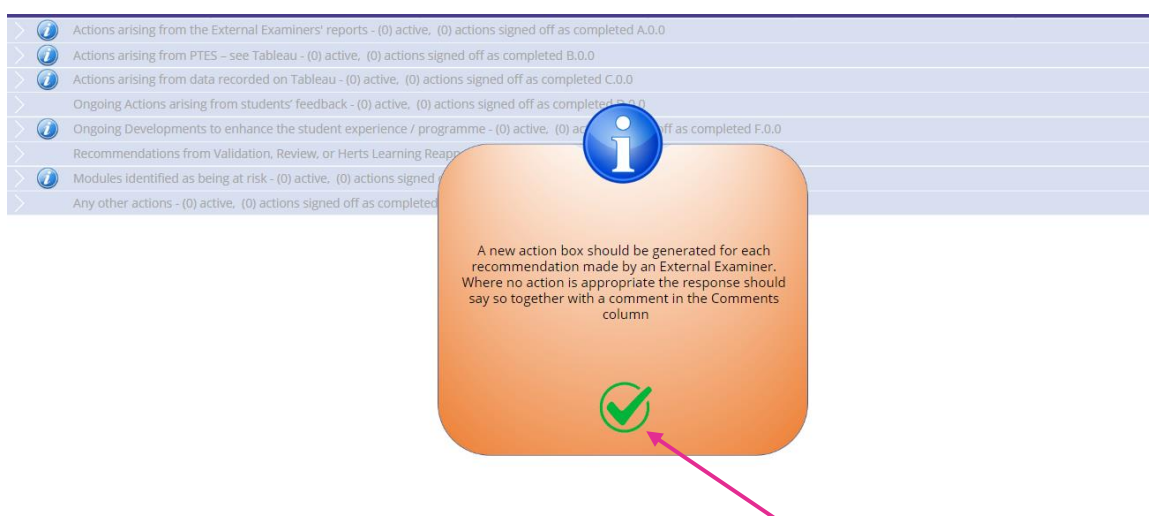
- Section A: Actions arising from the External Examiners' report
- Section B: Actions arising from NSS data (UG)/ PTES (PG) and any other student feedback
- Section C: Actions arising from data recorded on Tableau
- Section D – this is now redundant because it has been merged with section B
- Section E: Recommendations from Validation, Review or Herts Learning Reapproval
- Section F: Ongoing development to enhance the student experience/programme
- Section I: Modules identified as being at risk
- Section G: Any other actions

To **open each section**, click on the > arrow on the left of the tab:



Information icon

The information icons give information of how to complete the section, e.g. for the first line (EE reports), this says:



You can close the information box by clicking on the green tick.

6 How to fill in the Action Plan boxes

Per section there are the following boxes to complete by the Programme Leader: Issue, Action, Criteria for Success, Ownership/responsibility, Progress/completion comments, Reviewers comments.

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion Comments	Reviewers Comments
Section A Actions arising from the External Examiners' reports - (1) active, (0) actions completed					
A.1.0	Select from list	Due date: 11 Feb 2024 Medium			
Section B Actions arising from NSS and any other student feedback - (0) active, (0) actions completed					
Section C Actions arising from data recorded on Tableau - (0) active, (0) actions completed					
Section D This section is now redundant - Transfer live actions to Section B - (0) active, (0) actions completed					
Section F Ongoing Developments to enhance the student experience / programme - (0) active, (0) actions completed					
Section E Recommendations from Validation, Review, or Herts Learning Reapproval - (0) active, (0) actions completed					
Section I Modules identified as being at risk - (0) active, (0) actions completed					
Section G Any other actions - (0) active, (0) actions completed					

6.1 Issues

The Issue box is used to identify the **issue**: please ensure the issue is clearly described so that reviewers and other readers gain a good grasp of the issue. Quantitative or qualitative evidence should be used to illustrate the precise nature of the issue and confirm its significance.

Each section now has a drop-down menu under 'Issue', including an option '**No Action Required**'. When you select 'No Action Required' from the drop-down menu under 'Issue', this will automatically change the setting from 'Medium' to 'Complete' under 'Action':

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion Comments	Reviewers Comments
Section A Actions arising from the External Examiners' reports - (1) active, (0) actions completed					
A.1.0	No Action Required	Due date: 29 Dec 2024 Complete			
Section B Actions arising from NSS and any other student feedback - (0) active, (0) actions completed					
Section C Actions arising from data recorded on Tableau - (0) active, (0) actions completed					
Section D This section is now redundant - Transfer live actions to Section B - (0) active, (0) actions completed					
Section F Ongoing Developments to enhance the student experience / programme - (0) active, (0) actions completed					
Section E Recommendations from Validation, Review, or Herts Learning Reapproval - (0) active, (0) actions completed					
Section I Modules identified as being at risk - (0) active, (0) actions completed					
Section G Any other actions - (0) active, (0) actions completed					

If there is an **issue** that requires more than one action, click on the blue/green icon to add rows. These will become A1.1, 1.2, 1.3 etc.

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion Comments	Reviewers Comments
Actions arising from the External Examiners' reports - (1) active, (0) actions signed off as completed A.0.0					
A.1.0	Select from list	Due date: 13 Dec 2022 High			
Actions arising from NSS - see Tableau - (0) active, (0) actions signed off as completed B.0.0					

If there is more than one issue that requires an action, you can add new rows by clicking on the green icon. These will become A.2.0, A.3.0...


Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion Comments	Reviewers Comments
Actions arising from the External Examiners' reports - (1) active, (0) actions signed off as completed A.0.0					
A.1.0	Select from list	Due date: 13 Dec 2022 High			
Actions arising from NSS - see Tableau - (0) active, (0) actions signed off as completed B.0.0					

To delete rows not required, click on the red circle:

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion	Comments	Reviewers Comments
Actions arising from the External Examiners' reports - (2) active, (0) actions signed off as completed A.0.0						
A.1.0	Select from list	Due date: 14 Dec 2022 High				
A.1.1	Select from list	Due date: 14 Dec 2022 High				

You will get a safety reminder when deleting a row:

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion	Comments	Reviewers Comments
Actions arising from the External Examiners' reports - (2) active, (0) actions signed off as completed A.0.0						
A.1.0	Select from list	Due date: 14 Dec 2022 High				
A.1.1	Select from list	Due date: 15 Dec 2022 High				



Are you sure you want to delete the whole row?

You should not delete completed actions!

✗ Cancel
 ✓ Delete

The 'NSS/PTES' and the 'Data recorded on Tableau' sections both have additional drop-down options. Action can be added under the correct heading e.g. teaching etc.

Actions arising from **NSS**:

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion	Comments	Reviewers Comments
Section A Actions arising from the External Examiners' reports - (1) active, (0) actions completed						
Section B Actions arising from NSS and any other student feedback - (1) active, (0) actions completed						
I.1.0	Select from list	Due date: 11 Feb 2024 Medium				
	Teaching on my course					
	Assessment & Feedback					
	Academic support					
	Learning Resources					
	Student Voice					
	Other Student Feedback					
	Select from list					
Section F Recommendations from Validation, Review, or Herts Learning Reapproval - (0) active, (0) actions completed						

Actions arising from **data recorded on Tableau**:

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion	Comments	Reviewers Comments
> ?	Actions arising from the External Examiners' reports - (1) active, (0) actions signed off as completed A.0.0					
> ?	Actions arising from NSS - see Tableau - (1) active, (0) actions signed off as completed B.0.0					
> ?	Actions arising from data recorded on Tableau - (1) active, (0) actions signed off as completed C.0.0					
1.1.0	Select from list	Due date: 14 Dec 2022 High				
	No Action Required					
	Awards 'Good Degrees'					
	Graduate Outcomes Data					
	Non-continuation Data					
	Value Added Data					
	Withdrawal Data					
		from students' feedback - (1) active, (0) actions signed off as completed D.0.0				
		to enhance the student experience / programme - (1) active, (0) actions signed off as completed F.0.0				

Tableau data

To retrieve Tableau data, you need to go into Tableau. The CEP action plan now has direct links to different types of Tableau data via a 'Tableau Links' drop-down menu. These open up in a new browser window. If you are not on campus, you need to access Pulse Secure for this:

HEMCS CEP - Action Plan Screen

Last edited by: BA (Hons) Mass Communications

Tableau Links dropdown menu:

- Tableau Links
- Admissions
- Awards
- Continuation
- Course Profile
- MGPs (pre resits)
- MGPs (post resits)
- NSS

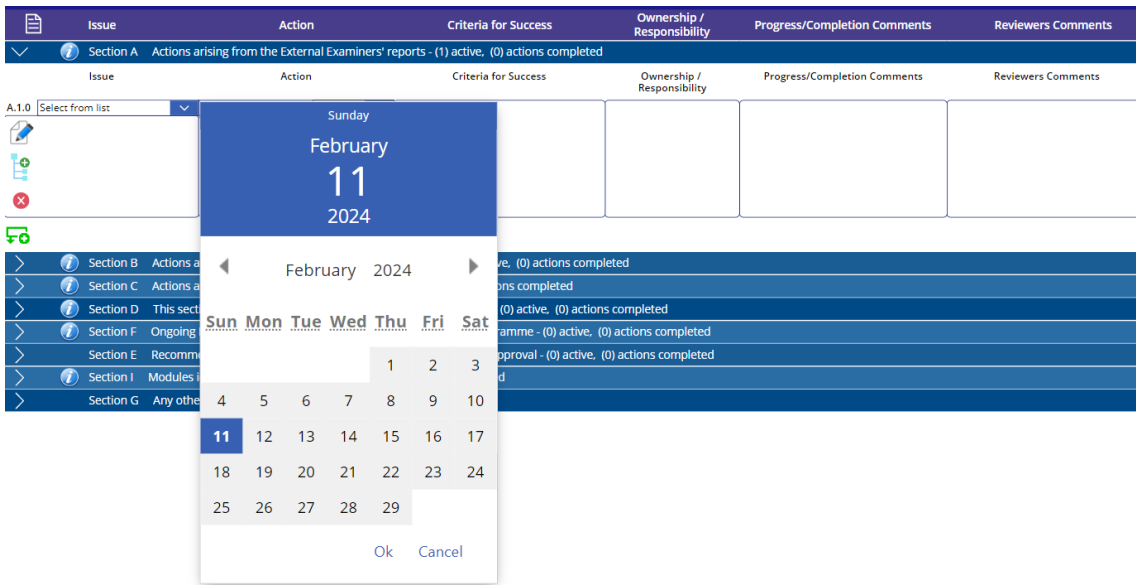
The section 'Modules identified as being at risk', also has its own drop-down menu:

Issue	Action	Criteria for Success	Ownership / Responsibility	Progress/Completion	Comments	Reviewers Comments
> ?	Section A Actions arising from the External Examiners' reports - (0) active, (0) actions completed					
> ?	Section B Actions arising from NSS and any other student feedback - (0) active, (0) actions completed					
> ?	Section C Actions arising from data recorded on Tableau - (0) active, (0) actions completed					
> ?	Section D This section is now redundant - Transfer live actions to Section B - (0) active, (0) actions completed					
> ?	Section F Ongoing Developments to enhance the student experience / programme - (0) active, (0) actions completed					
> ?	Section E Recommendations from Validation, Review, or Herts Learning Reapproval - (0) active, (0) actions completed					
> ?	Section I Modules identified as being at risk - (1) active, (0) actions completed					
1.1.0	Select from list	Due date: 11 Feb 2024 Medium				
	No Action Required					
	Module failure rates					
	Other					
		Section G Any other actions - (0) active, (0) actions completed				

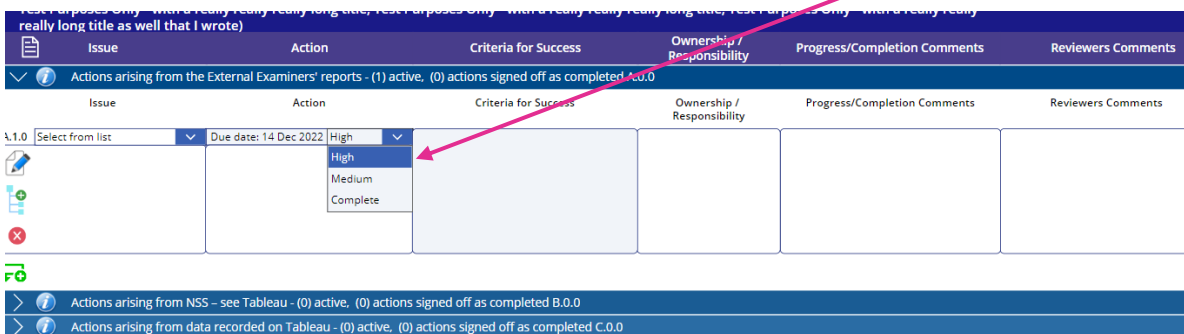
6.2 Actions

The **Action box** is where you write the action you will take to resolve this issue and to mitigate any risk. They should be structured in a clear, concise manner and the outcome should be measurable, to see whether you have successfully completed it. See examples in [Appendix 1](#).

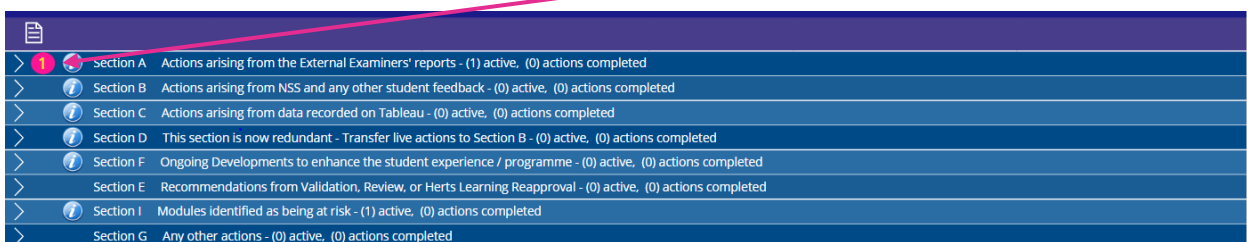
The action box has a **calendar function**, which is used to identify the date the action is due to be resolved. You can open this by clicking on the due date. This gives you a drop-down calendar, that you can use to set a date:



All actions are set to Medium. You should choose up to a maximum of 5 High priority action points. Between 0-3 of these actions may be from NSS/PTES, any remaining priority actions could be based e.g. on poor student performance data on Tableau, that the programme is at risk of not meeting the OfS B3 conditions, recommendations of External Examiners. You can **indicate your priority actions** by using the drop-down menu next to the calendar.



High priority actions will also show by a pink button with arrow.



6.3 Criteria for Success

The box labelled Criteria for Success should set out the desired effect if the action were successful (i.e. what visible positive effect is your action going to have?).

6.4 Ownership/ Responsibility

The next box asks for the Ownership/ Responsibility of the action. List here the person from the programme team who has been identified to carry out the action (Job title, not name).

6.5 Progress/ Completion Comments

You can comment on progress of the action point in the Progress/ Completion comments box. The completion comment by the Programme Leader needs to demonstrate impact. This may not have yet achieved the desired impact and this should be noted here if that is the case.

6.6 Reviewers' Comments

The 'Reviewers Comments' box will be used by the AQ reviewer to give you feedback on your action. The Reviewer comments will acknowledge satisfaction with the impact and marks the action as completed. This Reviewers' comments box is 'read only' for Programme Leaders.

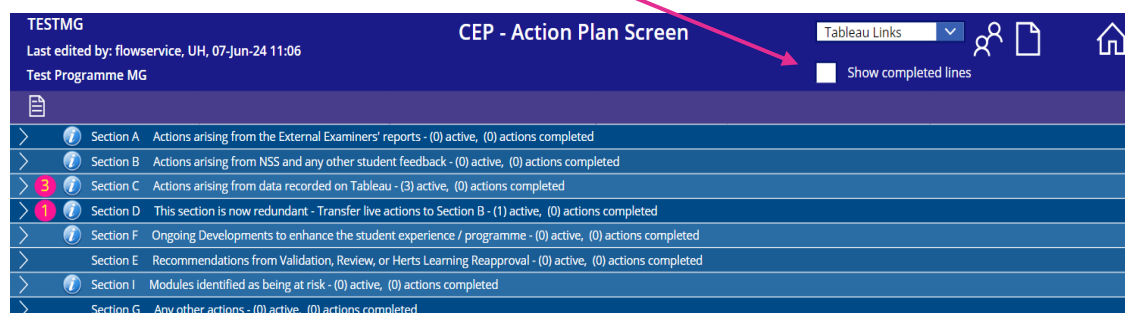
When the Programme Leader views the Action Plan, new reviewer comments are indicated in yellow text as shown, and you can click on these to open that section (as below), and the background of the new comment is lightly shaded. There is a tick box for the PL to indicate they have seen the comment and clear the notification. Reviewers do not get notified of changes.



A safety check is provided before you close action plan:

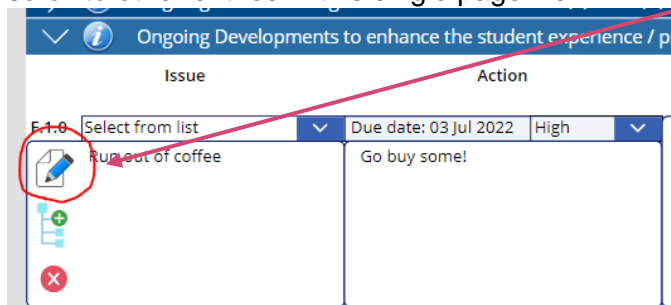


Once an action has been completed and it is signed off by the ADOS AQA (or another assigned reviewer) it will be hidden. There is a box that can be ticked to make the completed actions visible again.

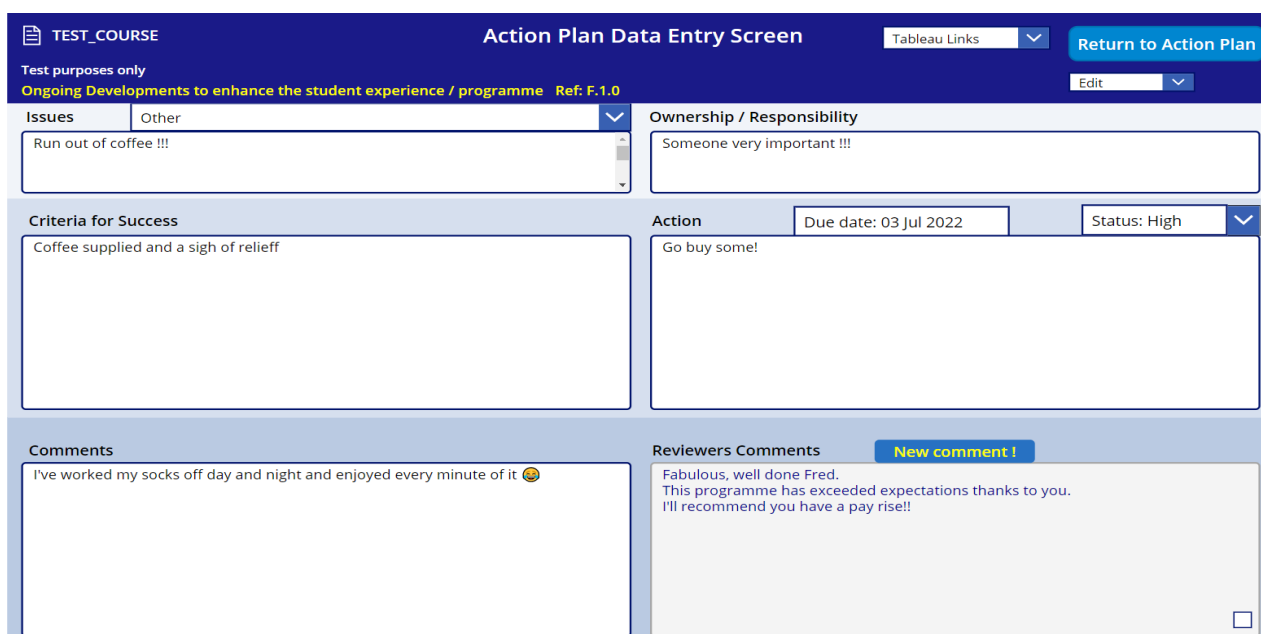


An alternative way to edit an Action Plan

Another way for data entry has been introduced. Clicking on the pencil icon takes you to a single page view of that line in the action plan. This makes it easier to cut and paste. You can't scroll to other entries in this single page view.



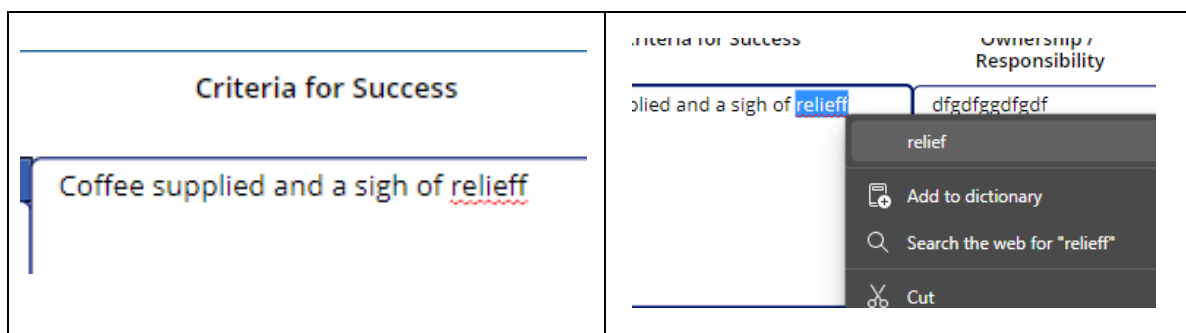
Note: Don't get carried away and enter large amounts of text!



The 'Action Plan Data Entry Screen' shows a form for 'TEST COURSE'. It includes fields for 'Issues' (Run out of coffee !!!), 'Ownership / Responsibility' (Someone very important !!!), 'Criteria for Success' (Coffee supplied and a sigh of relief), 'Action' (Go buy some!), 'Due date: 03 Jul 2022', and 'Status: High'. There are also 'Comments' and 'Reviewers Comments' sections.

A spell checker is enabled

Misspelled words are underlined in red. You can right click to correct the spelling:



7 What to include in the Action Plan

7.1 Types of issues to address and where

Here you will find information on what types of issues should have an associated action point in the different sections of the CEP Action Plan. If there is nothing to include in a section, please select 'No Action Required' from the drop-down menu:

- **Actions arising from the External Examiners' report**
You need to include actions on all External Examiner recommendations. Please use a new action box for each recommendation.
- **Actions arising from NSS data (UG) – see Tableau / PTES (PG)**
For NSS/PTES it is no longer required that a programme team generate an action for each question of the survey that is red rag rated. Teams should look across the data items including student feedback from outside the NSS/PTES and aim to develop **a maximum of three actions (priority actions)** that are likely to have an impact on improving NSS/PTES results going forwards. It is important that these priority actions are communicated clearly to all staff on the programme team and progress with the actions **is discussed at Programme Committees**.
- **Actions arising from data recorded on Tableau**
Any items that are red rag-rated in the Tableau results for your programme require you to generate an action box even if it is subsequently agreed by your Associate Dean that no action is required (e.g. due to changes in the programme that have already taken place, small numbers etc). Note: This section does NOT include module failure rates. The rag-rating is done against the University benchmark. (see below).
- **Ongoing actions arising from student feedback**
Any actions that are taken on the basis of formal and informal student feedback regarding the programme should be included here.
- **Ongoing development to enhance the student experience/programme**
Actions that are fed in from School enhancement events should be added here.
- **Recommendations from validations, Review or Herts Learning Reapproval**
Action points should be entered here for all recommendations from validations, Review or Herts Learning Reapproval, if applicable.
- **Modules identified as being at risk**
This includes low responses to SVQ, differences in module grade profiles, high module failure rates etc. Please see the thresholds for module fail rates below.
- **Any other actions**
Consider any other area of concern for your programme (e.g. PSRB reports, employer feedback for apprenticeships) and develop appropriate action points.

7.2 University benchmark data

The benchmarks relevant to the CEP for 2024-25 are:

- **Awards: 'good degrees'** (only appropriate at programme level)
Undergraduate: 62% and below; 85% and above. Action is needed both for too few and too many 'good degrees'.
- **Graduate Outcomes**
All graduates who have completed a HE course are asked to take part in the Graduate Outcomes survey 15 months after they finished their studies. This survey is undertaken by an external organisation appointed by HESA. We now have two years of Graduate Outcomes Data, 2020-21 and 2021-22. This can be found in Tableau.

Graduate Outcomes data is important to the University as UK, FT, first degree student figures are used in University League Tables and are likely to be in the revised TEF.

The data includes the response rate, an employment indicator and graduate employment indicator. We are looking to achieve a high % of students with graduate employment. We are more likely to do well when compared to the sector in public data on our Graduate Outcomes if we get high response rates. You will see that some response rates are extremely low.

For Graduate Outcomes Data, we use the thresholds set for Condition B3 by OfS, please see the table on the following page: <https://www.officeforstudents.org.uk/for-providers/quality-and-standards/how-we-regulate-student-outcomes/numerical-thresholds-for-condition-b3/>

- **Non-continuation Data**

UG full-time /part-time Course year 1 to Course year 2, Course Year 2 to Course Year 3: 10% or more.

- **Value Added Data**

If VA score for a programme is 0.95 or less, in particular if BAME score is less than 0.95, then module data should be reviewed to identify the relevant action(s) to put in place.

- **Withdrawal Data**

UG: an action needs to be generated if student **all year** withdrawal exceeds: 6%.

PG: an action needs to be generated if student **all year** withdrawal exceeds: 5%.

- **SVQ**

There is no benchmark for 2023/2024 but please review the themes across modules in the qualitative data. However, if you don't get a response rate of at least 35% on a module, you will need to include an action to improve this in the CEP.

- **Module Grades**

Module Fail Rates above agreed thresholds (first sitting):

- Levels 0 and 4: 30% or above
- Level 5: 25% or above
- Level 6 and 7: 20% or above

Module Fail Rates above agreed thresholds (post re-sit):

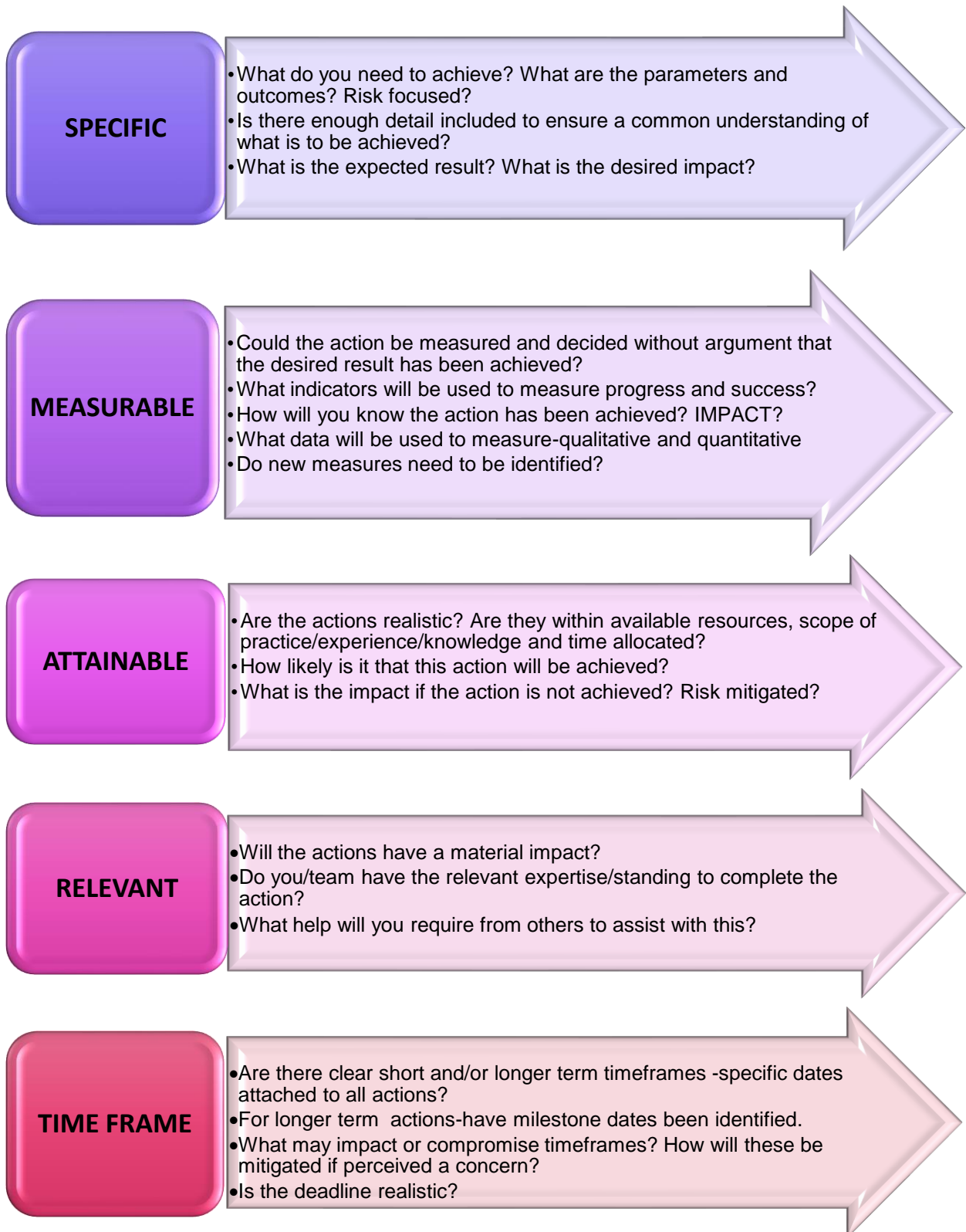
- Level 0 and 4: 20.0% or above
- Level 5: 15.0% or above
- Level 6 and 7: 10.0% or above

- **Core metrics (NSS/PTES)**

Action is only required for **red-rated** data.

7.3 SMART Actions points

Action points should be SMART. They should be structured in a clear, concise manner. SMART action points are useful when seeking agreement and setting expectations about what can and needs to be achieved.



8 Timelines for developing the CEP action plan

- There are three CEP Review Points during the year, and these are slightly different for UG and PG (see below).
- It is recognised that many programmes do not operate to the standard academic year and that it may be appropriate to delay consideration of a particular data set to a different Checkpoint when the data is complete. This explanation may be included in the context statement for the programme
- To help programme teams determine whether their data is more than just early indication data, SIP will provide reports to Schools indicating the point at which all students on the programme have been progressed on the system. This will enable non-standard programmes to decide at which of the three Checkpoints to report on their data.
- The Programme Leader must consult the University-generated summary data after each specified CEP Review Point and where a particular data set is **rated red** for the programme against the relevant benchmark, an action must be **initiated** within **six weeks** of the CEP Review Point.
- Identify a due date against which actions will be met.
- Actions that are rated as **high** must be **completed** within **60 days**.

8.1 Data Monitoring Timeline – CEP review points

DATA		ACTION FOR PROGRAMME LEADERS	ACTION FOR SCHOOL REVIEWERS	ACTION FOR CAQA REVIEWER
Data set 1 <ul style="list-style-type: none"> NSS /PTES SVQ (Semester AB and B) 	August			
	September	By 30 September: Complete adding action points in response to data and update existing actions where appropriate		
Data set 2 <ul style="list-style-type: none"> External Examiner Reports SVQ (Semester C) MGPs (pre and post referral) Non-Continuation Withdrawal data (complete previous academic year) Awards * UG only Graduate Outcomes 	October		By 15 October: School Review of updated Action Plan in relation to data set 1	By 31 October: CAQA Review of updated Action Plan in relation to data set 1
	November	By 15 November: Complete adding action points in response to data and update existing actions where appropriate	By 30 November: School Review of updated Action Plan in relation to data set 2	
	December			By 15 December: CAQA Review of updated Action Plan in relation to data set 2
	January			
	February			

<p><u>Data set 3</u></p> <ul style="list-style-type: none"> • Admissions (from Sep) • MGPs (Semester A (pre-referral only)) • SVQ (Semester A) • Withdrawals (Sept - end of Feb) • Value Added * UG only • Awards * PGT only • Outstanding External Examiner Reports * PGT only 	March	<p>By 31 March: Complete adding action points in response to data and update existing actions where appropriate</p>		
	April		<p>By 15 April: School Review of updated Action Plan in relation to data set 3</p>	<p>By 30 April: CAQA Review of updated Action in relation to data set 3</p>
	May			
	June	<p>By 30 June Provide completion comments and mark as complete any outstanding actions where appropriate</p>		
	July		<p>By 30 July: School reviewer signs off all completed actions in readiness for archiving on the 31st</p>	

9 Managing CEP Action Plans

9.1 Monitoring and updating of the CEP Action Plan

The frequency at which the action plan should be monitored will be dictated by:

- the rating given to the actions and
- the identified timeframes agreed for each action.

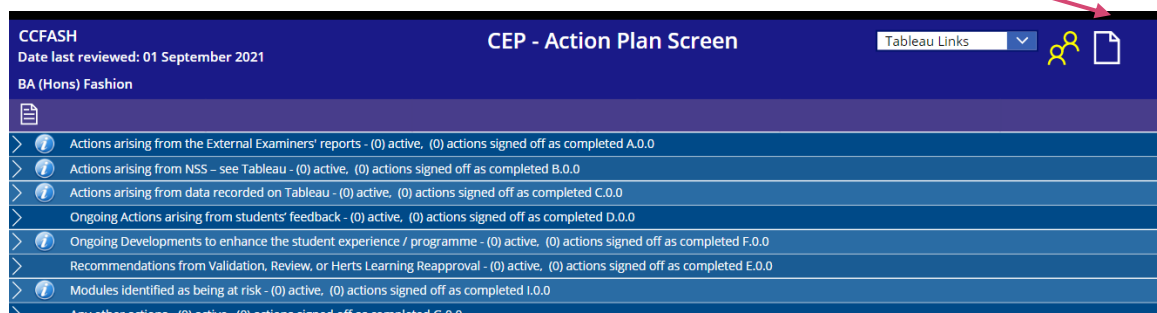
At the point of monitoring the action will be evaluated for its impact. If the desired impact has been achieved, then the action may be closed. If there is no discernible impact, then further action(s) or a revised timeframe may be required.

The Programme Leader may add actions at any time if issues arise. The CEP action plan is a standing item on the Programme Committee agenda. The Programme Committee will agree the CEP action plan on an ongoing basis. Monitoring of the action plan should be aligned to and completed before the Programme Committee. This will then enable new actions to be agreed, the impact of existing actions to be identified and agreement sought on the completeness of those actions.

The Associate Deans of School (Academic Quality Assurance) will maintain and have oversight of all the School's CEP action plans and will sign off completed actions in the CEP database.

9.2 Sharing the CEP Action Plan

The whole action plan can be emailed to you as a html file by clicking the Page icon:






The action plan is also downloadable in Excel format. Clicking the box to the left of the programme code, makes visible a clickable option to Export to Excel:



Once you click on 'Export to Excel', you get a screen with a number of options to choose from.

When you have chosen your which sections you want to appear, click on 'Generate Report:

Export Action Plans to Excel Generate Report   

Select Sections and Action Areas

- A : Actions arising from the External Examiners' reports
- B : Actions arising from PTES - see Tableau
- C : Actions arising from data recorded on Tableau
- D : Ongoing Actions arising from students' feedback
- E : Recommendations from validation or review' feedback
- F : Ongoing Developments to enhance the student experience / programme
- G : Any other actions
- H : Degree Apprenticeships
- I : Modules identified as being at risk

Select Action Status

- Not completed (High, Medium and Ongoing)
- High
- Medium
- Complete
- Everything (All of the above)

Notify me when done by

- Teams Email Both Teams and Email

The programmes selected for export (1)

9.3 The archiving of CEP Action Points

Once a year, on the 31st of July, all action points which have been signed off as completed by the Reviewer are archived. This means that they are removed from the live action plan and put on a SharePoint site. As a result, you will no longer see these historic action points in your CEP action plans.

There is a read-only document library with the archived reports [HERE](#) which you can access and use as required.

Appendix 1: Writing Action points

Clear, unambiguous language should be used, the action plan should not be a task list.

Actions will have a clear start and end point.

Hints:

Where there are several action points that are closely linked, consider grouping these together into one overarching action point.

e.g. Student voice-issues may have been identified in NSS/PTES and SFQs.

Action points should be written with enough detail to be helpful for the understanding of someone outside the programme team. Would a new team member be clear about the specifics of the action points and be able to assess achievement without explanation?

What indicators will you use to measure progress and success?

Qualitative and quantitative sources?

Actions should be consistent with School/Department and University strategic plans. How will success of the action contribute to the achievement of the relevant priorities for Department/School/ Herts?

Action Plans should capture ideas for programme development including those discussed in programme team enhancement events (taking your programme from good to great)

The Action Plan should be a collaborative document and there should be regular consultation and communication with programme staff and students and a standing item at Programme Committees.

The **impact** of the actions should be evaluated as part of the completion comments.

Ensure each action point is allocated to **one** individual (Role or job title) with overall responsibility for its implementation. This person should be a member of the programme team and the action **should be relevant** to their role and grade.

Review and monitor the Action Plan on an ongoing basis to ensure effective completion of identified actions and implementation of identified enhancements.

When writing the Action Plan, Programme Leaders should be mindful that the plans will be shared outside the programme team with senior staff in the School and Central Teams.