

Higher Education Review (Embedded Colleges): Action plan template

Istituto Marangoni ISC action plan relating to Higher Education Review (Embedded Colleges) of October 2016						
Recommendation	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
1. Ensure sufficient information about course content is available to prospective students across both admission routes (Expectations C, B2).	<p>1.1 Full review of collateral to be implemented in collaboration with the School of IM; to include, but not be limited to, both websites, both brochures, Course Finder and Social Media platforms.</p> <p>1.2 IMISC to deliver a training workshop with the School's International Office to ensure consistency of information regarding course content.</p> <p>1.3 Study Group to deliver a training webinar with the Regional Offices of IM School and SG to ensure accuracy and consistency in the sharing of course information.</p>	April 2017	<p>1.1 Head of Centre</p> <p>1.2 Head of Centre and Head of English</p> <p>1.3 Marketing and Sales teams with Head of Centre input</p> <p>1.4 Jointly by IMISC Head of Centre and Business Development Manager from School of IM.</p> <p>1.5 Regional Director, London ISCs</p> <p>1.6 Head of Centre</p>	<ul style="list-style-type: none"> The Centre can assure itself that key collateral is accurate and consistent. Inconsistencies are highlighted and rectified. Key stakeholders from both partners understanding and can disseminate accurate information about course content. Annual audit process is implemented effectively. New contract provides clarity of responsibility. Changes to information and course content are reflected on the website in a timely 	<p>Quality Assurance and Enhancement Group (through Regional QAEG reporting to Academic Quality Assurance and Enhancement Committee – AQAEC); BES Ltd Board via AQAEC; Head of Quality</p>	<p>Student feedback evaluated at QAEG; annual monitoring process; annual audited of accuracy ahead of new academic year.</p>

	<p>1.4 IMISC to instigate a joint process with IM School to ensure that changes to information from either party be notified and updated in a timely manner.</p> <p>1.5 New contract to clarify terms and conditions + responsibilities in relation to accuracy of public-facing information.</p> <p>1.6 IMISC to ensure all key pieces of public facing information including, but not limited to, course content be audited and confirmed as accurate and consistent ahead of each academic cycle.</p>			manner.		
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<p>2. The steps being taken to strengthen the quality and effectiveness of recording meetings to enhance the oversight of quality assurance (Expectations A2.1, C)</p>	<p>2.1 Senior Administrative Officer to receive minute taking training 2.2 Centre to audit minutes to ensure consistency and alignment to Provider expectations 2.3 Centre to ensure agendas are comprehensive and align to Provider expectations, which will help ensure that items are covered and subsequently recorded. 2.4 Centre to explore Chair training for Head of Centre and Head of English to ensure actions taken in meetings are made clear to the secretary for recording purposes</p>	<p>August 2017</p>	<p>Head of Centre</p>	<ul style="list-style-type: none"> • Minutes are accurate, consistent and a useful record of meetings • Actions are captured and feed into the CAP 	<p>Quality Assurance and Enhancement Group</p>	<p>Feedback from training sessions. Centre audit of minutes, formally discussed at QAEG.</p>
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<p>3. The plans in place to fully implement Study Group's procedures for annual programme review (Expectations A3.3, B8)</p>	<p>3.1 Centre to ensure a fully comprehensive annual programme review is carried out in summer term 2017 3.2 Centre to use Provider templates 3.3 Centre to ensure any changes proposed are considered at the relevant committees for approval 3.4 Centre to ensure that all module review forms, student outcomes data, student feedback and EE feedback is considered within its deliberative committee structure and forms the basis of the 2016/17 Annual Monitoring Report</p>	<p>3.1 August 2017 3.2 August 2017 3.3 September 2017 3.4 November 2017</p>	<p>Head of Centre</p>	<ul style="list-style-type: none"> • Programme remains relevant in its content • A formal dialogue is had and captured with the School of Istituto Marangoni in relation to programme and module changes • Yearly review is meaningful and leads to effective change being formally agreed and implemented • Student feedback reflects positively on changes made • External Examiner feedback recognizes the development of curricula YOY 	<p>Quality Assurance and Enhancement Group through to Regional Quality Enhancement Group and submission to Academic Quality Enhancement Committee by December 1st 2017</p>	<p>Module Review documents; Programme Review document; notes from discussion with Link Tutor; Annual Monitoring Report.</p>
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<p>4. The steps being taken to implement a more systematic and effective process for the identification and support for students with specific learning difficulties and take into account the outcomes of Study Group's working group (Expectation B4).</p>	<p>4.1 Use the contract negotiation period to discuss opportunities for both the Centre and the School to enhance the support offered to students 4.2 Centre to reach out to the region and/or network to learn from practice used elsewhere 4.3 Centre to explore opportunity for a Junior Administrative Assistant, who would also become a dedicated Welfare Support Officer 4.4 Centre to use outputs and recommendations from the Study Group SEN/Disability/Mental Health Awareness Group to formulate a local strategy for student support</p>	<p>4.1 December 2017 4.2 August 2017 4.3 September 2017 4.4 September 2017</p>	<p>Head of Centre</p> <p>4.4 Provider</p>	<ul style="list-style-type: none"> • Centre is able to formulate a local approach to its support • Student feedback reflects the improvements made • Attrition cases relating to welfare support issues decrease substantially • Centre and School develop a joint approach, formalized in the contract 	<p>Quality Assurance and Enhancement Group</p> <p>Joint Agreement</p>	<p>Minutes from Provider Working Group; Joint Agreement with IM; Organogram; local strategy document; student feedback, formally discussed at QAEG.</p>
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