



Higher Education Review 2016

The Institute of Ismaili Studies' Action Plan in response to the QAA's Higher Education Review (Alternative Providers) conducted in April 2016

GOOD PRACTICE

Item	Feature	QC Ref	Action Agreed	Date for completion	Action by	Reported to	Success Indicators
1	The continuous dialogue and support for students throughout the recruitment and admissions process which enables student progression (Expectation B2)	B2	Continue to strengthen communication throughout the admission cycle; Further guidance on timelines to be provided immediately following application submission	November 2016	Manager, Student Services & Systems	Academic Management Committee	Evaluations following student orientation
			Improved webinar to support students through their visa application process	June 2017	Manager, Student Services & Systems	Academic Management Committee	Webinar successfully delivered
2	The appointment of an Academic Support Programme Advisor to deliver academic writing, critical thinking, and academic English support to students which enhances participation in their learning. (Expectation B4)	B4	An Academic Skills Coordinator will be appointed to oversee and deliver all the internal aspects of academic support, in order to extend the range of academic support available to students	January 2017	Academic Support Programme Advisor	Academic Management Committee	Positive student feedback and measurable improvement in academic writing skills from assignment feedback



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3	The involvement of students in the planning and design of new library and accommodation facilities which enables the appropriate development of resources. (Enhancement).		Student involvement in facilities and learning resources planning will continue; Student membership will be included in the library committee	December 2016	Manager Student Services & Systems; Library	Academic Management Committee	Student participation in the committee is ensured and evaluated
			A new accommodation committee will include student representation	December 2016	Manager Student Services & Systems	Academic Management Committee	Committee successfully established; student participation ensured and evaluated
4	The extensive and effective use of alumni to provide support, information and guidance to all current students, which supports and enhances student learning. (Enhancement)		Students to be granted access to the Alumni on-line community which is being developed	August 2017	Department of Community Relations	Co-Director	Evidence of student engagement through web-site usage statistics



RECOMMENDATIONS

Item	Feature	QC Ref	Action Agreed	Date for completion	Action by	Reported to	Success Indicators
5	Develop and implement a formal moderation process for assessment tasks on the Graduate Programme in Islamic Studies and Humanities (GPISH). (Expectation A3.2)	A3.2	Develop a formal moderation process for all assessments. The process will involve the Module Leaders and the Programme Leader.	September 2016	Special Projects Manager and Programme Leader	Academic Management Committee	All assessment tasks consistently and timely moderated. Confirmed by the External Examiner's annual report
6	Establish and implement a formal induction and mentoring procedure for all new teaching staff. (Expectation B3)	B3	Develop a "New Teaching Staff Induction Programme". Develop a protocol to identify mentors for new teaching staff, as well as terms of mentorship.	September 2016	Special Projects Manager	Academic Management Committee and Head of Human Resources	Induction Programme developed and approved by Academic Management Committee and Head of Human Resources
7	Revise the programme and module learning outcomes on the GPISH to clearly and consistently reflect the terminology used in the FHEQ at Level 7 (Expectation A1)	A1	Revise GPISH programme specs using models of best practice in the sector as reference. Revise individual Module Learning Outcomes in accordance with the Module Amendments protocol.	January 2017	Special Projects Manager and Programme Leader Programme Leader and Module Leaders	Academic Steering Committee and Co-Director Co-Director	GPISH programme specifications successfully approved/re-validated Programme Learning Outcomes approved.



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8	Develop and implement grading criteria for the Graduate Programme in Islamic Studies and Humanities that more clearly relate to the learning outcomes for each module (Expectation A3.2)	A3.2	Develop a protocol on module-specific grading criteria tied to Learning Outcomes following review of current practice in the Arts & Humanities field.	September 2016	Programme Leader	Academic Management Committee and Co-Director	Protocol approved by Academic Management Committee
			Liaise with individual Module Leader to have them develop LO-specific grading criteria.	January 2017	Programme Leader	Academic Management Committee	Grading criteria developed and approved by Academic Management Committee and the Validation Panel



AFFIRMATIONS

Item	Feature	QC Ref	Action Agreed	Date for completion	Action by	Reported to	Success Indicators
9	The steps taken to seek external validation for the Graduate Programme in Islamic Studies and Humanities. (Expectation A1)	A1	To confirm a short list of potential validation partners	March 2017	Co-Director	Board of Governors	Short list successfully defined following communication with potential partners
10	The actions taken by the Institute to expand the training available to student representatives to enable them to engage with deliberative committees. (Expectation B5)	B5	Structure and formalise student reps/voices training. Produce a structured training schedule in consultation with student representatives	September 2016	Special Projects Manager and Student Services and Education Systems Manager	Academic Management Committee	Development and implementation of training schedule for Student Representatives and student voices
	The appointment of a Head of the Quality Assurance and Enhancement Unit to further enhance learning opportunities. (Enhancement)	Enhancement	Advertise and recruit to the post	August 2016	Head of Human Resources in conjunction with recruitment consultants	Co-Director	Head of the Quality Assurance successfully appointed and commenced office.