

**ACTION PLAN: HIGHER EDUCATION REVIEW (ALTERNATIVE PROVIDERS) - March 2022**

Al-Maktoum College has been awarded the QAA Quality Mark for meeting or exceeding UK expectations for quality and standards in its QAA review. The Quality Mark is only awarded to QAA subscribers.

**Findings:**

The college is making acceptable progress in implementing the action plan following its latest full review

Progress since last QAA review	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation & evidence
The college has increased the availability of academics to engage in one-to-one meetings with students, including the development of 'Meet Your Lecturer' system.	The 'Meet Your Lecturer' scheme has been successfully incorporated into the individual units across all programmes. This system will be closely monitored to ensure all students are offered this service in weeks 5 and 9 of each semester.	On-going	Academic Register	Clear and consistent administration of the system.	Board of Study	Monitored through the Board of Study minutes.
There are now revised processes for Peer Review, Annual Programme Review and Periodic Review that all consider the student journey, voice, quality of teaching and student feedback.	Ensure completion of the Periodic Review for the Arabic Language programmes	July 2022	SAT	The new Arabic Programmes to be submitted to the SQA for approval by July 2022. Potential launch of the new programmes January 2023.	Board of Study AQSC Academic Council	Programme approved by the SQA. Monitored through minutes of the boards/committees.
	Annual Review of all other programmes.	August 2022	Programme Coordinator	Clear outcomes of programme reviews.	As above	Minutes from the committees and boards

	Continue to closely monitor the implementation of the Peer Review process.	Ongoing. (21/22 peer reviews to be completed by July 2022)	VC/Academic Registrar	Ensure all academics follow the clear and robust guidelines for the peer reviews.	TeLSEC Academic Council	Process to be monitored through minutes of the boards/committees.
The College developed a Quality Assurance Framework, describing the College's approach to the management of academic standards and quality. To ensure the effectiveness of the operation of the BoS and avoiding duplication and the College has decided to merge the two existing boards of studies in to one.	The Quality Framework and the Board of Study Terms of Reference was updated to reflect the merger of the Boards of Study. The changes to the framework will be presented at the college boards and Academic Council.	March 2022	VC/Academic Registrar	Quality Framework document published on the College website. Revised Board of Study Terms of Reference to be reflected in the above.	Academic Council	To be ratified at the Academic Council on 10 March 2022.
The higher national programmes largely comprise mandatory units. The College keeps its choice of optional units under review so that the programmes meet with SQA requirements, match	Ensure ongoing monitoring of HN programmes and units to align with SQA changes and updates.	Ongoing	Academic Registrar	All programmes and units are kept up to date following any changes from the SQA. We launched the new HNC in Business in September 2021 and the new HND in Business will start from September 2022. We are currently exploring new programmes	Board of Study	Regular consultations with academics regarding potential new units. Updates provided to the BoS, captured within the minutes.

staff expertise and align with requirements of the articulation agreement it has with Abertay University.				which will compliment the current range of subjects we deliver.		
The revised Summative Assessment Policy, Student Handbook, Quality Assurance Procedures and Periodic Review Process have received approval at the appropriate committees.	Continue to closely monitor and review the effectiveness of the Student Handbook and Summative Assessment Policy.	Ongoing.	Academic Registrar Student Administration	Accurate information provided for all programmes within the Summative Assessment Policy. Student Handbook is accurate and contains up to date information for students.	Board of Study	Monitored through the Boards of Study, Academic Council and AQSC meetings/minutes.

## HIGHER EDUCATION REVIEW (ALTERNATIVE PROVIDERS): AL-MAKTOUM COLLEGE OF HIGHER EDUCATION, DECEMBER 2020. FINAL UPDATE FEBRUARY 2022.

### Judgements:

The QAA review team formed the following judgements about the higher education provision:

- The maintenance of the academic standards of awards offered on behalf of degree-awarding bodies and/or other awarding organisations **meets** UK expectations.
- The quality of student learning opportunities **meets** UK expectations.

Good practice	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation & evidence
The comprehensive and timely response to the COVID-19 pandemic, through the introduction of revised approaches to student support, teaching, learning and assessment, that enabled programmes and student engagement to continue with minimal disruption (Core practice Q4).	<p>Continue to closely monitor the development of the pandemic, ensuring adherence with government guidelines and recommendations.</p> <p>Continue to adapt to any changes ensuring all aspects of student learning, assessment and engagement support the effective delivery of programmes.</p>	On-going	<p>Academic Registrar</p> <p>Student Administration</p> <p>Senior Administrator</p>	<p>Reduced risk of infections</p> <p>Higher student attainment and completion levels</p>	VC TeLSEC Academic Council	<p>We continue to monitor the pandemic and review our risk assessments regularly.</p> <p>The 20/21 academic year was completed successfully with high completion rates. In addition, the Programme Coordinator Reports provide details of the number of students registered, completion and retention rates.</p>
Recommendations	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation

<p>Ensure the information in the Summative Assessment Policy and the Student Handbook accurately reflects the assessment practice across the full range of the College's programmes (Core practices S4 and S2)</p>	<p>Review assessment practices across all programmes offered at the College.</p>	<p>April 2021 <b>Completed</b></p>	<p>Programme Coordinators</p>	<p>Clear and consistent assessment practices.</p>	<p>Boards of Study</p>	<p>This was monitored through Boards of Study meetings/minutes. The process for 20/21 is <b>Completed</b>. We will continue to review both Summative Assessment Policy and Student Handbook annually.</p>
	<p>Review and update the Summative Assessment policy.</p>	<p>April 2021 <b>Completed</b></p>	<p>Academic Registrar</p>	<p>Accurate information provided for all programmes within the Summative Assessment Policy.</p>	<p>AQSC/ Academic Council</p>	<p>Monitored through Academic Council and AQSC meetings/minutes. <b>Completed</b></p>
	<p>Review and update Unit Descriptors, Programme Handbooks and the Student Handbook to reflect changes.</p>	<p>May 2021 <b>Completed</b></p>	<p>Student Administration</p>	<p>Up to date student information across all relevant documentations.</p>	<p>AQSC</p>	<p>Student Administration and the AQSC will monitor all changes to the Student Handbook and other relevant documents. Edits completed April 2021 – Ratified through all boards. <b>Completed</b></p>
		<p>All were further reviewed in Aug 2021 to reflect changes to 21/22.</p>				<p>Reviewed again in August 2021 and updated, completed and ratified at the Academic Council on 23.09.2021. <b>Completed</b></p>

<p>Ensure that the College's quality assurance procedures are up to date and accurately reflected the operation of internal monitoring systems (Common practice Q1)</p>	<p>Review all documents relating to the College's Quality Assurance procedures.</p> <p>Create a Quality Framework document detailing all QA procedures and processes.</p> <p>Make the document available to all staff, students and external stakeholders.</p>	<p>May 2021 <b>Completed</b></p> <p>May 2021 <b>Completed</b></p> <p>By Sep 2021 <b>Completed</b></p>	<p>VC/Academic Registrar</p> <p>VC/Academic Registrar</p> <p>Student Admin/Comms Team</p>	<p>Clear and up-to-date Quality Assurance procedures and processes.</p> <p>Single point of reference for all QA documents.</p> <p>Quality Framework document published on the College website.</p>	<p>Academic Council</p>	<p>These actions are now all completed and ratified through our boards and committees. We have created a new page on our website titled 'Quality Assurance', where people can access our latest QAA Review, our Action Plan, our Academic Calendar and the Academic Quality Framework. The final version of the Quality Framework was ratified at the Academic Council on 23.09.21 and is available on the College's website. <b>Completed</b></p>
<p>Build upon the existing periodic review process to ensure that it is implemented in a planned and systematic manner (Common practice Q1)</p>	<p>Review the periodic review processes currently in use at the College.</p> <p>Strengthen guidelines for periodic programme reviews.</p>	<p>By May 2021 <b>Completed</b></p>	<p>Academic Registrar/ Programme coordinators/external QA Advisor</p>	<p>Clear and robust guidelines for periodic reviews.</p> <p>Improved clarity of information and reference points used during the review process.</p>	<p>Boards of Study/ TeLSEC/AQSC/ Academic Council</p>	<p>This year we have undertaken a complete review of the Annual and Periodic Review Process. We have designed new templates which have been discussed</p>

	Clarify points of reference and information that should feed into the periodic review process and any expected outcomes of the reviews.			Clear outcomes of programme reviews.		throughout the College's boards and were ratified at the Academic Council on 23.09.21. <b>Action completed.</b>
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