**Last update 19.09.2023**

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| **HIGHER EDUCATION REVIEW (ALTERNATIVE PROVIDERS): AL-MAKTOUM COLLEGE OF HIGHER EDUCATION, DECEMBER 2020.**  **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 COVD-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). | Continue to closely monitor the development of the pandemic, ensuring adherence with government guidelines and recommendations.  Continue to adapt to any changes ensuring all aspects of student learning, assessment and engagement support the effective delivery of programmes. | On-going | Academic Registrar  Student Administration  Senior Administrator | Reduced risk of infections  Higher student attainment and completion levels | VC  TeLSEC  Academic Council | We continue to monitor the pandemic and review our risk assessments regularly.  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.  Reviewed 29.09.2022 – No additional actions need to be taken at the moment.  **Completed** |
| **Recommendations** | **Action to be taken** | **Target date** | **Action by** | **Success indicators** | **Reported to** | **Evaluation** |
| 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) | Review assessment practices across all programmes offered at the College.  Review and update the Summative Assessment policy.  Review and update Unit Descriptors, Programme Handbooks and the Student Handbook to reflect changes. | April 2021  **Completed**  April 2021  **Completed**  May 2021  **Completed**  All were further reviewed in Aug 2021 to reflect changes to 21/22.  Reviewed and updated August/September 2022 | Programme Coordinators  Academic Registrar  Student Administration | Clear and consistent assessment practices.  Accurate information provided for all programmes within the Summative Assessment Policy.  Up to date student information across all relevant documentations. | Boards of Study  Academic Council | This was monitored through Boards of Study meetings/minutes. The process for 20/21 is **Complete.**  Reviewed again in August 2021 and updated, completed and ratified at the Academic Council on 23.09.2021. **Completed**  We continue to review both Summative Assessment Policy and Student Handbook annually (presented to the Academic Council on 19.08.22 and 29.09.2022 collectively). Monitored through Academic Council meetings/minutes.  **Update:** 19.09.23 All academic policies were reviewed Aug 2023 and presented to the Academic Council on 28.09.23 |
| Ensure that the College’s quality assurance procedures are up to date and accurately reflected the operation of internal monitoring systems (Common practice Q1) | Review all documents relating to the College’s Quality Assurance procedures.  Create a Quality Framework document detailing all QA procedures and processes.  Make the document available to all staff, students and external stakeholders. | May 2021  **Completed**  May 2021  **Completed**  By Sep 2021  **Completed**  22/23 review to be completed by October 2022 | VC/Academic Registrar  VC/Academic Registrar  Student Admin/Comms Team  VC/Director of Programmes | Clear and up-to-date Quality Assurance procedures and processes.  Single point of reference for all QA documents.  Quality Framework document published on the College website. | Academic Council | 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.  **Completed**  **Update** 29.09.2022 – The Quality Assurance Framework is currently under revision, due to the recent changes in the structure of the college and board/committee membership.  Presented to the Academic Council on 29.09.22.  **Completed**  **Update** 19.09.23 This was reviewed again onAug 2023, and presented to the Academic Council on 28.09.23 |
| Build upon the existing periodic review process to ensure that it is implemented in a planned and systematic manner (Common practice Q1) | Review the periodic review processes currently in use at the College.  Strengthen guidelines for periodic programme reviews.  Clarify points of reference and information that should feed into the periodic review process and any expected outcomes of the reviews. | By May 2021  **Completed** | Academic Registrar/ Programme coordinators/external QA Advisor | Clear and robust guidelines for periodic reviews.  Improved clarity of information and reference points used during the review process.  Clear outcomes of programme reviews. | Boards of Study/ TeLSEC/AQSC/ Academic Council | This year we have undertaken a complete review of the Annual and Periodic Review Process. We have designed new templates which have been discussed throughout the College’s boards and were ratified at the Academic Council on 23.09.21.  **Completed**  **Update** 29.09.2022  We undertook a Periodic Review of the Arabic Language Programmes, which were ratified at the Academic Council on 29.09.2022. The preview process has been discussed within the Board of Study.  **Completed** |

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| **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.  **Update** 19.09.23 These practices continue each semester and have become part of our reoccurring academic practices. |
| 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  Annual Review of all other programmes.  Continue to closely monitor the implementation of the Peer Review process. | July 2022  August 2022  Ongoing. -21/22 peer reviews completed | SAT  Programme Coordinator  VC/Academic Registrar | The new Arabic Programmes to be submitted to the SQA for approval by July 2022. Potential launch of the new programmes January 2023.  Clear outcomes of programme reviews.  Ensure all academics follow the clear and robust guidelines for the peer reviews. | Board of Study  AQSC  Academic Council  As above  TeLSEC  Academic Council | Programme approved by the SQA. Monitored through minutes of the boards/committees.  Minutes from the committees and boards  Process to be monitored through minutes of the boards/committees.  **Update** 19.09.2023 Our Annual Programme Review was presented at the final BoS meetings of the AY 22/23 and presented to the Academic Council on 28.09.23 |
| 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  October 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  AQSC  Academic Council | Ratified at the Academic Council on 10 March 2022.  **Update 29.09.2022** – The Quality Assurance Framework is currently under revision, due to the recent changes in the structure of the college and board/committee membership.  **Update**: Presented to AQSC on 20.10.2022 & Academic Council on 19.01.2023  **Completed**  **Update**: 19.09.2023 All academic policies were reviewed Aug 2023 and presented to the Academic Council on 28.09.23 |
| 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 staff expertise and align with requirements of the articulation agreement it has with Abertay University. | 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 which will complement the current range of subjects we deliver. | Board of Study | Regular consultations with academics regarding potential new units. Updates provided to the BoS, captured within the minutes.  **Update** June 2022: The College has been approved to deliver the HNC/D Human Resource Management  **Update** April 2023: The College has been approved to deliver the PDA in HRM |
| 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.  22/23 updated presented at the Academic Council on 29.09.22  Oct 2022: MY had discussions with SQA EV’s to explore HN marking systems & late submissions.  The Summative Assessment Policy has been updated to reflect this. Noted in AQSC mins Dec 2022  Update: Feb 2023, SAP was updated to reflect reassessment processes for the HN Graded Units. Discussed at ASQC in Feb 2023.  **Update** 19.09.23 All academic policies were reviewed Aug 2023 and presented to the Academic Council on 28.09.23 |
| All academic policies will be reviewed to ensure they reflect Equality and Diversity, SQA and QAA updates. | Ensure ongoing monitoring and align with SQA and QAA changes and updates. | Presented at BoS in Sept 2022 and  Academic Council meeting on 29.09.22 | Academic Registrar | All academic polices and information are kept up to date following any changes from the SQA and QAA.  All polices will be uploaded to the new database. All of these versions will start from V1 as the new database electronically captures version control and changes. | Board of Study  Academic Council | Monitored through the Boards of Study and Academic Council meetings/minutes 09.22  All changes monitored through version controls 09.22 |
| Undertake a review of the Student Unit Evaluation Forms | Continue to closely monitor and review the effectiveness of the SUEF’s | To be completed by end of December 2022 – Though monitored throughout the AC year 2022/23 | Academic Registrar | The new SUEF’s should provide us with a clear format which enables effective analysis and presenting of the data. | Board of Study  AQSC  Academic Council | Monitored through the Boards of Study, Academic Council and AQSC meetings/minutes. |

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| **ACTION PLAN: HIGHER EDUCATION REVIEW (ALTERNATIVE PROVIDERS) – January 2023**  **\*\*Note the below are new actions – updates to all former actions are included in the above sections\*\*** | | | | | | |
| 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 | | | | | | |
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| **Progress since last QAA review** | **Action to be taken** | **Target date** | **Action by** | **Success indicators** | **Reported to** | **Evaluation & evidence** |
| Effectively achieve and implement the ISO 9001:2015 Quality Management System | Relevant staff to undertake internal auditor training.  Pre-Certification Site Visit  Update all policies and procedures to the new format. Ensure the version control reflects the changes.  Undertake Stage 1 Audit  All staff training  Undertake Stage 2 Audit | May 2023  March 2023  First stage to be completed by October 2023  June 2023  August/September 2023  September 2023 | Director of Programmes | Training completed  Select members of staff to be trained as internal auditors  90% of process maps to be completed  Embed internal quality audits and balance score cards | AQSC and Academic Council | 9 members of staff have completed their internal auditor training  The BSI conducted a external audit on 26th and 27th Sept, and approved recommendation for certification  No Major non-conformities identified. |
| Student Unit Evaluation Forms – Continued from March 2022 | Monitor the effectiveness of SUEF’s being completed in class | Review period will end Oct 2023 | Academic Registrar | More than 50% completion rate across all SQA Programmes | Board of Study  AQSC  Academic Council |  |
| Continue to review external sources for information on AI Technology and implications for HEI | Keep up to date with information released by regulatory bodies and trusted HE sources for information/solutions and practical resources surrounding the use of AI Technology and academic integrity.  Update policies and procedures accordingly.  Ensure all academic related staff and students are informed of any changes. | On-going | Academic Registrar | Ensuring both academics and students are informed on the issues surrounding the use of AI Technology, how this impacts academic integrity and safe use of data producing software. | Board of Study  TeLSEC  AQSC  Academic Council | We have continued to monitor and share all resources relating to AI Technology.  **Update: July 2023** Information and updates from the SQA, QAA, Advanced HE, IHE are forward to academic staff upon receipt.  **Update July 2023:** Staff will undertake a training session at the start of September 2023, which will included discussions on AI tech, assessment and IV processes, specifically referring to SQA and QAA guides.  **Update August 2023:** The Student Handbook 23/24 and the Malpractice Policy was updated to include work generated by Al technology as a form of plagiarism. These will be discussed at the staff training mentioned above and then presented to the Academic Council on 28.09.23  **Update September 2023:**  During the student induction, AI Technology was discussed by the Academic Registrar, alongside malpractice, plagiarism and academic integrity.  **Update Sept 2023:**  The Academic Registrar emailed all students to remind them of the College’s standpoint of using AI technology during assessments. This was also reiterated during each lecture. |
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