

<b>University of Leicester International Study Centre: action plan relating to Higher Education Review (Embedded Colleges) of May 2016</b>						
Recommendation, affirmation or good practice	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
<b>Good practice</b>						
The effective operation and use of the Link Student scheme to support and facilitate student transitions (Expectation B4)	Review of current systems and establish possible enhancements in conjunction with alumni and existing Link Students e.g. welcome sessions and transition talks and 'panel' Q & A sessions, led by students	Apr-17	Head of Centre / Link Students / HEI	Improved engagement with students; greater sense of integration with wider student community for current students; positive feedback from students	QAEG and RQAEG / AMB / Student Committees	Annual Programme Reviews; PSAAD document; student committee feedback; student survey feedback; feedback from AMB

The holistic and integrated approach to the support for students that empowers learners to develop their academic, personal and professional potential (Expectation B4)	Review of current systems and establish possible enhancements in conjunction with existing staff and students e.g. extra academic and pastoral support sessions, office hours to ease and support transition, more employability focussed tutorial framework.	Apr-17	Head of Centre / ISC Staff / Alumni, Link and current students	Positive feedback from alumni survey; enhanced engagement with students; greater sense of integration with wider student community for current students.	QAEG and RQAEG / AMB / Student Committees	Annual Programme Reviews; PSAAD document; student committee feedback; student survey feedback; feedback from AMB
<b>Recommendation</b>						
to develop and implement a consistent and comprehensive approach to the reporting by external examiners on the approved programmes (Expectation B7)	Ensure that a new External Examiner report form is developed and implemented for the IFY.	Jul-16	Head of Centre	Standardised documentation for External Examiners for academic modules on IFY	AMB / AQAEC	AMB / QAEG / AQAEC
to ensure internal consistency in the framework for dealing with academic appeals (Expectation B9)	Ensure that the appeals and complaints policy is updated and implemented. To be included in new Student Handbook for next academic year.	Oct-16	Head of Centre	All programme documentation contains accurate and clear information	AMB / AQAEC	AMB / QAEG / AQAEC