

INTO Manchester Action Plan

No.	Findings	Intended outcomes	Actions to be taken to achieve intended outcomes	Date for completion	Action by	Success Indicators
	Good practice					
1	The review team identified the following areas of good practice: the holistic approach to student support that allows academic, cultural and pastoral needs to be readily identified and addressed (Expectation B4)	To continue to develop and support this holistic approach for all students	<ol style="list-style-type: none"> 1. Develop the role of the Chinese and Arabic Language Support Officers at INTO Manchester to quantify where commonality and different activities are most useful. 2. Deliver training sessions for academic and student services staff at both Centres on how Learner Support can help students so that staff are better placed to identify struggling students. 3. Continue the meetings between Student Services and Academic teams to foster a holistic understanding of how to support students, at both Centres. 	July 2019	<ol style="list-style-type: none"> 1. Head of Student Services 2. Learner Support leads 3. Head of Student Services and Programme Managers 	<ol style="list-style-type: none"> 1. Feedback from students via focus groups on the range of activities. 2. Staff Development Records 3. Records of meetings

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	Affirmation of action being taken					
2	The review team affirms the following action already being taken to make academic standards secure and/or improve the educational provision offered to students: the action taken by INTO Manchester to ensure consistency in the design of assessment briefs (Expectation B6).	Standardised Assessment briefs checked and approved by Programme Manager before being uploaded to Moodle (Manchester).	Ensure all Subject teachers use the Assessment brief template prior to setting each piece of coursework by recording in coordination meetings.	1. International Year One (IYO) - at the start of each semester: Intake 1 - October 2018/ February 2019 Intake 2 - January / May 2019 2. Pre Master's Programme (PMP) - Core Term January 2019	IYO and PMP Programme Managers	1. Assessment briefs available on Moodle at start of each Semester for International Year One and at the start of the Core Term for Pre-Masters Programme. 2. Record of discussions in co-ordination meeting minutes.
	Findings	Intended outcomes	Actions to be taken to achieve intended outcomes	Date for completion	Action by	Success Indicators
	Others					
3	Review Report Reference: Manchester programmes are	Continue to work with NCUK to provide appropriate	1. Provide feedback to NCUK on syllabus review in annual reports	1. November 2019	1. IYO and PMP Programme Managers,	1. Notes from meetings

	developed by NCUK with minimal input from INTO (paragraph 1.1)	input on programme development.	2. Participate in NCUK Digitalisation Project	2. Participate in NCUK Digitalisation Project	Academic Director 2. IYO and PMP Programme Managers, Academic Director	2. Record of contributions
4	The Admissions Appeals procedures are currently not published on either Centre's websites (paragraph 2.12)	Review of the merits of the publication of the procedure and how this might be achieved.	1. Discuss with NCUK and The University of Gloucestershire 2. Review at Joint Quality Committee	June 2019	1. Deputy Centre Director World Education Centre (WEC) with The University of Gloucestershire and Academic Director MAN with Academic Director at NCUK 2. Joint Quality Committee members	Decision on feasibility of publication post review process.
5	INTO Manchester has established a Learning and Teaching Group and has a strategy for teaching and learning that underpins academic quality and	Refinement of strategy for teaching and learning and consideration of how it is articulated.	1. Review of the effectiveness of the Learning and Teaching Group 2. Consideration of the formalisation of a strategy	1. July 2019 2. July 2019 3. December 2019	1. Academic Director INTO Manchester and Academic Board (MAN)	Review of actions at JQC

	equal opportunity. This strategy is not explicitly articulated in policy or procedure documents but is part of the consideration of academic matters by the Academic Boards and Joint Quality Committee (JQC). (paragraph 2.16)		within each centre at Academic Boards 3. JQC consideration of Academic Board recommendations		2. Academic Boards at both Centres 3. JQC	
6	Minutes from student representative meetings and Staff Student Liaison Committees (SSLC) at INTO London indicate that actions are routinely followed up at subsequent meetings. It is less clear how actions from SSLC meetings at INTO Manchester are followed up. (paragraph 2.38)	Clear record of how actions from SSLC at INTO Manchester are followed up.	1. Publication of SSLC minutes on Moodle after each meeting 2. An action tracker log created to capture actions and their completion and outcomes.	1. December 2018 2. February 2019	Head of Student Services (MAN)	1. Records on Moodle 2. Review of impact at JQC December 2019
7	Student representatives are currently not members of centre Academic Boards and the Joint Quality Committee, but the centres intend	Conduct a consultation with students on the merit of student representation at Academic	1. Both Centres consult Student Representatives through a focus group at the end of the year after they have attended Programme Committee Meetings on their views on	1. September 2019 2. December 2019	1. Academic Director MAN, Deputy Centre Director LON 2. JQC Committee	1. Reports submitted to JQC 2. JQC minutes

	to consult with students on the merit of student representation at these committees. (paragraph 2.39)	Boards and Joint Quality Committee	attendance at Academic Boards and Joint Quality Committee meetings 2. Discussion of feedback from meetings at JQC			
8	INTO London's Development Plan captures actions arising out of annual programme monitoring and annual partnership reviews integrating the monitoring process into strategic planning. A similar plan will be introduced for INTO Manchester from next year. (paragraph 2.61)	Consolidation of action plans from annual programme reviews, external reviews and internal reviews into a single record to create a Centre Development Plan.	1. Review of requirements and format of each action plan at Learning and Teaching Leadership Group 2. Creation of draft record of these action plans for discussion at Academic Board 3. Submission to JQC for approval	1. February 2019 2. 2nd Academic Board of the year Feb/Mar 2019 3. July 2019	1. PMs and Learning and Teaching Leadership Group (MAN) 2. Academic Director 3. JQC	MAN development plan template and JQC minutes
9	Both centres currently do not fall under the Office of the Independent Adjudicator (OIA). (paragraph 2.66)	Registration with the Office of the Independent Adjudicator	Confirmation from Management Committee from both Centres that they will seek registration with the OIA	December 2018	Management Committee for both Centres	Confirmation of Registration with OIA
10	The outcomes of complaints and appeals are used at programme and centre level to inform enhancements. (paragraph 2.70)	Formal monitoring of this at JQC	1. Amendment of JQC Terms of Reference to include this as a standing item annually 2. Submission of summary record of complaints and	1. July 2018 2. July 2019	JQC	JQC minutes

			outcomes and actions for monitoring at JQC on an annual basis			
11	The centres have a Public Information Statement which sets out the processes for production and verification of printed and digital promotional materials such as brochures, websites and social media pages and applications including responsibilities for production and sign-off of materials and the role of awarding partners in the process. (paragraph 3.6)	Periodic review of the Public Information Statement to ensure it reflects any changing practices and remains current.	Centres send to INTO University Partnerships on an annual basis for review in line with the marketing cycle	May 2019	Assistant Directors Recruitment at both Centres	Annual confirmation of statement by INTO Universities Partnership (IUP) Marketing
12	The Enhancement Strategy contained in the centres' Quality Assurance Manuals establishes processes and procedures for evidencing and review of progress. (paragraph 4.1)	Examples of enhancement recorded as an appendix to Centre Development plan at INTO Manchester so that they are tracked.	Examples gathered through Programme Committee meetings, Management Committee Meetings, Academic Board meetings	September on an annual basis	Programme Managers, Academic Director, Deputy Centre Directors, Centre Director	Minutes of meetings, annual update of Enhancement Strategy