

ICRGU Action plan in response to:
 QAA Higher Education Review of ICRGU (November 2020)
 QAA Educational Oversight-Exceptional Arrangements (Nov 2021)
 QAA Educational Oversight- Exceptional Arrangements (Nov 2022)
 QAA Educational Oversight – Exceptional Arrangements (Nov 2023)

Source of Action & point identified	Action	Target date	Lead	Success Indicator	Evidence	Oversight and governance/evaluation
AAC	Transition events/ Alumni talk	September 2023	College Services	Transition events to be organized	Dates confirmed and communicated to students.	Reaching out to each school to organize events or share the transition events information. College services team. Complete 202303
College Services	Set up Buddy Scheme to connect Alumni and current students	Jan/Feb 2024	College services	Staff training with RGU student life; paired up two current ICRGU students through study buddy; January intake -have our students signed up with RGU welcome buddy.	Students taking part in the scheme.	College Services team. ICRGU taking the lead on buddying up students. TAP ambassadors also being connected. Completed 9 th Feb 2024
College SMT	1 to 1 talk with current students	Aug 2023	College services	Plan 15 minutes one-to-one talk with all of the current students.	Complete the talks with all students. Notes in Navigate.	College Services Manager. Complete 202302. To be organised for 202303. One to one talks to start from 16 th October once class reps have been chosen. Completed and ongoing every semester.

CET	Arrange more activities for students such as picnics, scavenger hunts.	October 2023	College Services Manager	A variety of activities arranged, good attendance and feedback	More than 60% of students attend events.	CET and Student Forum. Complete 202302. Plans ongoing every semester.
Navitas NSS, QAA report 2023	Relatively lower score in Student survey – assessment and feedback.	December 2023	College Services Manager	Reiteration of the expectations for feedback to lecturers prior to each semester. Setting the expectations for students – 10 working days for feedback to be distributed.	KPIs met by lecturing staff and student feedback score to increase from 2023 student survey.	College Senior Management Team. 2024 NSS score increased – 90% 2024. Complete.

Navitas NSS, QAA report 2023	Lower score on Navitas Student Survey compared to other ICRGU NSS scores - learning resources.	July 2024	College Services Manager	Signposting students to the RGU learning resources including on-line and physical resources.	Students successfully finding the learning resources required.	College Senior Management Team. NSS 2024 score increased to 92% Complete.
Student profiling project	Risk register	30 May 2023	CSMT	Risk profiling decision making tool.	Risk variables identified and documented.	Complete 11/7/2023. To be retained as ongoing to build on the project as more students are recruited and graduate.
Five Year Plan	Risk register	Quarterly	CDP	UKVI BCA KPIs consistently met. Identify UKVI KPI risks and implement controls to mitigate these.	Monthly BCA report within UKVI defined parameters.	Complete for third quarter. AB meets with John Pyrah to confirm risk register quarter 29.06.2023 15.10.2024

CSMT	Budget.	August 2023	CDP	Tracking and meeting budget expectations.	Monthly budget update.	Complete Budget FY24 has been approved with changes agreed. Complete FY25. 3.6.2024
CSMT	Strategic conversations to be joined up.	October 2023	CDP	Establish working groups – admissions, TNE, data. Working groups producing reports as per RGU brief.	Working groups established: admissions hubs, TNE and data. Jon Chew sessions delivered to RGU on W/C 23 rd July and W/C 30 th July. PL and PLT to travel to Aberdeen on 23 rd August.	CSMT. Complete. 23.8.2023.
General Pharmaceutical Council Report	Pharmacy – prepare an analysis of applicants versus entrants by protected characteristics to determine whether the admissions process is disadvantaging any applicants.	September 2023	DMA	Assurance that the admissions process is not disadvantaging any applicants.	Analytical report of entrants versus entrants by protected characteristics. Action plan documenting how any differences in progression or awarding is to be addressed.	DMA, CSMT ICRGU contributed to RGU evidence and submitted by RGU to GPhC. Complete. 11.8.2023

GPhC Report, QAA report 2022	Pharmacy (RGU specific action): provide a robust mechanism for setting pass criteria for summative assessments – years 2-5 of the Pharm.	September 2022	CSM, CDP	Review ICRGU curriculum and pass criteria informed by RGU summative assessments pass criteria.	Annual Monitoring review to include consideration of GPhC condition.	CSM, CSMT RGU submitted the Ebel standard setting to the GPhC. Complete. 17.11.2022.
GPh.C. Report, QAA report 2022	MPharm entry requirements and selection process.	September 2023	DMA, CDP	Review entry requirements, performance of students and introduction of interactive interview.	Annual monitoring review. Complete. August 2023	CLTB and CSMT. Complete 11.8.2023
QAA report 2021 The innovative and creative systems developed in collaboration with students to deliver collaborative blended learning utilising a range of technologies including those with which students are more familiar.	Embed blended learning into the delivery of courses.	June 2021	CDP	Blended learning option available for all modules.	Complete. MOODLE pages demonstrate the blended learning approach to teaching.	CSMT and CLTB Complete 6.5.2021

QAA report 2020 Ensure that the proposed review and development of the action plan takes place and is documented.	Plan revised and approved by the CSMT	End March 2021	CDP	College action plan that captures actions from the QAA review.	Complete. Action plan created and approved by CSMT.	CSMT and CLTB Complete 5.3.2021
QAA report 2020 Ensure that the Compass programme operates under one title and is made known to all students at the start of their studies and prior to any individual needs' assessment.	All documents to reference the programme as the COMPASS programme rather than Students in Jeopardy. COMPASS programme to be introduced to students at orientation.	End February 2021	CSM	CPRs to reference COMPASS rather than Student in Jeopardy programme	Complete. CPRs, Orientation materials	CSMT and CLTB Complete 3.2.2021
QAA report 2021 It would be helpful if more consistent use was made of action points and follow up at subsequent meetings to provide evidence that actions were taken forward.	ICRGU serviced meetings to follow a consistent action plan format.	1 st March 2022	SMT	Action plans follow agreed format for ICRGU serviced meetings.	CSMT, CLTB, CET follow agreed format.	CSMT Complete 4.2.2022.