

Area for Action	Source of action	Issue / problem / good practice	Person Responsible	Specific Actions	Success Criteria / Targets	Timescale and Review Date(s)	Monitoring, Evaluation and Reporting Arrangements	Regulatory Requirements (for example, QAA Quality Code)	Progress of Actions / Targets	Overall Action Completed
Good Practice - the extensive individual support for students, and the close relationship between College and University staff which enables students to make a successful transition to Robert Gordon University. (Principle 10)	QAA	Enhance individual student support mechanisms and further develop the close relationship between the college and University to provide students with extensive individual support at ICRGU and smooth their transition to RGU.	College Services Manager	<p>One -to -one sessions to be completed for all ICRGU students in their first semester at the college. Additional one-to-one sessions to be made available in the second semester as appropriate.</p> <p>ICRGU college services and RGU student life teams to meet each semester to review student support practice and enhancements.</p> <p>Review current transition events with each school, share and analyse student feedback, and implement enhancements.</p>	<p>One-to-one sessions to be completed for all ICRGU students in their first semester, additional one-to-one sessions offered for semester 2. Actions to be followed up, themes identified, and enhancements delivered.</p> <p>Operations advisory and academic advisory committees to meet semesterly and student support practice and enhancements to be a standing agenda item.</p> <p>College services to arrange and meet with each RGU school, review student and staff feedback and implement enhancements.</p>	Dec-25	College Services Manager College Senior Management Team	QAA quality code expectations (Principle 10)	<p>A schedule of one-to-one dates have been produced for students arriving in June 2025.</p> <p>The college and University have agreed OAC and AAC dates for the next calendar year. 'Student support practice and enhancement' has been added to the standing agenda.</p> <p>Meetings with RGU schools have been proposed and are to take place prior to the end of the next semester (Dec 2025).</p>	Ongoing
Clarify the information in the Admissions policy regarding the timescales for complaints to ensure the process is fair and transparent for all applicants. (Principle 9)	QAA	The complaint process in admission policy provided to applicants requires clarifications.	Director of Marketing and Admissions	Amendment to CPR Admissions Policy outlining the ICRGU timeframe for submission of appeal or complaint during admissions process.	Revise complaint process in admission policy and update website and CPR.	Sep-25	DMA	QAA Quality Code Expectations (Principle 9)	Implented to CPR Admissions Policy (19/05/2025)	Completed 19.5.2025
Continue to develop the knowledge and understanding of all staff of neurodiversity to further enhance student support to enable students to reach their full potential. (Principle 10)	QAA	Developing staff knowledge and understanding of neurodiversity has taken place and the college SMT are committed to extend this to all staff to enable students to reach their full potential.	College Services Manager	<p>A programme of neurodiversity training to be identified by the College Senior Management Team in consultation with Navitas University Programmes Europe team.</p> <p>Neurodiversity training to be delivered to all ICRGU staff members.</p>	<p>An appropriate neurodiversity training programme to be identified by the College Senior Management Team in consultation with Navitas University Programmes Europe team.</p> <p>Neurodiversity training delivered to all ICRGU staff members and training records logged. Refresher training schedule to be determined and implemented.</p>	Sep-26	CSM - CDP	QAA Quality Code Expectations (Principle 10)	May 2025: Neurodiversity training is being explored by the College Senior Management Team and Navitas Academic Registry in collaboration with the Navitas WHS team.	Ongoing