

Area for Action	Source of action	Issue / Problem	Person Responsible	Specific Actions	Success Criteria / Targets	Timescale and Review	Monitoring & Evaluation	Regulatory Requirements (for example, OfS B Conditions)	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	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. ICRGU college services and RGU student life teams to meet each semester to review student support practice and enhancements. Review current transition events with each school, share student feedback to each school and implement enhancements.	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. Operations advisory and academic advisory committees to meet semesterly and student support practice and enhancements to be a standing agenda item. College services to arrange and meet with each RGU school, review student and staff feedback and implement enhancements.	Dec-25	College Services Manager College Senior Management Team	QAA quality code expectations (Principle 10)	The college and University have agreed QAC and AAC dates for the next calendar year. 'Student support practice and enhancement' has been added to the standing agenda. RGU ready (transition) and Student Award event was successfully completed. RGU transition information was shared with all students who are eligible to enrol at RGU. - completed Sep 25 RGU dean meetings are to take place prior to the end of the 202503 semester (Dec 2025). Progressed student performances to be discussed. 2503 Enrolment wash up was conducted. Enrolment Guidance was drafted, enrolment process and timeline was reviewed, changes such as new comms plan will be applied to next intake. - completed 5th of November One-to-one talk is currently ongoing with 2503 cohort, CST is aiming to complete it by 30/11/2025.	Completed AAC 11.11.2025 Ongoing Complete Sept 2025 Ongoing - 202503 Completed 5th November Ongoing - 30.11.2025
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)	ILPR, 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.	CSM, CDP	A programme of neurodiversity training to be identified by the College Senior Management Team in consultation with Navitas University Programmes Europe team. Neurodiversity training to be delivered to all ICRGU staff members.	Appropriate neurodiversity training programme to be identified by the College Senior Management Team in consultation with Navitas University Programmes Europe team. Neurodiversity training delivered to all ICRGU staff members and training records logged. Refresher training schedule to be determined and implemented.	Jun-26	CSM - CDP	QAA Quality Code Expectations (Principle 10)	Oct 2025 update: 4 training programmes were released by Navitas Academic Registry on 03/10/25: Supporting Disabled Students; Neurodiversity; Supporting Student Mental Health and Wellbeing; Suicide Prevention at Navitas UPE; ICRGU college services team members completed the training - Oct 25 Nov 2025 update: tailored training being explored by Navitas Academic Registry for delivery - June 2026. Dyslexia training completed by AB. Navitas has established a Neurodiversity working group and AB has joined this group. Discussed with Claire Whiting 3.3.2025 - NvT central approach to support being considered. ADHD training completed by YY in June 25.	Completed October 2025 Ongoing - June 2026 review Completed June 25 Completed June 25
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)	The timescales for complaints were added to the Admissions college policy and regulation (CPR QA03) on 19th May 2025. The policy includes the following paragraph: "Any complaint made by an applicant (or their representative) relating to the administration of the admission process or regulatory framework will be deliberated by ICRGU's Management Team to ensure a resolution that is fair and reasonable. The applicant should raise the matter at the earliest possible time and within 30 days of the Offer of Admission or rejection being issued. A student should raise an issue with any member of staff at a Navitas UPE College or representative, orally or in writing and initially this will be treated as an Informal Query. If a Student Complaints and Academic Appeal Form (QS10 Student Complaints and Academic Appeals Form) is submitted, it will be treated as an Appeal." (CPRQS03: Admissions Policy version: 2_01: p11) (Sector-Agreed Principle 9 Recruiting, selecting and admitting students).	Completed 19.5.2025