Area for Action	Source of action	Issue / Problem	Person Responsible	Specific Actions	Success Criteria / Targets	Timescale and Review Date(s)	Monitoring, Evaluation and Reporting Arrangements	Regulatory Requirements	Progress of Actions / Targets	Overall Action Completed
Student Data & Outcomes (Academic Matrix)	AMR	Withdrawal rates in UG management higher than in other UG courses.	College Learning and Teaching Board & AO	Recruitment, admissions and college services review processes and enhance practices.	Analysis of the retention and progression rates and actions to introduce in the 202203 admissions process.Maintain Overall Progression rate between 95% (2023) and 99% (2024).	Feb-26	College Learning and Teaching board to monitor and evaluate.	UKVI retention expectations and QAA quality code expectations.	Conduct reviews and report to SMT for 202403 intake. 03/10/2025: raw data pulled by AO 20/11/2025: meeting scheduled with AO and CSO to refine the data set	Ongoing - AO/CSO meeting December 2025
Quarterly former ICRGU students return home evidence - check with Partner University	OAC, CSMT	Maintaining BCA thresholds.	CSM	Review withdrawn students return home evidence, update the withdrawal rate accordingly, and share the information with RGU.	Ensure updates are made for students who have been terminated or withdrawn, as well as those who submitted return home evidence, so that the changes are accurately reflected in the RGU BCA report.	Aug-26	SMT	UKVI withdrawal expectations.	The RGU BCA reporting period runs from 15 August 2025 to 14 August 2026. For this year, the RGU Compliance and Immigration team has revised the process to produce the report quarterly instead of annually. Meanwhile, ICRGU will continue to follow up on return home evidence on a monthly basis.	Ongoing
Learning Opportunities	AAC, CLTB, CSMT	Relatively small number of courses available at RGU compared to other pathway providers.	DMA/CDP/CSM	Develop three additional courses for entry into ICRGU in FY25 and summer experience opportunity.	Portfolio expansion is ongoing for new courses development, marketed and available for recruitment in FY25.	Jan-26	SMT		Recruitment is now open for the MSc Healthcare Leadership, and new computing exit route (Data Science with AI) has been added for 2503. - completed Sep 25. PG new module introduced from P2503, this will provide more exit routes to students, by providing a generic pre-master programme - completed Sep 25. For current students, course and module reviews are ongoing, with the possibility of combining student trips / activities with specific modules being explored. - Ongoing	Complete Sept 25 Complete Sept 25 Ongoing, review Jan 26

Further develop the guidance on roles, processes and teaching and learning support for academic staff, including mentoring and partnership with Link Tutors.	ILPR	The guidance provided to lecturers was considered to require development.	CSM	Guidance document prepared, updated and presented to lecturers. Mentorship and partnership with link tutors to be explored.	Guidance document prepared and distributed. Mentoring and partnership with link tutors to be formalised.	Feb-26	CSM to CSMT.	QAA quality code expectations.	Mentoring Dec 24 update: meeting with ABS was conducted, agreement has not been reached due to current level of staff (on going re-structuring). - on hold until Feb 2026 RGU staffing level settles.

Review of current Mentor programme framework (within college) completed, rvised mentor programme guide finished on 7th of November. Modifications include:
expansion to UPE division and Partner university, feedback sought with Navitas Academic Registry Team regarding including mentor programme into new lecturer onboarding; standardise templates for innitial agreement, observation, feedback and good practice sharing and evalation.

Feedback was requested during the AAC meeting on 11th November regarding RGU staff capacity to restart | Ongoing |
| **Continue to review the size and shape of the staffing complement within ICRGU with a focus on succession planning and the recruitment of both teaching and professional support staff.** | ILPR, AMR External Report | Changes to international student recruitment numbers require reviews of the size and shape of the staff at ICRGU. | CDP | CSMT reviews staffing levels in line with recruitment numbers and projections. | College staffing levels and succession planning plans agreed and reviewed periodically. | Jul-26 | CDP to CSMT | QAA quality code expectations - Principle 3 Quality Code | College staffing levels and pay were reviewed during the summer 202503 intake. Academic staff reviews completed September 25.

Create Log of non-mandatory CPD - Completed Feb 25.

Work with Navitas Academic Registry and support staff on 2025 Advance HE applications. - Ongoing (draft submissions due Feb 2026)

YY is working on CPD material regarding sustainbility, led by Climate Action Working Group (CAWG) since September 2025, survey to college representatives regarding CPD shared in October; 3rd meeting is scheduled on 13th of November to further discuss UPE colleges feedback - Ongoing | Completed September 2025

Completed Feb 2025

Ongoing - review Feb 26

Ongoing - reviewed 13th Nov |

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 - 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 OAC 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 elgigible 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	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	Completed 19.5.2025
Adopt the Scottish Public Services Ombudsman model complaint handling procedure	QAA, SPSO	Aligning the ICRGU complaints procedure with that adopted by RGU.	CDP, DMA, CSM	Update policy to SPSO model and align with RGU.	SPSO ICRGU model complaint handling policy	Jun-26	CDP	QAA Quality Code Expectations (Principle 9)	AB discussions with Faye-Marie Adams Goernance and Compliance at RGU.	Ongoing.
General Comments										