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 (for example, OfS B Conditions)	Progress of Actions / Targets	Overall Action Completed
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.	Dec-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: Jan 26 update: 2nd meeting held regarding ILSC soft skills and student project, it is possible to combine student project with ILSC, next meeting objective is set to discuss student feedback on type of student project and finalise it before end of 2601 semester ends. Feb 26 update: meeting regarding student project held on 18th of Feb, next meeting is to discuss with student rep to create a structure/framework, meeting is yet to be scheduled in March. June 26: new courses at UG and PG level were added to course list. Year one ENG module clarifications required from SOCET, further review scheduled in August. Oct 26: Year 1 Engineering Couse review meeting conducted on 20th Oct. Actions and timeline for full review of the course has been shared.	Completed Sept 25 Completed Sept 25 Completed March 26 Ongoing
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. Aug/Sep 26: all staff and ATS completed following training: Supporting Disabled & Neurodiverse Students; Safeguarding essentials; Supporting Student Mental Health and Wellbeing and Suicide Prevention; and PREVENT duty trainings;	Completed October 2025 Completed - Aug 2026 Completed June 25 Completed Jun 25 Completed Sep 26
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	Dec-26	CDP	QAA Quality Code Expectations (Principle 9)	AB discussions with Faye-Marie Adams Governance and Compliance at RGU. Feb 26: complaints handling policy drafted	Academic Registry have been sent the draft and are considering the documents. (March 26) Complete, the complaints procedure has been updated
Strengthen the College's engagement with local communities and social responsibility initiatives	Navitas Impact Survey	Limited engagement with local community groups and sustainability-focused activities	CDP, DMA, CSM	Participate in local charity and community initiatives and organise activities that promote awareness and understanding of sustainability among staff and students.	Increased staff and student participation in community and sustainability initiatives, supported through collaboration with local charities and partner university activities.	Dec-26	CSMT	Navitas Impact Report	July 26: Charity Mamacita identified as a potential community partner. DMA to establish contact with the organisation's founder to explore collaboration opportunities. - Meeting conducted for 25th of Aug. September 26: finding ways to work with the charity - Ongoing Ocotber: Navitas sustainability event planned by CAWG - Completed Oct 26	Ongoing
Review of ATS records to ensure professional currency and qualifications remain up to date	NQCA	Staff recruitment/competency records	CSM	Review and request up to date CV and eudcational qualifications	College holds up-to-date Educational qualifications and CV from all ATS	Dec-26	CSM - CDP	QAA Quality Code Expectations (P3, P7)	Highest Education qualification for all staff members checked; updated CV requested in October	Ongoing
Create online learning resource for student to access	NSS	Area for improvement identified in the 2026 NSS survey	CSM	Create single resouce for students on INFO hub	Improve the area in 2027 NSS to 90% and above	Apr-27	CSM - CDP	QAA Quality Code Expectations (P2, P3)	Learning Resource tile created and updated some essential knowledge/skills in it, such as library, ICT skills - completed Sep 26 Specifict learning resources for courses updated by lecturers; - ongoing	Ongoing
Student Free speech - build up student confidence to have their voice heard	NSS	Area for improvement identified in the 2026 NSS survey	CSM	Review channels for students to communicate with the college	Improve the area in 2027 NSS to 90% and above	Apr-27	CSM - CDP	QAA Quality Code Expectations (P2, P3)	Review of current channels: 1-2-1 talk; multiple surveys; annoymous QR code; student forum meeting (student reps and SP).	Ongoing