URDANG ACADEMY

Action Plan in response to recommendations from QAA Institutional review (Last updated 2/8/19)

Action	Lead Responsibility	Deadline	Progress
Recommendation 1: Apply a more analytical and evaluative approach to the review and monitoring of programmes to enable effective action planning (Expectations B8, A3.3 and Enhancement)	SMT	September 2019	Completed
The new Committee structure ensures that there is a solid monitoring structure and action plans from each meetings are reviewed by the SMT.			
The SAR includes a detailed action plan that is used by the Academic Board to make strategic decision to improve and implement academic standards. The review team, therefore, recommends that the Academy, apply a more analytical approach to the review and monitoring of programmes to enable effective action planning. This is why the SAR template has been reviewed and a more detailed section has been added, including minor/major modification suggestions. Departmental action plans are now in place, this will improve communication between relevant committees and guarantee quality assurance.			
The communication channel between senior staff tutors and student is now more consistent and robust thanks to the student representatives meetings, forum, SSLC. Tutors peer-to-peer observations are also taken into consideration while evaluating changes. The new student tracker system also provides information on student progression cycle. The Departmental SAR provides the SMT with an analytical description of each department. All of these internal information sources are included in the QIP action plan (reviewed quarterly) that provides effective action planning to the Academic board every year.			

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Recommendation 2: Review and revise the current complaints and academic appeals policies to ensure that they are fit for purpose by clearly identifying all appropriate procedural stages (Expectations B9 and C).	**College Administrator**	**September 2019**	**Completed**
The Academy sets out a new academic appeal process within its Complaints and Appeals procedure, which includes specific time frames, grounds for appeals and evidence to provide. The new Complaints and Appeals process is more robust and consistent. It includes an internal procedure and link to the University Academic Regulation for Degree students and a two-step internal procedure for Diploma/AVT/Foundation students.			
The new policies are approved by the SMT and discussed with the University (Degree part) in collaboration with ARU.			
The policy now includes details on escalation and references to the awarding body, references to OIA, and a clearer division of responsibilities.			
Recommendation 3: Review the management, articulation and oversight of enhancement processes to ensure a more systematic approach to the promotion of enhancement at the Academy (Enhancement).	**SMT**	**December 2019**	**Completed**
The Academy is in the process of developing an operational manual to ensure that all staff are accustomed to the appropriate operating procedures. The Co-Principals maintain an Annual Calendar of Committee Meetings which ensures effective running of the Academy. This structure allows staff and students to have a voice and to contribute to improving and enhancing all aspects of the college life cycle. This will also make the approval process of policies and regulations clearer to staff.			
To ensure that transparency and consistency in information is provided to the public, the Academy is now fully compliant with Consumer Protection laws. As part of a wider plan to improve the Academy's online presence, this also helps ensure that accurate information is shared on the website and across all digital and printed collateral.			

Higher Education Review (Alternative Providers): Urdang Schools Ltd t/a Urdang Academy, March 2019:

https://www.qaa.ac.uk/docs/qaa/reports/urdang-schools-ltd-ta-urdang-academy-her-ap-19.pdf?sfvrsn=6040c581_8