Action Plans for IQR Recommendations and Good Practices

Prepared for the
Quality Assurance Agency (QAA), UK

Office of the Vice Chancellor

January 2022

Action Plans for Sustaining ECAE's Good Practices

ECAE Good Practices	Action to be taken	Date for completion	Action by	Success indicators
The strong college-wide culture for quality improvement and enhancement, through the inclusive leadership demonstrated by the Institutional Research and Effectiveness Department and supported by the Vice Chancellor, which proactively drives quality forward at the College (Standard 1.1).	Sustain the quality culture at ECAE by continuing to implement QA practices, policy, and procedures as per ECAE Quality Assurance Manual	Ongoing	IRE	Annual effectiveness measured through surveys, action plans and follow-up reports
The way that the College has harnessed existing processes and capitalised on them in enhancing students' learning opportunities during the migration to online delivery during the COVID pandemic (Standard 1.3).	Continue to evolve, enhance, and implement latest technology for virtual classrooms, IT infrastructure and faculty competence in adjusting and responding to innovative teaching and learning methods	Ongoing	IT and GRO	Student satisfaction with online/blended learning and virtual classrooms
The resourceful, reflective approach of the College to staff development opportunities and their impact on the student learning experience and research informed teaching (Standard 1.5).	Continue to encourage and support professional development among employees to create improved classroom experience, high-quality student research and	Ongoing	DVC-A, GRO and HR	Faculty and staff satisfaction with professional development opportunities
The role the community of practice forum plays in supporting staff in enhancing their teaching and learning (Standard 1.5).	Continue the practice and encourage faculty to apply the lessons learned in teaching and learning	Ongoing	DVC and Research Office	Faculty satisfaction and participation rates in such forums
The thoughtful, committed, collaborative engagement of the College with students through the delivery and ongoing enhancement of support services (Standard 1.6).	Continuous enhancement and improvement of student related services and facilities offered by the College.	Ongoing	Director Support Services and DVC-A	Student satisfaction with facilities and learning resources

Action Plans to Fulfil QAA's Recommendations

QAA Recommendations	Action to be taken	Date for completion	Action by	Success indicators
The College should publish an explicit extenuating circumstances policy, including criteria for applications and processes for making decisions (Standard 1.3).	The College will update its Assessment and Grading Policy to cover such circumstances.	Completed	IRE	Updated policy approved and published
The College should make publicly and explicitly clear the circumstances under which it may make short notice changes to the terms and conditions of study and how it would safeguard the interests of students in alignment with the College's student-centred philosophy (Standard 1.4).	ECAE follows the national accrediting bodies' standards and requirements: when regulatory updates change, ECAE ensures that they are adequately communicated to students and other stakeholders. Students are promptly informed and prepared for the changes that affect their learning experience. Teach-out policy details the circumstances and relevant measures of safeguarding student interests and benefits. The College explicitly states in student handbook and Catalog that any regulatory changes that may affect current programs will be communicated to the student and effective measures will be taken for smooth transition.	Completed	IRE	Statement published in Student Catalog and Handbook