

IBCM Action Plan in response to QAA Report published 17 September 2018

All recommendations relate to Expectation C: UK higher education providers produce information for their intended audiences about the higher education they offer that is fit for purpose, accessible and trustworthy

Report no	Action already taken	Outstanding actions/responsible personnel	Timescale
<p>P2 & p30 “Develop and implement a rigorous process for the production and approval of public information ensuring that information aligns with current legislation and Competition and Markets Authority guidance “ “Revise student terms and conditions to meet statutory and regulatory requirements”</p>	1) Policy and procedures in respect of public information has been updated and added to website	Confirm all members of staff are familiar with document (DD/MH) – IBCM Meeting	8/10/18
	2) Terms and conditions revised and authorised.	To be cascaded at IBCM meeting on 8 th October 2018 and then added to website (DD/Craig @ radical web designs)	12/10/18
	3) Revised application form produced	To be cascaded at IBCM meeting on 8 th October 2018 and then added to website (DD/Craig @ radical web designs)	12/10/18
	4) Student protection plan produced	Cascade at team meeting Produce “risk register” to go with the protection plan – finalise the plan and add both to the website	8/10/18 16/10/18
	5) Cancellation form to allow students the required 14 day cooling off period has been produced	To be cascaded at IBCM meeting on 8 th October 2018 and then added to website (DD/Craig @ radical web designs)	12/10/18
	6) “Acceptance of offer letter” produced	To be cascaded at IBCM meeting on 8 th October 2018 and then added to website (DD/Craig @ radical web designs)	12/10/18
P29/30 3.6 Information for students including	(Generic student handbook to remain as it is not viable to produce handbook for	Handbook to be approved (MH) and circulated to all staff at IBCM meeting /added to website (DD/Craig @ radical web	4/10/18

regulations, programme specifications, student handbook and all information in respect of potential and current programmes at IBCM	separate programmes which may contain 1 or 2 students). Student handbook has, however been revised to include more specific generic information as follows: “our team”, communication, induction, assessment, malpractice, plagiarism and bullying. Final handbook to be approved and made available.	designs)	
	Programme specifications have also been added to the website to enhance information: ILM3, ILM5, HNC/D Business, HNC/D Mechanical Engineering , HNC/D Electrical Engineering and HNC/D Petroleum Engineering	Further information relating to module content and specific awarding body requirements/regulations in terms of assessment/examinations to be added to each programme information on website: Programme leaders to review own programme to provide this information for addition to website/printed materials (WQ/DP/CE/DD) Add to website (Craig@radicalwebdesigns)	20/10/18
	A draft “how to apply” document has been produced to make the process of applying easier for prospective students. This will go with the “Enquiries process flowchart” which has also now been updated to include the acceptance of offer stage, provision of cancellation form etc – to be approved)	All website and brochure material to be reviewed to ensure accuracy and currency (RK/MH)	20/10/18
		RK/MH to amend/approve the how to apply information and amended enquiry process flowchart. Add to website (DD/craig@radical webdesign)	13/10/18
3.8 Use of the QAA logo	Logo has been removed from the website until otherwise advised.		

