

Higher Education Review (Embedded Colleges): Kaplan International Colleges – QAA action plan – March 2018

Action plan relating to Higher Education Review (Embedded Colleges) of June 2016						
Recommendation	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
Formalise governance arrangements with the University of York and the University of Birmingham for the effective oversight of academic standards and learning opportunities (Expectation A2.1)	Existing Kaplan International College London (KICL) partnership arrangements to be reviewed. Set up a clear and formalised governance structure.	By January 2017	KICL College Director and with support from Director of Student Learning, Centre for Learning Innovation and Quality - CLIQ	All partnerships have clear responsibilities for academic oversight	UK Kaplan Senior Management Team (SMT)	To monitor and review on an annual basis
Ensure that students receive written confirmation that internal complaints and/or appeals procedures have been completed and what independent recourse options are available (Expectation B9).	Existing complaints policy and procedure to be reviewed to include independent follow-up and review of complaints, with the Office of Independent Adjudication (OIA)	By January 2017	Director of Compliance and Accreditation with Director of Colleges	100% of students have access to and are aware of the complaints policy	College Executive Management Board (CEMB) and Kaplan SMT	To review as a standing item at CEMB and on an annual basis at Kaplan SMT
	Academic Standards and Quality Manual (ASQM) to be reviewed to reflect the change from September 2017. This change to be reflected on updated Student facing procedures	September 2016	Head of Quality Assurance and Enhancement	Each college to be made aware of updated policy/ procedure and ensure students are notified	College and Academic Directors	Obtain annual feedback from colleges if the revised process is effective/ clear