

2025 QAA Action Plan

Recommendation/ Good practice	Actions to be taken	Date for completion	Action by	Success Indicators	Sources of evidence	Status
Recommendations						
Review all on-campus wi-fi to ensure students are provided with reliable online access at all times	<p>Review WiFi service in FIE buildings and undertake improvements to electricity and cabling where necessary to add additional access points.</p> <p>Review pre-departure orientation, onsite orientation and visiting faculty communications to manage expectations</p> <p>Update study spaces flyers to indicate WiFi as one of the amenities in the Metrogate House Study Spaces</p>	<p>September 2025</p> <p>August 2025</p> <p>August 2025</p>	<p>Chief Academic Officer & Provost and Chief IT Officer</p> <p>Chief Academic Officer & Provost, Institutional Relations, Admin Team, Student Life Team</p> <p>Academic, Administration and Marketing Teams</p>	<p>- Quantity of additional access points added</p> <p>- Positive feedback from staff, faculty, students and partners</p> <p>- Inclusion of Wi-Fi information in study space materials and orientation</p> <p>- Reduced number of WiFi-related complaints or reported issues</p>	<p>- Communications or documents regarding physical improvements</p> <p>- Any updated pre-departure emails or information</p> <p>- Updated study spaces flyer</p> <p>- Formal and informal feedback from staff, faculty, students and partners</p>	In progress
Review the student feedback form to ensure anonymity	Amend feedback surveys to make the home institution question optional	Fall 2025	Administration Team	- Question about home institution is optional on all relevant feedback forms	Survey reports	Complete

				- No anonymity concerns raised in subsequent feedback cycles		
Review the process of communicating agreed academic accommodations to faculty to ensure that appropriate support mechanisms are put in place for students in a timely manner	<p>Review procedures and communications regarding academic accommodations</p> <p>Discuss in Teaching and Learning Committee (TLC)</p>	<p>Fall 2025</p> <p>Next meeting in Fall Term 2025</p>	<p>Associate Director of Administration</p> <p>Associate Director of Administration, Teaching and Learning Committee</p>	<p>- Updates to communications and procedures regarding academic accommodations</p> <p>- Positive feedback from students and faculty</p>	<p>- Academic accommodations procedure documents and communications</p> <p>- Formal and informal feedback from students and faculty</p> <p>- TLC Meeting Minutes</p>	In progress
Remove the reference to the OIA from the Complaints and Appeals Policy and reviews application of the early resolution process for assessment appeals to ensure that it is transparent and fair for all students and revises the appeals policy	<p>Undertake a full review of the appeals process and policy</p> <p>Discuss in Teaching and Learning Committee (TLC) and Academic Advisory Council (AAC) meetings</p> <p>Email faculty to provide additional advice and clarity regarding how to respond to queries from</p>	<p>August 2025</p> <p>Next meetings in Fall Term 2025</p> <p>August 2025</p>	<p>Chief Academic Officer & Provost</p> <p>Chief Academic Officer & Provost</p> <p>Chief Academic Officer & Provost</p>	<p>- Updated policy document</p> <p>- Feedback from staff, faculty, students, TLC and AAC</p>	<p>- Updated policy document</p> <p>- Email to faculty</p> <p>- TLC Meeting Minutes</p> <p>- Agenda of first-year teaching meeting</p> <p>- Formal and informal feedback from staff, faculty, students and partners</p> <p>- Any submitted appeals and their result</p>	In progress

to clarify the parameters in which academic judgement-based amendments may be made at the early resolution stage of an appeal	students regarding grade reviews and changes Add this to the agenda of the first-year teaching meeting in August	August 2025	Writer in Residence			
Good practices						
The effective embedding of FIE core values in the curriculum and the introduction of thematic courses and internships which support the core values (Good practice)	Continue to support faculty in embedding FIE's core values within their teaching Continue to highlight and promote values-led thematic concentrations Periodically review course feedback to ensure that the values listed in the course catalogue reflect students' actual experience	Ongoing Ongoing Spring 2025 review complete	Academic Team	- Course feedback indicates positive student perception of values integration in their classes - Course feedback aligns with values that are promoted in the course catalogue	- Course feedback - Course catalogue - Website	Ongoing
The availability of a Writer-in-Residence to offer support to the faculty on teaching methodologies, to help deliver a high	Writer in Residence to continue to support faculty Ongoing review of Writer in Residence contributions through TLC	Ongoing Ongoing	Writer in Residence	- Positive faculty feedback - Positive reports and contributions from Writer in Residence to the TLC	- TLC Committee agenda and minutes - Any materials developed by Writer in Residence	Ongoing

quality and innovative learning experience	Committee discussions and reports Writer in Residence to consider facilitating a Lunch and Learn	Ongoing			- Communications regarding any facilitated Lunch and Learns	
The monitoring of, and timely response to, issues raised by students during internships that enhances the quality of the student learning experience	Experiential Education (Internship) Team to continue to monitor and respond to student concerns	Ongoing	EE Team	- Positive student feedback regarding EE Team support and responsiveness	- Formal and informal feedback from students	Ongoing
The extra-curricular 1-to-1 academic skills workshops provided by the Writing Support Tutors that improve students' skills and confidence	Writing Support Team to continue to offer student support Email to remind faculty that Writing Support Tutors are also available to deliver in-class workshops	Ongoing August 2025	WST Academic Team	- Positive student feedback - Good student and faculty uptake of the service	- Formal and informal feedback from students - Email to faculty - Logs of student and faculty use of the service	Ongoing
The emphasis on experiential learning which enables students to take responsibility for their own learning	Continue to support and emphasise all forms of experiential learning, including internships and co-curriculars	Ongoing Ongoing	Academic Team, Experiential Education Team, Student Life Team	- Co-curricular tracking indicates varied and high-quality activities - Positive student feedback	- Co-curricular tracking and booking spreadsheets - Formal and informal feedback from students	Ongoing

and to take an active role in shaping and enhancing the learning process	Continue to track co-curricular activities					
The effective use of multi-media screens which enable faculty to provide a high-quality learning experience	Continue to maintain and support the use of Clevertouch Screens Continue to provide training for faculty and visiting faculty	Ongoing Ongoing	IT Team, Administration Team, Academic Team	- Positive faculty and student feedback	- Formal and informal feedback from students and faculty	Ongoing