

Higher Education Review 2016

The Aga Khan University (International) in the United Kingdom Institute for the Study of Muslim Civilisations' Action Plan in response to the QAA's Higher Education Review (Foreign Providers) conducted in June 2016.

Good Practice	Action to be taken	Date for completion	Action by	Reported to	Success indicators
The extensive range of information provided to the students to support their transition into the Institute (Expectation B4)	Enhancement of pre-sessional webinar programme. Ongoing monitoring of induction arrangements	September-17	MA Coordinator	Faculty Council	Positive levels of student feedback.
The thorough consideration of feedback from students which impacts positively on their learning experience (Expectation B5)	Consolidation of feedback and discussion among teachers.	September-17	Head of Educational Programmes and MA Coordinator	Faculty Council	Positive levels of student feedback; positive external examiner's reports on quality of learning.
Recommendation	Action to be taken	Date for completion	Action by	Reported to	Success indicators
Adopt and implement the grade descriptors approved by the University (Expectation B6)	Internal discussion among academic staff followed by review of all courses by Academic Standards Committee.	December-16	Academic Standards Committee	Faculty Council	Positive student feedback; external examiner's reports; positive outcomes of AKU programme review processes.
Ensure that all staff and students have access to the external examiner's report and the Institute's response to it (Expectation B7)	Circulation of report and response to staff and students	December-16	Head of Educational Programmes	Faculty Council	Informed discussion of report by students and staff at Faculty Council and other fora.
Develop and implement a formal student complaints policy and procedure (Expectation B9)	Complaints policy to be developed and approved, and then promulgated.	October-16	Director of AKU- ISMC and Academic Standards Committee	Faculty Council and Board of Graduate Studies	Increased student and staff awareness of policy and procedures.

Recommendation	Action to be taken	Date for completion	Action by	Reported to	Success indicators
Develop and implement a formal appeals policy for admission decisions (Expectation B2)	Admissions appeal policy to be developed and approved, and then promulgated to applicants.	October-16	Director of AKU-ISMC and Academic Standards Committee	Board of Graduate Studies and Academic Council	Satisfactory review by Admissions Committee
Support staff to engage more fully with the UK Quality Code (Academic Standards)	Incorporate into training schedule for staff and include in induction for all new academic and academic-related staff	September-17	Director and HR Manager	Faculty Council	Satisfactory benchmarking of Institute's practices against Quality Code