


The Bader International Study Centre

Quality Assurance Agency for Higher Education (QAA) Action Plan – 2021 Report

Anna Taylor, Acting Academic Director

20 April 2022



Name:	Quality Assurance Agency for Higher Education (QAA) Action Plan – 2021 Report
Purpose:	To collate the actions highlighted in the most recent QAA report for approval by SMT
Collaborators:	Anna Taylor and Jenny Winter

ACTION PLAN

Recommendation	Recommendation Level	Further Detail from Report	Action Needed	Action Owner	Due Date	Completion Date	Evidence Suggested	Evidence Collated	Success indicators	Reported in Next Review
Continue to support faculty in embedding technology into the curriculum and with course development, and continue to support students and staff in online learning	Noted	'A new appointment has been made - Experiential Learning and Workplace Skills Coordinator (Learning Technology) - to help embed technology into the curriculum and to support students and staff with online learning... Although BISC intends to return to face-to-face learning in the current term, it will continue to support faculty with course development and technology integration'	Make the new appointment a member of the Educational Standards Committee; make the new appointment the contact person for onQ queries; organise regular onQ training sessions.	Deputy Academic Director and ELWSC	By the end of academic year 2022-23.		Minutes of the Educational Standards Committee; feedback on training sessions from faculty.	Minutes;	Better standard of use of onQ and other related technologies; more confident faculty.	
Continue to encourage the enhancement of the curriculum through experiential learning, firmly embedding ELOs into the curriculum. Continue to make use of VELOs where appropriate	Noted	'Virtual Experiential Learning Opportunities (VELOs) have been further enhanced to mitigate against the detrimental effects of the pandemic which have curtailed, and may continue to prevent, external visits...An Experiential Learning and Workplace Skills Coordinator has been appointed to support faculty in embedding experiential learning into the curriculum' 'Part of the objectives of the [faculty] training day was to encourage the enhancement of the curriculum through experiential learning'	None specific; ongoing work by Experiential Learning Manager	Experiential Learning Manager	Report due end of 2022-23.		Termly reports on Experiential Learning compiled by EL Office; Student Satisfaction Survey.		High student satisfaction with Experiential Learning component; continue instructor motivation and engagement with development new EL opportunities.	
Continue to offer hybrid training opportunities for faculty	Noted	'The faculty training day in August facilitated both online and physical attendance to enable staff from more remote locations to participate and this model will be continued throughout the academic year'.	Run hybrid workshops during academic year.	Professional Development Coordinator	By the end of academic year 2022-23.	March 2022.	Advertisements for hybrid workshops and reports by the Professional Development Coordinator.	2x workshops run in the Fall Term by KC (report available); 2x workshops run in the Winter Term by KK (advertisements available).	Confident faculty with up to date knowledge of pedagogy.	
Finalise the frequency of ESC meetings	Implied	'The [ESC] Committee meets four times a year, but the frequency of meetings has yet to be included in the terms of reference'.	Include meeting frequency in terms of reference.	Deputy Academic Director	Before Winter Term 2022.	December 2021.	Updates ToR.			

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Continue to address student feedback regarding the maintenance of accommodation and lack of suitable study space, and monitor feedback for recently implemented changes	Implied	'BISC has effectively used the 2020-21 academic year, when students were learning remotely, to address some critical comments regarding maintenance of accommodation and the lack of suitable study areas. Some redecoration has taken place and an area has been identified for refurbishment as a study space'.	Continue work on major projects and capital investment.	Senior Management Team	Ongoing		N/A			
Carry out the planned enhancements to outdoor exercise opportunities	Noted	'Further work to enhance outdoor exercise opportunities is planned for the academic year 2021-22'.	Continue work on major projects and capital investment.	Senior Management Team	Ongoing		N/A			
Embed the Core and Common practices of the Quality Code into our policies	Noted	'During 2022, BISC intends to embed the Core and Common practices of the Quality Code into its policies to provide a further reference point for the Educational Standards Committee to refer to during the cyclical review of quality'.	Circulate quality code and Queen's degree level expectations on a termly basis; evaluate all new programs with respect to the quality code; run training session on the quality code.	Deputy Academic Director			N/A			
Continue to engage with main campus over proposed new courses	Implied	'Faculty effectively use their links with the main university campus to develop the curriculum and share best practice. It is anticipated that this will lead to the approval of two new BISC courses in 2022-23'.	Get approval for BISC 200 and 300 from the Arts & Science Curriculum Committee	Deputy Academic Director	Before Winter 2022.	November 2022.	N/A	BISC 200 and BISC 300 syllabi approved by the FAS Curriculum Committee; both courses entered into the Queen's course catalog.		
Continue to strengthen external research collaboration	Implied	'A Research Coordinator has been appointed from September 2021 to further strengthen external collaboration'.	Write preliminary research report to review current status and define objectives and external opportunities/.	Research Coordinator	By the end of academic year 2022-23.		Research report on current status; report on long-term opportunities; emails circulated to faculty about short-term opportunities.			

ACTION PLAN

Approved By:	SMT
Approval Date:	28/04/2022