IFT Action Plan – QAA International Quality Review

Recommendation	Action	Expected Date of Completion	Responsibility	Indicator of Success
Recommendation 1 The review team **recommends** that IFT develops a policy at institutional level that makes explicit the overall quality assurance framework that demonstrates how the various elements integrate (European Standard 1.1).	Draft a quality policy that guides all organs/teams involved in quality assurance matters in IFT, e.g. CCAF, CTC, PC, TC coordinators/regents, Quality Team, OSH&G to share information on a common e-platform, integrate all comments received/issues raised or discussed at their meetings and summarize those into an annual Quality Assurance Report, Indicators Chart and Follow-up Plan. These documents are to be shared with all departments, so that corrective or improvement actions can be taken.	December 2017	President's Office	An Institute quality framework and policy is prepared

Information related to quality assurance raised at different council/committee meetings is integrated and shared via an e-platform accessible to all relevant parties

Follow up actions are implemented |
| Recommendation 2 The review team **recommends** that IFT develops an institutional qualifications framework that should be used to assure the consistency of academic standards across all of its | Develop a detailed outline of the programme framework that guides the design and review of curriculum; define programme-specific outcomes aligned with IFT's vision; establish overall and progressive academic standards; establish benchmarks and develop performance indicators for assessing programme outcomes and standards, which would undergo quality assurance monitoring and | March 2018 | Directors of related academic units; academic coordinators, regents and subject | All parties involved understand the overall framework and know their responsibilities in the system clearly

All programmes' outcomes are aligned with IFT's vision and agreed upon by all stakeholders

Alignment with programme outcomes through progressive academic standards, competencies and |

| programmes. (European Standard 1.1) | review system (refer to QUACES below). | | | expectation across the duration of study (introductory/ application/mastery)

Academic standards guide the establishment of benchmarks and performance indicators

Benchmarks and indicators can be easily used in the programme quality monitoring and review system (QUACES)

Course design, lesson plans and assessment methods are aligned with programme outcomes

The monitoring and review system can identify specific areas for improvement |
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| Recommendation 3 The review team **recommends** that IFT implements a programme to raise awareness of the Complaints Policy among students and staff (European Standard 1.3). | 3.1 E-comment box provided on staff portal and student portal, for online submission of comments.

3.2 Introduction of communication channels (e-comment box and drop boxes at both campuses) on student handbook, faculty handbook, and employee handbook. | Dec 2017 | Quality Team | Staff and students are well informed of the suggestion channels through information on the respective handbooks and portals

With the annual email promotion, all parties (current or freshmen) would be well aware of the communication channels |

	3.3 Annual introduction and promotion to all staff and all students by email regarding IFT's suggestion channels. 3.4 Comments received from staff or students will be handled with reference to the Procedures of Handling Public Suggestions, Complaints & Objections.			
Recommendation 4 The review team **recommends** that IFT expedites the full implementation of the Quality Assurance and Course Evaluation System (QUACES) and at the same time continuously evaluates the effectiveness of the system (European Standard 1.9).	4.1 Organise an Academic Quality Team/Task force (AQT) to manage QUACES implementation. 4.2 Review and Assess alignment of Programme outcomes with intented learning outcomes (ILO) at the course level and Assessment mechanisms.	March 2018	Coordinators & Regents in collaboration with SATA + Programme Faculty + Industry partners + Alumni reps + Current Student reps + External Advisement	The AQT will compile an annual report at the end of each academic year including data gathered through Student/Faculty feedback* and external moderation reports** Programme curriculum and assessment mapping will indicate a systematic coverage of programme outcomes through programme offerings across the duration of study
	4.3.1* Design the instrumentation to collect student/faculty feedback (in addition to Course Evaluation) at each stage of the study path. 4.3.2 Organise agreement trials among faculty teaching the same course in regard to a selected	July 2018	AQT	The exercise should ensure objectivity in the grading process and improvement, if needed, of the

	assessment task to be conducted once during the semester. 4.3.3** Explore the implementation of internal/external moderation of assessment mechanism through faculty-wide discussion.			Marking Guide/Assessment rubric established for the task Assurance of inter-rater consistency in the assessment process Overall development of assessment methods follows established reference guide and ensure established learning outcomes are assessed with increasing rigour over the duration of study
	4.4 Establish an ongoing professional development training calendar in the areas of both Teaching & Learning and Research including a 2-day orientation for newly recruited staff.	**Presently in operation**		An institutional culture of academic quality assurance is sustained