

International Business Faculty, Beijing Normal University Zhuhai

QAA International Quality Review 2020 – ACTION PLAN

Good practice	Commentary			
The review panel identified the following areas of good practice that are worthy of wider dissemination within IBF:				
The provision of dedicated staff and telephone lines to provide support to students and their parents concerning issues relating to the transition from high school to university. (Standard 1.4)	Continue to maintain and develop consulting services for students and parents, solving problems case-by-case.			
Muodo • Lishang programme which provides a platform for students to deepen their knowledge, develop research skills and work collaboratively. (Standard 1.6)	Continue to provide Muodo • Lishang programme and expanding activities (activities such as Reading Month, Teaching & Learning Reflection Writing etc. have already been launched) in order to deepen students' knowledge by giving professional guidance, enhance their ability to analyze and solve problems, and continuously improve their team work ability.			
The comprehensive support provided to students throughout their student journey, that ensure timely intervention where required. (Standard 1.6)	Continue to maintain and develop comprehensive support system to students, focusing on individualized learning support and promoting the overall growth of students.			
Recommendation	Actions	Timescale	Action by	Progress
The panel recommends IBF to:				
Undertake an evaluation of the effectiveness of the recently introduced committee structures to ensure they are meeting intended	Organize Teaching Quality Assurance Committee meeting regularly, to update the progress of various quality activities of IBF	Starting from Academic Year 2020/21, At least one	Teaching Quality Assurance Committee	In progress - On 18 December, 2019, Teaching Quality Assurance Committee meeting was held to

objectives. (ESG Standard 1.1)	● Organize Teaching Quality Assurance Committee special meetings/workshops as required ● Undertake self-evaluation of the committee by survey ● Continually improve the efficiency of the committee based on the feedback of self-evaluation	meeting every semester and one self-evaluation every academic year	Secretariat	discuss constitutions amendment of IBF three committees (Teaching Quality Assurance Committee, Teaching Guidance Committee and Academic Committee), with a focus on clarifying the responsibilities of each committee to avoid overlap ● On 27 May, 2020, Teaching Quality Assurance Committee special meeting was held to update the progress of IBF quality activities, discuss constitutions amendment of IBF three committees again in order to make the responsibilities of each committee more clearer and achieve the best performance of their respective functions ● A survey of Teaching Quality Assurance Committee self-evaluation will be conducted before 30 Jun, 2020 ● Self-evaluation will be expected to implement on a regular basis
● A more specific/ detailed meeting minute template should be used to better record decision-making processes and relevant discussion clearly. (ESG Standard 1.2)	● Formulate a newly designed meeting minute template to be followed across IBF functional departments ● Record all the IBF important meeting minutes by using the new template	Starting from Academic Year 2020/21, Record detailed meeting minutes by using IBF standardized template	IBF Functional Departments	In progress - ● Already has been implemented since November 28, 2019 ● Practice will be implemented in a long term

● A systematic procedure should be implemented to find and introduce experience and good practices of students while they are assuming responsibilities of student service positions. (ESG Standard 1.6)	● Formulate series of management regulations to guide IBF freshmen peer tutors, including detailed requirements and procedures to evaluate their performance ● Design a two-stage evaluation procedure including on-going evaluation and end term ones consisting self-evaluation, students' evaluation and IBF assessment ● Archive working documents of IBF freshmen peer tutors' performance, including application forms, work records (e.g. class observation sheets, one-one session records and class meeting minutes) and their performance evaluation forms	Starting from Academic Year 2020/21, Conduct evaluation once an academic year	Office of Student Affairs	In progress - ● April to May 2020, Formulate management regulations and relevant working documents ● June 2020, Conduct evaluation, ● Conduct evaluation on a regular basis
● A systematic procedure should be implemented to find and spread experience and good practices of students while they are assuming responsibilities of student service positions.(ESG Standard 1.6)	● Formulate multiple channels to share experience and good practices among IBF freshmen peer tutors, such as reporting work summaries and working cases, filing excellent summaries and cases, sharing experience and good practices on IBF public social media account and official website, and also holding working seminars	Starting from Academic Year 2020/21, Hold working seminar once an academic year	Office of Student Affairs	In progress - ● April to May 2020, Formulate 'typical working cases' as examples to provide freshmen peer tutors as reference, ● September to October 2020, Hold a working seminar (online) to share experience and good practices ● Hold working seminars on a regular basis