

As part of the GUST International Programme Accreditation (IPA) for International Accreditation by the Quality Assurance Agency for Higher Education, the IPA team identified three examples of good practice. Additionally, the team made nine recommendations aimed at improvement and enhancement. Committed to excellence and as part of the IPA process, GUST has developed this action plan to preserve the three good practices and address the nine recommendations for continued enhancement.

ESG Standard 1.3: *Student-centred learning, teaching and assessment*

| Good Practice   | Action  | Responsible Department   | Status         | Success Indicator  |
|---|---|--|----------------|--|
| <p>1. The “Live Your Major” course which provides students with different experiences and insights in the field of learning, providing a professional orientation and the opportunity to practice the knowledge and skills they have acquired</p> | <p>Sustain "Live Your Major" and integrate industry mentorship programmes to provide real-world experience.</p> | <ul style="list-style-type: none"> <li>English Department</li> </ul> | <p>Ongoing</p> | <p>A minimum of one course will be offered every academic year at the English department</p> |

ESG Standard 1.4: *Student admission, progression, recognition and certification*

| Good Practice  | Action  | Responsible Department  | Status         | Success Indicator  |
|--|---|---|----------------|--|
| <p>2. The use of the Student Performance Enhancement and Academic Retention (SPEAR) to support students throughout their academic journey and facilitates the monitoring of student progress, enrolment, and grade appeals. In addition, it facilitates the referral of students to the appropriate personnel, including the Dean, student advisors, and counsellors</p> | <p>The English Department will ensure utilizing the SPEAR system by identifying and implementing opportunities for further development.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>IT Department</li> </ul> | <p>Ongoing</p> | <p>Hold a workshop to introduce SPEAR during orientation and train faculty. Monitor the attrition rates annually to analyze the effect of SPEAR in student success</p> |

ESG Standard 1.6: *Learning resources and student support*

| Good Practice   | Action  | Responsible Department  | Status         | Success Indicator   |
|---|---|---|----------------|---|
| <p>3. The use of the extensive range of personalised support services in all three programmes to help support student progression and achievement</p> | <p>Continue offering personalized support, ensuring services are responsive to student feedback and evolving needs.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Curriculum Committee</li> <li>Dean's Office</li> </ul> | <p>Ongoing</p> | <p>Report the number of personalized support offered every semester</p> |

ESG Standard 1.1: *Policy for quality assurance*

| Recommendation  | Action  | Responsible Department   | Status         | Success Indicator  |
|---|---|--|----------------|--|
| <p>1. To enhance its approach to the management of quality assurance by documenting all its processes and procedures (in line with the expectations of the University) so it contributes fully to a coherent institutional quality assurance system</p> | <p>GUST will track the implementation of all QA processes within the English Department using a dedicated project management tool. A project will be created where each QA process is listed as a task, with detailed checklists outlining the steps required to complete each process. Progress will be regularly reviewed during monthly meetings to ensure everyone remains aligned on quality assurance activities.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Dean's Office</li> <li>Vice President for Academic Affairs Office (VPAA)</li> <li>President's Office</li> </ul> | <p>Ongoing</p> | <p>A project management tool will be used to report any changes to the processes and procedures related to quality assurance</p> |

ESG Standard 1.1: *Policy for quality assurance*

| Recommendation  | Action   | Responsible Department  | Status         | Success Indicator  |
|---|--|---|----------------|--|
| <p>2. To develop a more systematic and structured approach to documenting engagement with external stakeholders</p> | <p>The English department plans to create an Advisory Board comprising industry partners, alumni, and community leaders to offer structured feedback and guidance. Regular meetings will be held, with minutes and action items documented to ensure meaningful engagement and track its impact on programmes development.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Dean's Office</li> </ul> | <p>Ongoing</p> | <p>An advisory board will be created by the next academic year</p> |

ESG Standard 1.1: *Policy for quality assurance*

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|--|--|---|----------------|--|
| <p>3. To develop a more structured way to document the quality assurance of internships (other than in public schools) before students start their learning experience</p> | <p>Implement a standardized internship auditing system and clearly communicate expectations to internship providers.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Dean's Office</li> </ul> | <p>Ongoing</p> | <p>A survey will be created during the next academic year to collect the feedback of the students and internship centers to collect and document the learning experience</p> |



ESG Standard 1.6: *Learning resources and student support*

| Recommendation  | Action  | Responsible Department   | Status         | Success Indicator   |
|---|---|--|----------------|---|
| <p>5. To incorporate staff assessment in the evaluation of peer tutors to assure the accuracy and quality of subject knowledge and advice provided to students by peer tutors</p> | <p>Enhance the peer tutor evaluation system by incorporating feedback, emphasizing the reliability and effectiveness of the support provided.</p> | <ul style="list-style-type: none"> <li>One Stop Student Services Center (OSC)</li> <li>English Department</li> </ul> | <p>Ongoing</p> | <p>Feedback will be provided on the peer tutoring quality after the latter creates a survey by the next academic year</p> |



ESG Standard 1.8: *Public information*

| Recommendation  | Action  | Responsible Department   | Status         | Success Indicator   |
|---|---|--|----------------|---|
| <p>6. To monitor and review information about the English programmes on the University website to ensure all programme content is comprehensive, accurate, clear and readily accessible</p> | <p>Implement a regular review process to ensure programme details remain up-to-date and user-friendly for all stakeholders.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Dean's Office</li> <li>IT Department</li> </ul> | <p>Ongoing</p> | <p>The department curriculum committee will review all the content every semester and will report any required change</p> |

ESG Standard 1.8: *Public information*

| Recommendation   | Action  | Responsible Department   | Status         | Success Indicator   |
|--|---|--|----------------|---|
| <p>7. To establish a systematic process for monitoring the ongoing accuracy of programme information on the University website</p> | <p>Schedule periodic updates and quality checks to ensure consistency in programme information.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Dean's Office</li> <li>IT Department</li> </ul> | <p>Ongoing</p> | <p>The department curriculum committee will review all the content every semester and will report any required change</p> |

ESG Standard 1.9: *Ongoing monitoring and periodic review of programmes*

| Recommendation  | Action  | Responsible Department  | Status         | Success Indicator  |
|---|---|---|----------------|--|
| <p>8. To develop a more systematic approach to action planning, to improve programme level monitoring and feedback and engagement with stakeholders</p> | <p>Create a structured, data-driven action plan based on learning analytics and feedback, setting clear timelines and responsibilities to track improvements.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Dean's Office</li> </ul> | <p>Ongoing</p> | <p>The prospective advisory board will be consulted on the action plan to improve programme level monitoring and feedback and engagement with stakeholders</p> |

ESG Standard 1.10: *Cyclical external quality assurance*

| Recommendation  | Action  | Responsible Department   | Status         | Success Indicator   |
|---|---|--|----------------|---|
| <p>9. To develop an approach to identify, record and share learning from external quality assurance processes within the Department and across the three programmes</p> | <p>Leverage the University's internal communication platform for sharing QA insights.</p> | <ul style="list-style-type: none"> <li>English Department</li> <li>Public Relations (PR) Department</li> </ul> | <p>Ongoing</p> | <p>In the next academic year, a partner university will be consulted to identify, record and share learning within the Department and across the three programmes</p> |