



## **RBS Enhancement Plan**

Rushmore Business School (RBS) continues to ensure that we offer high quality education to our students. Students are encouraged to participate in forums, meetings, attend workshops organised by RBS for continuity of student engagement and enhancement to the courses.

The Continuous Enhancement Review process enables RBS to reflect on:

- The student experience and existing learning opportunities
- Achieved academic standards and student outcomes

The continuous enhancement review process aims to support improvement of the quality of the taught programmes offered by the Business School. Its function is to monitor risks and provide regular checks on ongoing learning, teaching and assessment provision at an operational level, identifying and tracking actions that will further enhance the quality of provision.

### **1. Student welfare support**

The Programme Managers and Course Coordinators are required to ensure that all students have access to the personal tutor system. Following feedback from personal tutors, they need to ensure that student issues are addressed in a timely manner and where required, refer students to the relevant service such as counselling.

### **2. Student engagement, progress and achievement**

The Programme Managers and Course Coordinators are required to:

- Monitor students' progress to ensure that they are performing to their capability.
- Regularly report student attendance (or lack thereof) to the Academic Director.
- Collaborate with the Internship Officer to ensure that students have the opportunity to acquire work experience through voluntary placement with employers.

### **3. Student feedback:**

At RBS, we believe in seeking and addressing the student voice and this takes place at several levels during the time with us:

*At module level:*

The Quality Team ensures all Module Evaluation exercises are set up on each module via Survey Monkey to all students. The Management encourages students to complete both the Mid Module and End of Semester Evaluation exercises.

*At course level:*

The Programme Managers and Course Coordinators are required to:

- Ensure student feedback are treated with high confidentiality and are actioned upon where needed.
- Work out an action plan to address all issues identified in a timely manner.
- Ensure two class representatives are elected each year, for each cohort of students.
- Maintain regular communication with class representatives to make sure that issues are addressed as soon as possible.
- Ensure that class representatives attend the bi-annual Staff-Student Liaison Committee (SSLC), organized by the Quality Team.
- Collaborate with the wider RBS team to work on feasible action points so that students are confident that their feedback is important.
- Ensure student feedback and SSLC actions are included into the course Continuous Improvement/Enhancement plan.