



澳門旅遊學院
INSTITUTO DE FORMAÇÃO TURÍSTICA DE MACAU
Macao Institute for Tourism Studies

Action Plan

- In response to QAA's Good Practice and Recommendations for International Quality Review for

Macao Institute for Tourism Studies

2022

Action plan

Good Practice	Action to be taken	Date	Action by	Success indicators	Reported to	Evaluation
The comprehensive, systematic, international consideration in programme design and development that aligns with the institution's educational philosophy and educational goals (ESG Standard 1.2)	Continue to explore and revise the current programme based on internationally recognised best practices in education.	Ongoing	Collective efforts of IFTM	Meeting DSEDJ Quality Assurance requirements. Passing programme accreditations	President and Vice President (Academic Affairs)	
The efforts to achieve the internationalisation mission, which are comprehensive, and actively promote student-centred learning (ESG Standard 1.3)	Continue to explore collaborations and expansions internationally in both research and teaching.	Ongoing	Collective efforts of IFTM	Exchange programmes, research collaborations, overseas internships, joint degree programmes with other universities	President and Vice President (Academic Affairs)	
The extensive opportunities and support that the students receive in practicum and internships to develop their knowledge of the industry (ESG Standard 1.3)	Continue with the internship programmes offered by IFTM to its students, as well as the interim internship visits to assist the students and to ensure that industry partners' expectations are being met.	Ongoing	Practicum and Internship Team	Internship placements offered to students; The number of internship visits	President and Vice President (Academic Affairs)	

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The monthly meetings of the Pedagogic Council, which facilitate agile responses to student feedback on learning, teaching and assessment (ESG Standard 1.3)	Continue the pedagogic council meetings	Ongoing	PC members	Students and faculty members' feedbacks are addressed timely	President and Vice President (Academic Affairs)	
The involvement of various stakeholders in the admission process (ESG Standard 1.4)	Continue to involve different stakeholders in the admission process, ensuring a more objective assessment of the candidates.	Ongoing	PA	Positive feedbacks from various stakeholders on the quality of students through various regular survey points	President and Vice President (Academic Affairs)	
Great efforts to offer opportunities for and promote the professional development of faculty members (ESG Standard 1.5)	Continue to provide faculty members training opportunities based on identified training needs.	Ongoing	CTLE	Trainings and workshops offered to Staff and positive feedbacks	President and Vice President (Academic Affairs)	
The continuous efforts of IFTM to invest in modern, clean and technology-enhanced facilities and venues, which not only provide an excellent	Continue to explore current trends of technology and examine its usefulness in education. Promotion of existing technology to	Ongoing	IT	Technological enhancement and positive feedbacks from user surveys	President and Vice President (Academic Affairs)	

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<p>environment for contextualised teaching delivery but also enhance the student learning experience (ESG Standard 1.6)</p>	<p>academic and administrative staff as well as student. Frequent monitoring and collection of feedback from faculty and students to evaluate in the acquisition of new technology and discontinue those that are less commonly used.</p>					
<p>Proactive engagement of staff in the review mechanisms of the curriculum, with tasks forces and teams allocated for the review purposes, with a report at the end of each stage and specific conclusions and findings (ESG Standard 1.7).</p>	<p>Continuous engagement of staff through the assignment of work based on the curriculum review needs in the form of taskforce that greatly enables greater inclusion and empowerment of staff. Additionally, doing so would also increase staff experienced meaningfulness of the work, responsibility for the outcomes of work and.</p>	<p>Ongoing</p>	<p>Collective efforts of IFTM</p>	<p>Taskforces that include all major relevant parties formed related to curriculum review</p>	<p>President and Vice President (Academic Affairs)</p>	

Recommendations by QAA	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
develop a consistent approach to include in all official documents the date of the official approval (ESG Standard 1.1)	Reminder has been sent to all handling colleagues to include date and approving body of the official approval, on top of reinforcing existing approach for the systematic development of internal guidelines which follow specific template that includes date of approval.	Completed	All handling staff	Evidence from the consistency shown on the official documents that would include all the date of approval	President and Vice President (Academic Affairs)	
implement a consistent approach to develop its course outlines not only for the those published on the Moodle but also those issued to students that includes, for example, the course name, code, and credits, intended learning outcomes, teaching and learning delivery, and key references. Such a template needs to demonstrate clear relationships between course intended learning outcomes and programme	Revise the course outline template to include all the details as recommended by UKQAA	To be completed by December 2022	CTLE	Evidence from new course outline format to be released to faculty	President and Vice President (Academic Affairs)	

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intended learning outcomes (ESG Standard 1.2)						
develop an overarching assessment policy including extenuating circumstances, types of assessment (formative/summative), assessment designs in relation to ILOs, assessment submission, moderation, feedback, academic dishonesty, and appeal procedures. Such policy should be accessible by students and faculty to use as a reference point to understand and support the assessment process (ESG Standard 1.3)	An Assessment policy and procedure will be developed and established to include extenuating circumstances, types of assessment (formative/summative), assessment designs in relation to ILOs, assessment submission, moderation, feedback, academic dishonesty, and appeal procedures. An overarching summary of assessment policies and the related procedure documents will be provided.	Testing: To be completed by August 2023 Full application: To be completed by August 2024	CTLE	Evidence from Assessment Policy and procedures document	President and Vice President (Academic Affairs)	
publicise the clear nature of assessments (formative vs summative), and adopt a consistent approach to preparing assessment briefs for all the courses on the Moodle and offline to	An Assessment policy and procedure will be developed and made available to all students and staff on Moodle and central repository. A standard	To be completed by August 2023	CTLE	Evidence from Assessment Policy and procedures document	President and Vice President (Academic Affairs)	

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include key information in the course outlines (for example, mapping individual assessments in relation to the course's learning outcomes, assessment components, weighting, assessment requirements and marking criteria, dishonest acts) (ESG Standard 1.3)	template will be developed for each assessment to indicate the information suggested. This will be incorporated in the new course outline			Evidence from the assessment details under the new course outline		
provide a clear process guideline and relevant template to guide and train teaching staff to expand its internal moderation process to different assessments of all the courses at both undergraduate and postgraduate levels (ESG Standard 1.3)	A policy regarding internal moderation will be established. CTLE will develop the strategic plan for the internal moderation process. Staff training for moderation will be provided to all staff This is proposed to be taken in phases: testing and full application.	Testing: To be completed by August 2023 Full application: To be completed by August 2024	CTLE	Evidence from the standard operating procedures (SOP) developed for internal moderation	President and Vice President (Academic Affairs)	
extend its engagement with external expertise to ensure parity of expectations of students, assessment tasks, marking criteria and	CTLE will develop the strategic plan for the external moderation process. This will take	To be completed by August 2025	CTLE	Evidence from the standard operating procedures (SOP)	President and Vice President (Academic Affairs)	

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feedback across all the courses at both undergraduate and postgraduate levels (ESG Standard 1.3)	place after the completion of internal moderation plan			developed for external moderation		
consider the revision of the recognition policy by reconsidering its title to better reflect its content and avoid confusion (ESG Standard 1.4)	The current recognition policy will be reviewed. A Guideline on Recognition of Prior or Equivalent Learning Experience based on learning outcomes will be established	To be completed by August 2023	PA	Evidence from the Recognition policy	President and Vice President (Academic Affairs)	
consider potential options to explain the gained qualifications to students including the reached learning outcomes and the context, level, content, and status of the studies that were pursued (ESG Standard 1.4)	Apart from the certificate, there should be a detailed explanation of the learning outcomes achieved at the end the study (including the postgraduate courses)	To be completed by end of 2024	PA	Evidence from the supplementary document detailing the learning outcomes achieved at the end of the study	President and Vice President (Academic Affairs)	
consider a cross-year comparison in its services satisfaction surveys and other annual surveys so that IFTM can monitor performance and issues over time (ESG Standard 1.7)	Comparing the survey reports for the same attributes and identify areas that need to be addressed for improvement.	To be completed by end of 2023	PA	Improvement in the average scores	Registrar	

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formalise communication policy and procedure, to ensure information dissemination through multiple channels is consistent, up-to-date, accurate and meets the intended audience's needs (ESG Standard 1.8)	<p>School Directors and Pedagogic Affairs (PA) will oversee and make sure of this (the dissemination of meeting minutes, the inclusion of student reps in various important organs such as PC and Council, etc.)</p> <p>PA will make it in SOP that when the new PC student PC reps are confirmed, PA will announce to all students the student reps sitting on PC and IFTM Council via email and portal.</p>	2023	SHM/STM/SCE/PA	Evidence from the Communication channels established	President and Vice President (Academic Affairs)	
develop a clear monitoring and evaluation procedure for the publication of information which should demonstrate the University's oversight of the publication, including mechanisms of cross-checking information to ensure information is consistent, up-to-date,	Develop a formal approval procedure (guideline) to monitor the publication of information	To be completed by March 2023	PR	Evidence from the Guideline for publication of information	President and Vice President (Academic Affairs)	

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accurate and meets intended audience needs (ESG Standard 1.8)						