

## AES – QAA Action Plan May 2025

Recommendation/Good Practice	Actions to be taken	Date for completion	Action by	Success indicators	Sources of evidence	Status
Commitment to embedding experiential learning in their programmes supports the delivery of high-quality learning experiences for students <b>(Sector-Agreed Principle 3)</b>	<ul style="list-style-type: none"> <li>We will continue to identify and embed opportunities to engage with London as a city, where students will engage in activities such as field visits to enhance cultural, social and political immersion within their local environment.</li> <li>This will involve seeking new partners in new sectors.</li> </ul>	9 Oct 2025	Head of Experiential Learning, Chief Partnerships and Development Officer	<ul style="list-style-type: none"> <li>New partnerships in development or in place.</li> <li>Positive feedback data from students and external partners.</li> </ul>	<ul style="list-style-type: none"> <li>List of external partnerships on AES website</li> <li>Partnership agreement documents.</li> <li>Student feedback data.</li> <li>Internship feedback data.</li> <li>External partner feedback data.</li> </ul>	Ongoing

Commitment to ensuring the academic experience reflects the provider's policies regarding Environmental Social and Governance and Diversity Equity and Inclusion, irrespective of where or how courses are delivered and for whom they are delivered. <b>(Sector-Agreed Principle 7)</b>	<ul style="list-style-type: none"> <li>• ESG principles to be embedded in internship seminar and handbook.</li> <li>• We will embed sustainability in our syllabi and materials for students and faculty members.</li> <li>• We will develop ideas for assessments based on sustainability (for example, site visits to community projects)</li> <li>• We will integrate principles of ESG, sustainability, and social responsibility</li> </ul>	9 Oct 2025	Facilities and ESG Manager, Vice-President for Academic Affairs, Director of Studies	<ul style="list-style-type: none"> <li>• Renewal of PlanetMark business certification</li> <li>• Progress against our sustainability KPI and in our Sustainability Report.</li> <li>• Knowledge shared at AASAP bi-annual workshop</li> </ul>	<ul style="list-style-type: none"> <li>• ESG section of website <a href="#">Sustainability Policy   AES</a></li> <li>• KPI dashboard</li> <li>• PlanetMark certification and report</li> <li>• AES study materials</li> </ul>	PlanetMark business certification achieved May 2025, Ongoing
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	<ul style="list-style-type: none"> <li>into our internship seminar.</li> <li>We will continue to organise events designed to promote sustainability</li> <li>We will add our existing sustainability KPI to our website in the form of a dashboard.</li> </ul>					
Produce and disseminate an Anglo American Educational Services specific Complaints Policy. ( <b>Sector-Agreed Principle 12</b> )	<ul style="list-style-type: none"> <li>We will consult with the AES Academic Advisory Board and produce and disseminate a Complaints Policy.</li> </ul>	4 April 2025	Vice-President for Academic Affairs, Director of Studies	<ul style="list-style-type: none"> <li>Complaints Policy approved, added to website and shared with partners.</li> </ul>	<ul style="list-style-type: none"> <li>AES website: <a href="#">Complaints Policy   AES</a></li> <li>Correspondence with partners.</li> </ul>	Completed
Provide clear information related to both complaints and appeals	<ul style="list-style-type: none"> <li>We will add information relating to</li> </ul>	4 April 2025	Vice-President for Academic	<ul style="list-style-type: none"> <li>Complaints and appeals policies</li> </ul>	<ul style="list-style-type: none"> <li>AES website: <a href="#">Complaints Policy   AES</a></li> </ul>	Completed

to ensure that relevant policies and procedures are accessible and transparent. ( <b>Sector-Agreed Principle 12</b> )	complaints and appeals policies to our website, study materials and in student orientation materials.		Affairs, Director of Studies	added to website, study materials and student orientation materials.	<ul style="list-style-type: none"> <li>• AES study materials</li> <li>• AES student orientation materials.</li> </ul>	
Further develop strategic approach to ensure continued alignment with the Sector-Agreed Principles within the 2024 iteration of the UK Quality Code for Higher Education ( <b>Sector-Agreed Principle 1</b> )	<ul style="list-style-type: none"> <li>• Embed AES Academic Advisory Board in strategic decision-making</li> <li>• Strategy presentations at AES Company Board,</li> </ul>	9 Oct 2025	CEO, Vice-President for Academic Affairs, Chief Partnerships and Development Officer		<ul style="list-style-type: none"> <li>• AES Academic Advisory Board minutes</li> <li>• AES Company Board minutes.</li> <li>• New courses and partnerships.</li> </ul>	Ongoing
Further develop the range, use and analysis of data to inform the provider's approach to quality, standards and the students' experience ( <b>Sector-Agreed Principle 4</b> )	<ul style="list-style-type: none"> <li>• We will seek additional feedback from external partner institutions in the U.S.</li> <li>• We will develop new ways to collate and</li> </ul>	9 Oct 2025	Vice-President for Academic Affairs, Head of Experiential Learning, Director of Studies	<ul style="list-style-type: none"> <li>• New sources of feedback agreed with external partners.</li> <li>• Reports on feedback each semester.</li> <li>• Over time, improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Reports on feedback received.</li> <li>• AES student feedback data</li> <li>• AES internship feedback data</li> <li>• External partner feedback data</li> </ul>	Ongoing

	analyse feedback data to inform academic practice and course development.			in student satisfaction as a result of data analysis.		
Ensure students are provided with accurate and transparent pre-entry information regarding the internship opportunities available, to enable them to make fully informed decisions. <b>(Sector-Agreed Principle 9)</b>	<ul style="list-style-type: none"> <li>• Circulate internship case studies to allow students to see internship experience before they commit.</li> <li>• Review pre-departure orientation materials</li> <li>• Revise AES interview template to reflect full scope of internship options.</li> </ul>	9 Oct 2025	Head of Experiential Learning	<ul style="list-style-type: none"> <li>• Positive feedback from students and employers regarding internships.</li> </ul>	<ul style="list-style-type: none"> <li>• AES pre-arrival orientation materials</li> <li>• AES internship feedback data</li> <li>• Employer feedback data.</li> </ul>	Ongoing