UL Global QIP Implementation Summary Report

Unit: UL Global

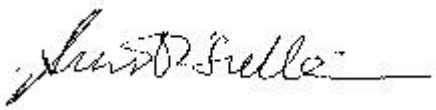
Head of Unit: Josephine Page

1. Date on which QIP received from QSU: **30th May 2022**
2. Date on which unit met to discuss and ratify the QIP: **9th June 2022**
3. Date on which unit response to recommendations returned to QSU (section 3 in table): **23rd June 2022**
4. Date on which unit response was noted by Quality Committee: **4th July 2022**(by email)
5. Date on which QIP progress was presented to Quality Committee: **20th March 2024**
6. Date on which implementation review meeting with DQ and PDP was held: **12th December 2024**

Rec no. (level)	Recommendation	Closed	Open	Commentary
1 (1)	Develop an aspirational vision on why UL wishes to engage in internationalisation.		√	Awaiting final approval of Strategy
2 (1)	Decide how to position UL Global within the university.		√	Reorganisation requires additional staff positions.
3 (1)	Address internationalisation, with all its facets and benefits, across the entire university community.	√		
4 (1)	Establish a clear and consistent communication strategy for internal stakeholders of UL Global.	√		
5 (1)	Promote engagement of faculty and academic staff in internationalisation.	√		
6(1)	As a priority, and to achieve consensus, review with the help of an external consultant the three/four proposed structure options of UL Global in order to enhance internal cohesion and to future-proof the organisation to cope better with the challenges that await it.	√		
7(1)	Build stronger partnerships between UL Global and the faculties, schools and academic colleagues.		√	Phase one implementation date now May 31st 2025. Review to take place in first quarter of 2025 as to progress and roll out
8(1)	Work with senior management to secure the resources required for UL Global to continue to operate and meet current demands and support the planned large-scale expansion of internationalisation in the university and to avoid a single point of failure.		√	UL GLobal Data / Systems / Quality (EA) role remains unapproved. This role would progress a range of compliance and operational matters within the Division. It remains a critical necessity.

				Temporary Project Manager in place Trial occurring for Spring Semester students, 2025
9(1)	Extend UL Global activities to include permanent in-country representation covering a broader range of internationalisation activities and not just recruitment.		√	Funding, and resourcing, remain unapproved.
1(2)	Prepare UL Global staff to promote and support internationalisation of the curriculum, especially in relation to the implementation of internationalisation at home (IaH) initiatives.	√		
2(2)	In the context of an expanded view of internationalisation, review the competencies required for each role/grade and identify training needs.	√		
3(2)	Review and categorise all feedback and prioritise recommendations with a planned/targeted completion date.		√	Data/Systems/Quality EA role is critically needed.
4(2)	Review QMS processes at divisional level so that feedback and improvements are discussed in the context of all business areas.		√	Consultant will engage with three newly-formed teams/functions in Spring 2025 to develop QMS Business Processes
5(2)	In addition to the ISB, consider using a wider range of data to inform performance review and decision making.		√	UL Global investigating systems to assist with collecting Customer Feedback and tracking improvements required/made. Academic Registry system and Power BI may offer solution. Will have update in early 2025

Director of Quality



Date: 17th December 2024

Dr Sinéad O'Sullivan