

LTC11D005

**Title:** Outcomes from the UEA London Institutional Approval Final Event - 12 July 2011  
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## **Outcomes from the UEA London Institutional Approval Final Event – 12 July 2011**

### **Issue**

An update on the process for the Institutional Approval of UEA London.

### **Recommendation**

To note that the Institutional Approval Panel considered that the issues to which institutional approval were subject (see report of 27 April 2010 event) had been resolved to their satisfaction.

### **Resource Implications**

Not applicable.

### **Equality and Diversity**

Issues of equality and diversity were considered as part of the initial event.

### **Further Information**

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### **Discussion**

A summary of the outcomes of the Institutional Approval final event held on 12 July 2011 is outlined below. A draft action plan concerning ongoing issues is also attached.

## Institutional Approval Final Event Report

UEA London  
12 July 2011

### Panel:

Professor Tom Ward (PVC (Academic)) (Chair)  
Ms Erica Towner (Director of Partnerships)  
Mr Andrew Barker (Head of Library Academic Services)  
Dr Andrea Blanchflower (Director of University Services: Learning and Teaching)  
Dr Sara Connolly (AD, LTQ, SSF)  
Mr Laurence Daly (Partnerships Office)  
Mr Rob Evans (Academic Registrar)  
Dr Annie Grant (Dean of Students)  
Ms Rachel Handforth (Academic Officer, UUEAS)  
Dr Adam Longcroft (Incoming Director of Taught Programmes)  
Professor Geoff Moore (Director of Taught Programmes)  
Ms Erica Towner (Director of Partnerships) (Chair)  
Ms Sally Walker (Head of the Partnerships Office)  
Mr Laurence Daly, Assistant Registrar, Partnerships Office, UEA

### UEA London Team:

Dr Richard Harvey, Dean of UEA London  
Mr Martin Halsall, Chief Operations Officer  
Dr Sarah McKenzie, Academic Director  
Ms Ruth Harper, Academic Support and Operations Manager  
Mrs Margaret Booker, Learning Resources Centre Manager

\* Outcome Types: Con (Condition) – must be completed before course next runs  
course starts

Rec (Recommendation) – must be responded to by given deadline

Req (Requirement) - must be completed by given deadline, after

1. Meeting with the UEA London Team

1.1 The following themes had been identified by the Panel as needing an update report or for further discussion with the UEA London team:

- (i) Induction for staff and students
- (ii) English language support
- (iii) Visa advice
- (iv) Student support
- (v) Space planning including LRC, staff and student accommodation
- (vi) Library provision and e-resources
- (vii) INTO Disciplinary procedures and contractual arrangements
- (viii) Communications between London and Norwich
- (ix) Quality assurance procedures

2 The Panel agreed that a number of remaining issues needed to be monitored on an ongoing basis and these form the basis of the action plan at Appendix A.

2. Meeting with Students

2.1 The Panel met the following students in three groups:

Foundation (January 2011 intake) (Group 1)

Yifan (Chloe) CHEN (Society and Culture pathway)

Yik Lam TANG (Humanities and Law pathway)

English for PG Studies (Group 1)

Wasmiah BIN EID (January – September 2011)

Diploma (January 2011 intake) (Group 2)

Shu Bin (Mark) HUANG

Munis NAUMAN

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London Academy of Diplomacy (October 2011 intake) (Group 3)  
Moses SHALE  
Morina MUUNDJO

MA Creative Entrepreneurship (September 2010 intake) (Group 3)  
Hsueh KUAN-TZU

2.2 During the meetings with students the following comments were noted:

Group 1 (Foundation and English for PG Studies)

- Welcome desk staff are helpful but there is sometimes conflicting information relayed
- City Library too far and induction was too brief
- E-resources are not being utilised by the students
- Concern about the variable quality of teachers
- Exam timetabling is not published far enough in advance
- Plagiarism is dealt with very thoroughly

Group 2 (Diploma)

- City Library is good and not too far away
- Welcome desk is very helpful
- Small classes and support from personal teachers are good aspects
- Absence of Student Union and sports facilities is a negative aspect

Group 3 (Masters)

- The centre is a good place to study
- Book stocks are limited in the LRC and City Library is too far away
- Access to Chatham House Library is excellent
- E-resources are not being utilised by the students

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3. Tour of Facilities

The Panel was given a tour of the facilities at UEA London including teaching rooms, IT areas, Student Services and the Learning Resource Centre, and met with relevant heads of staff.

4. Outcomes

- 4.1 The Panel congratulated the UEA London team on the enormous efforts necessary to have made the progress that had been achieved since the inception of the new centre.
- 4.2 The Panel considered that the issues to which institutional approval were subject (see report of 27 April 2010 event) had been resolved to their satisfaction. The LTC sub group had been monitoring progress between approval events and reporting to LTC.
- 4.3 The action plan of issues identified by the Panel for ongoing monitoring forms Appendix A.

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**UNIVERSITY OF EAST ANGLIA  
INSTITUTIONAL APPROVAL – UEA LONDON (including INTO UEA LONDON)**

**Outcomes from Event on 12 July 2011**

No.	Action	Responsibility	Deadline	Completed
1.	Establish an academic planning group with appropriate membership from London and Norwich and the authority to influence issues in London such as: <ul style="list-style-type: none"> <li>- co-ordination of QA processes;</li> <li>- developing communication between London and Norwich staff and students including staff/student committees, UUEAS and Learning Resources teams;</li> <li>- access to learning resources;</li> <li>- planned seminar group sizes;</li> <li>- staff office accommodation;</li> <li>- student evaluation processes;</li> <li>- student support including careers and other guidance;</li> <li>- general short to long term space planning.</li> </ul>			
2.	Develop a more effective way to advise staff and students how to access and utilise UEA and other e-resources such that their use increases significantly.			

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3.	Ensure that staff and student induction processes are effective, are consistent between Norwich and London, are embedded in the curriculum and extend beyond the introductory period of arrival.			
4.	Further develop formal processes for monitoring and reporting on the quality of teaching.			
5.	Put in place an English Language Support Programme to be available to students other than those on courses with English language content.			
6.	Ensure that:  a) all staff providing visa advice to students are appropriately qualified and comply at all times with the UKBA restrictions on the advice they are allowed to give;  b) the advice given in all publicity, documentation and websites is reviewed accordingly.			
7.	Provide a supporting document outlining how the needs of current and potential disabled students will be met including appropriate resources within the UEA London building and student residential accommodation.			
8.	Provide a five-year development plan for the allocation of space within the building to ensure that the needs of existing UEA-validated partners and UEA's own programmes are met.			
10.	Continue review of INTO disciplinary procedures to ensure appropriate consistency with UEA.			

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