

## LTC11D010

**Title:** Institutional Re-approval of INTO University of East Anglia Norwich  
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### Issue

A recommendation for the institutional re-approval of INTO UEA Norwich.

### Recommendation

Recommended  
that INTO UEA Norwich be reapproved as a partner institution of the University of East Anglia for a period of up to five years commencing September 2011.

### Resource Implications

These will be subject to separate negotiations in line with contractual arrangements.

### Equality and Diversity

As part of standard process: institutional Equality and Diversity policies are considered.

### Timing of Decisions

The decision will require Senate approval on 9 November 2011.

### Further Information

Laurence Daly, Senior Partnerships Manager, 01603 592776, [l.daly@uea.ac.uk](mailto:l.daly@uea.ac.uk)

### Background

Institutional review is the process by which partner institutions are reviewed at institutional level, usually every five years, to ensure that they remain suitable for the conduct of Higher Education courses leading to an award of the University of East Anglia.

### Discussion

A summary of the institutional review process is at Appendix A and a record of a review of arrangements for assuring academic standards and quality is at Appendix B.

**INSTITUTIONAL REAPPROVAL OF  
INTO UNIVERSITY OF EAST ANGLIA NORWICH**

Institutional scrutiny including visits to sites of delivery and paper-based evidence was carried out in parallel with the institutional approval of UEA London, including INTO UEA London. Evidence was gathered from the following sources:

- i) Initial full UEA Panel Event at INTO UEA Norwich in September 2009, including meetings with senior management and teaching staff and tour of facilities and resources.
- ii) Meeting with INTO UEA Norwich students in October 2009.
- iii) Review of documentation including policies and procedures, staff CVs, organisational structures and quality assurance arrangements.
- iv) Full Panel event in April 2010 including external academic, to review UEA London including review of INTO UEA Norwich and London policies and procedures and INTO UEA Norwich courses for delivery in London.
- v) Follow up full UEA Panel event at UEA London in July 2011 to review progress.
- vi) Revalidation of all INTO UEA Norwich and London courses in July 2011.
- vii) Summary assessment of INTO UEA Norwich structures, organisation, systems and procedures from a quality assurance perspective (Appendix B).

Outcomes of the process include:

- Revised Attendance Engagement and Progress Policy
- review of non-academic disciplinary procedures
- Review of student Terms and Conditions
- Review of staff development
- Review of procedures for access to Dean of Students Office for specialist services
- Consideration of ways to improve links between INTO UEA and UEA academic staff
- Consideration of ways to improve transition of students between INTO UEA and UEA courses

**Partnerships Office**

**Approval and Review of Partnerships – INTO UEA (Norwich)**

**Date of Review – April 2010 to July 2011: Institutional scrutiny including visits to sites of delivery and paper-based evidence, in conjunction with Institutional Approval of UEA London (including INTO UEA London)**

**Reviewer 1: Laurence Daly**

**Reviewer 2: Hannah Coman**

**Recommendation by Director of Partnerships:**

**That Institutional Approval should be renewed for five years, from September 2011 to September 2016, subject to the requirements listed in the UEA London/INTO UEA London Institutional Review Event report and action plan.**

**Signed**

**Date**

**Comments on the Centre's strategic approach to HE**

INTO UEA Norwich is part of a national and international family of centres which offer a range of University-validated, pre-university undergraduate and postgraduate courses, as well as English language courses which are not subject to validation by UEA. The aim of the courses is to provide automatic progression (as long as students meet the entry requirements of the university) to a range of UEA courses. Students are also able to progress to other higher education institutions with their award if they wish.

These courses provide international students with the knowledge and skills, including English language, required for successful progression to UEA.

**Comments on the Centre's framework for managing the quality of the students' experience and academic standards**

Programme Managers are assigned to each level of study (Foundation, Diploma, Graduate Diploma and English) and are responsible for co-ordinating the activities of tutors on individual pathways and sharing best practice within the centre. Overall responsibility for QA lies with the Academic Director who reports to the Centre Director and is the main point of contact for the UEA Partnerships Office on QA issues.

Student feedback, module monitoring reports and the Self Assessment, Review and Evaluation (SARE) process are used to review courses annually and inform course action plans for the next academic year. See example at:

[https://cms.uea.ac.uk/polopoly/polopoly\\_fs/1.186455.1301915683!INTOJBOS10D034%20%28Divider%20M%29.pdf](https://cms.uea.ac.uk/polopoly/polopoly_fs/1.186455.1301915683!INTOJBOS10D034%20%28Divider%20M%29.pdf)

Student Forum meetings are held regularly and feedback acted upon in considering amendments to module/course design. Minutes of the meetings are considered at the Joint Board of Study. See example at:

[https://cms.uea.ac.uk/polopoly/polopoly\\_fs/1.194267.1314867737!INTOJBOS10D075%20%28Divider%20P%29.pdf](https://cms.uea.ac.uk/polopoly/polopoly_fs/1.194267.1314867737!INTOJBOS10D075%20%28Divider%20P%29.pdf)

Exam Boards are administered at the Centre and attended by UEA representatives and External Examiners. Course regulations are based on UEA's with appropriate variations were required for the different nature of the courses from UEA's and were approved by UEA's Learning and Teaching Committee.

### **Comments on how the Centre and UEA work together to enhance the management of the quality of the students' experience and academic standards**

The Joint Board of Study is responsible for monitoring QA arrangements and is Chaired by the Dean of the UEA Social Sciences Faculty, which incorporates those UEA Schools of Studies that most INTO students progress to. Membership includes colleagues from INTO in Norwich and London and UEA and meetings are thrice yearly.

The Director of Partnerships and a designated senior administrative member of the Partnerships Office work closely with the INTO Academic Director in all quality assurance activities at the Centre. Most recently this has included a review of the disciplinary policy relating to attendance, engagement and progress.

Academic Links have been appointed from UEA Schools to liaise with colleagues in their own subject areas at the Centre, offering guidance and support, sharing best practice and discussing progression opportunities. See example Academic Link Annual Report at:

[https://cms.uea.ac.uk/polopoly/polopoly\\_fs/1.180043.1295352981!INTOJBOS10D014%20\\_Divider%20O\\_.pdf](https://cms.uea.ac.uk/polopoly/polopoly_fs/1.180043.1295352981!INTOJBOS10D014%20_Divider%20O_.pdf)

### **Comments on the Centre's internal approval, monitoring and review arrangements and the information loop to UEA**

UEA has members on the Joint Venture Board, the main management committee governing the business of the centre. Information is also shared through the Joint Board of Study, close liaison with the Partnerships Office and the Academic Links.

### **Annual monitoring –**

#### **Annual monitoring process for the partnership**

#### **Annual monitoring at programme level**

Student feedback, module monitoring reports and the Self Assessment, Review and Evaluation (SARE) process are used to review courses

annually and inform course action plans for the next academic year.

The spring Joint Board of Study considers reports from the annual course review process. See example JBOS at:

[https://intranet.uea.ac.uk/partnerships/committeepapers/intouea/INTOJBOS10A002+\(v3\)+f](https://intranet.uea.ac.uk/partnerships/committeepapers/intouea/INTOJBOS10A002+(v3)+f)

**Periodic review –  
Periodic review of the partnership**

The Partnership is subject to Institutional Review every five years. A paper and institution-based review was carried out in 2010-11 in parallel with the institutional approval of UEA London, including INTO UEA London. The review included review of documentation, meetings with staff and students and a tour of facilities.

**Periodic review of programmes**

Courses are validated for a time specified by the UEA Validation Panel, up to a maximum of five years. Revalidation events are scheduled in accordance with these timescales and comprise a full event with internal and external academic participation and input. The new London centre will be running the same or variants of the existing Norwich courses and these were reviewed for delivery in London in April 2010 as part of the approval process for UEA London/INTO UEA London. The INTO UEA Norwich variants of the courses successfully underwent revalidation events in July 2011.

**External participation in internal review processes**

- **how external are they ie. if they are the current external examiners are they ‘external’?**

External academic s are used for course validation/revalidation/institutional review and are not current External Examiners at the Centre.

**Comments on external examiners and their reports - Use made of external examiners by the Centre – the Centre’s procedures for considering its reports - is QAA’s Code observed? – is the use of external examiners in summative assessment ‘strong and scrupulous’**

The External Examiner reports are scrutinised and monitored by the Director of Partnerships, Partnerships Office and Joint Board of Study and considered as part of the SARE process.

Actions arising from these reports are managed by the Programme Managers and monitored by the Directors of Studies/Academic Director. Recent External Examiner reports have focused on differences between INTO UEA Norwich and London and the need to replicate in London the well established marking and moderation systems in use in Norwich. Progress has been made on this with standardisation

exercises taking place and close liaison between the two sites.

**Comments on the use made of external reference points**

The Centre benchmarks against other INTO centres and student progression to UEA is compared with that of other centres to their partner universities. Reference is made to the Academic Infrastructure, especially the FHEQ and subject benchmark statements, in designing courses.

**Comments on review and accreditation by external agencies of Centre programmes**

**Outcomes of reviews at subject/programme level**

**– what is the Centre's process for responding to the outcomes of external reviews**

The Centre is accredited and internal processes reviewed by the British Council and the British Accreditation Council. University representatives are interviewed by the accrediting body as part of the reviews. Action plans are produced following inspections and these are monitored by the Joint Venture Board and other management committees.

**Comments on student representation at the Centre**

(Student representatives have attended meetings of the Joint Board of Study in the past but have not always been able to contribute effectively because of their lack of confidence in English, the size of the committee and the lack of continuity (courses last no more than a year).

Elected representatives attend Student Forums for academic and non-academic matters and from 2011 it has been agreed on a trial basis that, rather than students attending JBOS, the minutes of these meetings will be considered at the Joint Board of Study. Members of the Partnerships Office will be invited to attend meetings to talk to students and monitor feedback first hand. The JBOS will monitor how this model works and consider alternatives based on experience.

**Comments on feedback from students, graduates and employers - arrangements for collecting feedback from students, graduates and employers**

Feedback is collected and referred to in Module monitoring. Informal feedback is received from destination UEA Schools of Studies via the Academic Links and Admissions Officers.

**Comments on student admission, progression, completion and assessment information - How is statistical information used by the Centre, how is it used to inform UEA**

A UEA Progressions Officer is dedicated to working with the centre and its students to facilitate progression.

Student recruitment, retention and achievement data is considered by the Joint Board of Study.LINK.....

A new development on the student information system at UEA will allow tracking of INTO students to follow their progression to a course in a UEA School. Previous analysis has been carried out on an ad-hoc basis and suggests that students passing through INTO generally do as well as or better on UEA courses than international students entering direct to UEA. The new system will be able to more definitively reflect student performance relating to particular routes through INTO (which can vary from a short pre-sessional English course to a yearlong combined academic and English course.

**Comments on assurance of quality of teaching staff in CP; appointment, appraisal, support and development**

Details of the Centre's staff induction, support and development procedures are discussed at validation, institutional review and through the Joint Board of Study. Staff CVs were reviewed at validation and as part of the Institutional Review process. Local and national INTO staff development events are held each year and staff are encouraged to undertake further qualifications through INTO financial support and a discount on UEA courses.

**Comments on assurance of quality of distributed and distance methods if applicable**

Not applicable.

**Comments on learning support resources for Centre students**

All students have access to a limited Learning Resource Centre (including journals and IT facilities) but in the main access the UEA Library nearby on campus for their studies. Access to UEA e-resources and Blackboard (VLE) are also available to all INTO students.

**Comments on academic guidance and personal support for students**

All students receive a detailed induction on arrival at the Centre and are allocated a Personal Tutor. The student services available at INTO UEA (Norwich) are:

- visa advice
- welfare
- academic guidance and support
- subject tutorials

A limited amount of specialist services is available from the UEA Dean of Students' Office) including counselling and help with students with disability.

**Comments on the experience of students of the published information available to them**

- **do they have appropriate and reliable information about the provision.**

The course handbooks provide the students with all of the information they need. There is also an Essential Information handbook which provides helpful and interesting information about Norwich and the UK, and a Studying and Living in the UK handbook. The Partnerships Office reviews handbooks annually and comments on content, style and accuracy. See example review at:

[https://cms.uea.ac.uk/polopoly/polopoly\\_fs/1.163458.1277911334!INTOJBOS09D045%20-%20Review%20of%20Student%20Handbooks.pdf](https://cms.uea.ac.uk/polopoly/polopoly_fs/1.163458.1277911334!INTOJBOS09D045%20-%20Review%20of%20Student%20Handbooks.pdf)

**Comments on reliability, accuracy and completeness of published information**

Publicity brochures, prospectus and website are reviewed by the Partnerships Office annually to ensure their reliability, accuracy and completeness. Requests are made to INTO for any errors or inaccuracies identified to be corrected and this information is received by the Joint Board of Study. See example review at:

[https://cms.uea.ac.uk/polopoly/polopoly\\_fs/1.164466.1277980590!INTOJBOS09D044.pdf](https://cms.uea.ac.uk/polopoly/polopoly_fs/1.164466.1277980590!INTOJBOS09D044.pdf)