

LTC14D022

Title: QAA Thematic Review of London Campuses
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Issue

A summary of the QAA Thematic Review of London Campuses including the activity undertaken by UEA in response to this and the outcome of the review.

Recommendation

The Learning and Teaching Committee is asked to note the activity in response to the QAA Thematic Review of London Campuses and the draft outcome report.

Resource Implications

Not applicable

Risk Implications

Not applicable

Equality and Diversity

Not applicable

Timing of decisions

Not applicable

Further Information

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Background

In June all UK HE Providers with London based satellite campuses were required to participate in a desk based thematic review by the QAA.

Discussion

In June the QAA announced that, in response to the rise in the number of London based campuses, it was undertaking a thematic review of all London based campuses. The aims of the review were to ensure the learning experience of students based at London campuses was equivalent to that of the 'home' institution and provide public assurance that individual universities were managing their responsibilities as awarding institutions. The review took the form of a desk based exercise and excluded validated provision delivered by partner institutions.

UEA was required to submit comprehensive documentation including:

- Details of the programmes offered at UEA's London campus
- Student numbers
- Procedures for management of academic standards and quality
- Account of the origin of London campus including its set up, development and approval
- Reporting structures
- Programme approval and monitoring reports
- Key committee agendas and papers
- Staffing model and key roles
- Key policies and procedures
- Contingency plans for closure of London campus
- External Examiner reports
- Admissions process and criteria
- Student performance data and analysis
- Graduate employment data and analysis
- Student opinion data and analysis
- Prospectus information and publicity material

The Partnerships Office was asked to coordinate the collation and submission of the required documentation (over 1200 documents) which was submitted electronically by the QAA's deadline of 18th July 2014.

The draft outcome report for UEA was received on 12th September and the university has suggested a number of changes to clarify the details of the arrangements. QAA have not requested any further documentation and have not given any recommendations for action. LTS will receive the final outcome report when it is made available.

The outcomes of the UEA specific report will be included in an overall summary report which will be published by the QAA in the near future (exact publication date TBC).

Attachments

Appendix 1, Letter from the QAA 6 June 2014

06 June 2014

Professor Edward Acton
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Dear Professor Acton

QAA Thematic Review: London campuses

The recent increase in the number of London campuses has led to a corresponding interest in the arrangements in place to ensure that the student learning experience is equivalent to the learning experience at the 'home' institution. QAA proposes to undertake a thematic review to provide public assurance that individual universities are managing their responsibilities as awarding institutions and that there is public confidence in the quality of provision, including arrangements for staffing, recruitment, learning resources, quality assurance arrangements and support for students.

The review will take the form of a desk-based exercise and will result in a published overview report on the overall quality assurance arrangements. We would be grateful for your cooperation in this exercise.

In order to undertake the review we ask for details about the London campuses you operate, including the programmes that you offer and student numbers, and information on institutional processes for the management of academic standards and quality as they relate to your London campus. Our expectation is that you will be providing existing documents, rather than creating documents for the review.

So that the review can provide a comprehensive picture we will be asking all relevant institutions to participate including those which have recently undergone a QAA review by another method.

Information set

The information set for the review is set out in the attached review specification and includes a list of likely documentation.

Next steps

In order to move to the next stage of this review we would like to receive the relevant documentation by **18 July 2014**, or sooner if possible. Please provide documents electronically and include a contents list of all documents provided to EastAngliaTRL@qaa.ac.uk.

Should you have any questions about the review, the information set or the process for sending documents, please contact:

Dawn Blackwood (Project officer d.blackwood@qaa.ac.uk)

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stephen Jackson', with a long horizontal stroke underneath.

Stephen Jackson

Director of reviews

CC Julian Ellis (Project leader: review of London campuses)
Dawn Blackwood (Project officer: review of London campuses)
Mr C Jon Sharp Head of Learning & Teaching Service (QA contact)

Attachments

- Specification on the information set

QAA thematic review of London campuses (2013-14)

Information set

Definition of terms and abbreviations

- London campus: campus or other premises from which an awarding institution whose 'home' base is elsewhere operates.

Notes on providing the information requested

- 1 With the exception of a concise overview that will put the provision into context, our expectation is that you will provide extant documents.
- 2 The documents you provide for each topic should primarily relate to your London campus, but you should also provide documents of any relevant policy and procedural guidance produced by the 'home' institution.
- 3 In requesting committee documentation, we realise that the same committee may deal with the provision at the London campus and 'home' provision – our intention is that you identify key committees and provide a two-year run of agenda, papers and minutes. If the London campus has not been established for two years please send the documentation which is available.
- 4 Where your provision involves more than six programmes, we will discuss with you arrangements for taking a sample of programmes, so as to keep information requirements at programme-level, such as external examiner and programme monitoring reports, within manageable proportions.
- 5 We would like to receive documents electronically.
- 6 Importantly, please include a contents list of the documents provided.

Specification

1 Introduction

Indicative information requirement

- Concise overview of provision at London campus (1-2 pages) to include:
 - brief details of UK home institution
 - brief account of origin of London campus (might include timeline)
 - date London campus was established
 - current programme areas and any rationale
 - teaching delivery model
 - student numbers (including, recent history and future plans)

2 Set up and operation

2.1 Establishing the London campus

Indicative information requirement

- Reports plus associated documents relating to establishment and approval of London campus, likely to include:
 - strategic objectives of parties involved
 - details of due diligence enquiries
 - consideration given to risk factors
 - extent of involvement of London campus in curriculum design
 - selection of proposed delivery model
 - assessment of staffing at London campus
 - arrangements for staff development
 - assessment of library/learning resources provision
- Written agreements plus procedures and contingency plans for closure of London campus
- Key committee agenda, papers, minutes (past two years)
- Policy and procedural guidance produced by home institution relevant to the topic

2.2 Making the London campus work

Indicative information requirement

- Operational information, likely to include:
 - operational manual or equivalent (as relevant)
 - teaching delivery model
 - staffing models and key roles
 - reporting structures (executive and committee)
 - key committee agenda, papers, minutes (past two years)
- Policy and procedures at the London campus for:
 - student recruitment and admissions
 - induction arrangements
 - student support (academic and pastoral)
 - access to learning resources (staff and students)
 - student engagement, including feedback and representation systems
 - staff appointment, induction and development
- Analyses or reports of recruitment admissions (as relevant)
- Notes of any staff-student committees (past two years)
- Any visit reports by staff from home institution to London campus (past two years)
- Other illustrative material on communication between the home institution and London campus (academic staff, professional staff and students)
- Policy and procedural guidance produced by home institution relevant to the topic

3 Quality assurance

3.1 Academic standards and quality of programmes

Indicative information requirement

- Reports on approval of new programmes (past two years)
- Where provision comprises a single or few programmes, most recent approval report(s), even if more than two years old, plus explanation of any changes to processes since report was produced
- Programme specification (s) for all programmes; where there are multiple programmes web links will suffice
- Programme regulations and assessment policies
- Accreditation reports by business school accreditation associations (as relevant) i
- Accreditation reports by UK PSRBs (as relevant)
- Programme monitoring reports (past two years)
- External examiner reports (past two years)
- Student performance data and analysis
- Graduate employment data and analysis
- Student opinion data and analysis
- Most recent periodic review report(s)
- If separate from periodic review report(s), reports on re-approval of programmes (past two years)
- Key committee agenda, papers, minutes (past two years)

4 Information on higher education provision

Indicative information requirement

- Prospectus information and publicity material
- Process for assuring accuracy of published information at the London campus
- Induction programmes and materials
- Student handbooks at institution and programme level (if separate)
- Information on appeals and complaints (if separate)
- Information on work-based and placement learning (as relevant)
- Information on student transfer to home institution (as relevant)