
Guidance 13(ii) Review of the implementation of quality assurance and enhancement arrangements at the Middlesex University overseas campuses

1 Purpose

Review of the implementation of quality assurance and enhancement arrangements at the University's overseas campuses is a means for the University to verify that its quality assurance and enhancement procedures are working effectively at its overseas campuses and that the overseas campuses can discharge their respective responsibilities effectively. It is also a means of verifying that the educational experience of students taught at overseas campuses is equivalent to that of students studying on identical or similar programmes at the Hendon campus. Reviews will normally take place after one full academic year of operation.

2 Scope

The review will cover arrangements in key areas such as campus approval, programme approval, monitoring and review; admissions, enrolment and induction; student assessment; student support; external examining and assessment boards; student feedback; staff appointment, monitoring and development, quality monitoring and publicity and promotional material. A review panel will study advance documentation and conduct a series of meetings with staff from Faculties involved in running programmes at overseas campuses and relevant staff and students at the overseas campuses.

3 Focus

The review will focus on evaluating the extent to which practice relating to quality assurance and enhancement in the areas identified above complies with University requirements with a view to making suggestions for enhancement (where applicable). Focal themes will include:

- PDC approval process (including appropriate resource statements)
- Validation process for programmes not offered in UK and PSRB approval (if applicable)
- Review process (if already applicable).
- External Examiner comments on overseas campus provision
- Timely provision and quality of EMEs and first year annual overview.
- Conduct, actions taken and feedback loop of the Programme Voice Group.
- Process for collection, analysis and feedback loop for student feedback.
- Setting of assessments; grade moderation; conduct of assessment.
- Handling and resolution of student complaints and academic appeals and academic misconduct cases.
- Handling of admissions (including Equal Opportunities), enrolment and induction of students and student experience of induction/enrolment/MISIS.
- Processes for staff appointment, monitoring of teaching quality and staff development.
- Efficacy of process for assuring the availability and quality of learning resources.
- Efficacy of process for assuring the availability and quality of student support.
- Accuracy and approval process of publicity and promotional material (programme specifications, module narratives, handbooks, catalogue etc).
- University initiatives including Learning Framework.

4 Responsibility

AQS manages the review process on behalf of the University, including co-ordinating the appointment of a review panel, for the timely provision of all required documentation; the scheduling of review meetings and the identification of appropriate representatives from Faculties, Services and overseas staff and students to meet with the review panel.

5 Procedure

The review panel

The panel constituted to undertake the review will be chaired by the Head of AQS (or nominee) and officered by AQS. It should normally be composed of no more than four persons including:

- Chair
- A University representative with relevant experience (normally a senior member of staff);
- An AQS representative
- Officer

Documentation

The relevant documentation will be collated by AQS and provided to the panel members no later than four weeks in advance. Key documentation will comprise:

- university *Regulations* (relevant year)
- *procedures Handbook* (relevant year)
- PDC forms and validation reports for all programmes; full documentation for programmes not running in the UK; review reports (if applicable)
- programme specifications for all programmes
- sample of module narratives from all programmes (3 per programme)
- programme handbooks for all programmes
- sample of module handbooks (if applicable)
- External Examiner reports for all programmes
- EME reports/action plans for all programmes
- Board of Study minutes
- Assessment Board minutes
- staff appointment procedures
- staff development policy for the overseas campus
- sample of publicity material used (including catalogue used at overseas campus)
- sample diploma supplements and certificates

Meetings and group interviews

The panel will hold a preliminary meeting to discuss the findings from reading the advance documentation and to determine the focus of the group interviews.

Group interviews will be held in the UK with:

- Deputy Deans from Faculties running programmes at the overseas campus
- a representative sample of Directors of Programme or Programme Leaders from Faculties running programmes at the overseas campus
- relevant learning support staff from Learning Resources, CCSS staff from central services (Registry – admissions and assessment; HR – recruitment and staff development, Marketing)

And at the overseas campus with:

- senior staff with responsibility for quality assurance and enhancement
- a representative sample of academic staff
- a representative sample of support staff
- a sample of students from all programmes (including student representatives)

At the end of the event the Panel will provide feedback on the results of the audit to senior staff.

Reporting

Reporting will be by exception only to enable the University to focus upon findings and associated recommendations. The report will also note examples of good practice. The panel Officer drafts a report on behalf of the review panel. The unconfirmed report is sent to panel members for comment and correction of errors and omissions. The confirmed report is the submitted to the Assurance Committee for consideration. Faculties and overseas campus staff will be required to provide a response to the recommendations within three months after publication of the review report.