



Review for Educational Oversight: report of the monitoring visit of Amity Global Education Ltd t/a Amity University [In] London, September 2013

Section 1: Outcome of the monitoring visit

1 From the evidence provided in the annual return and at the monitoring visit, the review team concludes that Amity Global Education t/a Amity University [In] London (the University) has made commendable progress with implementing the action plan from the October 2012 [Review for Educational Oversight](#).

Section 2: Changes since the last QAA review

2 Since the 2012 review visit the University received permission from the Department for Business, Innovation and Skills (BIS) to use the trading name Amity University [In] London. The team explored public information with respect to the name change. In particular the conditions attached by BIS that degree courses offered by the University are not UK degree courses, apart from those validated by Anglia Ruskin University, or validated by any other UK institution that has degree awarding powers.

3 The University has 75 students enrolled on Anglia Ruskin University awards, which is 59 per cent per cent fewer than at the 2012 review visit. There are 35 students on the undergraduate pathway and 40 on the postgraduate pathways. All students study full-time.

Section 3: Findings from the monitoring visit

4 The University is making commendable progress in response to the areas of good practice identified in the 2012 review report. Peer observation of teaching is used successfully to enhance delivery. The useful guide Peer Observation of Teaching assists staff implementation by clearly explaining the process and potential benefits. Student feedback about modules is incorporated successfully. The associated evaluative Annual Report explores staff experiences, captures good practice and explores potential enhancement of the process. Good practice is shared during staff development and linked to the staff development plan. Students affirm the quality of teaching and highly regard the use of tailored learning materials to promote learning.

5 Responsiveness to matters raised by students remains excellent. Collection, handling and tracking of queries operates effectively through the Integrated Student Services Unit. Students comment favourably about the prompt and positive response to matters they raise. Enhancements include bespoke support, financial advice and an increase in bursaries and scholarships. Students value highly the support provided.

6 The high levels of academic and pastoral support available to students remain successful. Improvement initiatives include the helpful Pre-arrival Guide, a podcast and the allocation of a student fellow to support each newly enrolled undergraduate. Student feedback is collected and considered through the student committee. Students speak very positively about the speed and quality of the personal attention provided throughout their studies.

7 Commendable progress is being made in response to the recommendations of the 2012 review, leading to improvements in the University's management of its higher education. Arrangements to enhance oversight and enable more effective monitoring of the provision are apt and involve staff at all levels. The phased Internal Subject Review of Business clearly identifies enhancement opportunities and recommendations. Policies and procedures are subject to annual review. A document register assists in monitoring and prompts revision.

8 Module-specific feedback is shared with students in a meaningful format. A comprehensive Annual Student Feedback Report includes analysis of all the student feedback collected throughout the year. The Report and student feedback for each module and programme of study is readily available to students. The Report benchmarks against the NUS Student Experience Research Report 2012 and highlights some areas proposed for improvement. Student testimonials are also available on the website.

9 Enhanced procedures for the routine review of public information and revised marketing policies and procedures effect accurate and accessible information. New procedures include a biannual review of content, accuracy and currency. Review of drafts takes place through the committee structure and approval is formally recorded. These procedures are also implemented for the review of public information related to the change of name. Student feedback about the information provided is collected and considered through the student committee. The well-presented Frequently Asked Questions resource, Pre-arrival Guide and associated podcast aid communications with prospective international students.

Section 4: Progress in working with the external reference points to meet UK expectations for higher education

10 The University makes highly active use of the UK Quality Code for Higher Education (the Quality Code). Expectations of the Quality Code are used effectively to develop policies, formulate adjustments and confirm practice. These include identification of academic and pastoral improvements, assisting in formulation of recommendations and encouraging greater student engagement and involvement. Policies and procedures are explicitly mapped against the Quality Code and policy documents make clear links to relevant chapters.

Section 5: Background to the monitoring visit

11 The monitoring visit serves as a short check on the provider's continuing management of academic standards and quality of provision. It focuses on progress since the previous review. In addition, it provides an opportunity for QAA to advise the provider of any matters that have the potential to be of particular interest in the next monitoring visit or review.

12 The monitoring visit was carried out by Ms AnnMarie Colbert (Coordinator) and Mr Mark Cooper (Reviewer) on 25 September 2013.