



Bellerbys Educational Services Ltd

Embedded College Review for Educational Oversight by the Quality Assurance Agency for Higher Education

May 2012

Annex 4: Kingston University, London International Study Centre

Introduction and background

The Kingston University, London International Study Centre (ISC) was established in 2007. It delivers an International Foundation Year (Business, Management and Economics; Engineering, Computing and Mathematics; Law, Politics and Social Sciences; Life and Pharmaceutical Sciences, Psychology, Communication and Media Studies), and a Pre-Master's (Business and Management). Students who successfully complete the programmes and achieve the required grades will progress to an undergraduate or master's programme at the University.

The international foundation year and the pre-master's programme are validated by the University. Ultimate responsibility for academic standards rests with the University. Bellerbys Educational Services Ltd, through the ISC, is responsible for day-to-day management of academic standards and the quality of learning opportunities. The University is responsible for public information.

Key findings

Academic standards

As a result of its investigations, the review team considers that there can be **confidence** that academic standards at the Kingston University, London International Study Centre are managed appropriately and in accordance with the policies and procedures of Bellerbys Educational Services Ltd (and of the University where appropriate).

Quality of learning opportunities

As a result of its investigations, the review team considers that there can be **confidence** that the quality of learning opportunities at Kingston University, London International Study Centre is assured and enhanced appropriately and in accordance with the policies and procedures of Bellerbys Educational Services Ltd (and of the University where appropriate).

Public information

As a result of its investigations, the review team considers that **reliance can** be placed on the accuracy and completeness of the information that the Kingston University, London International Study Centre is responsible for publishing about itself and the programmes it delivers.

Good practice

The review team noted the **following features of good practice** at this embedded college:

- the seamless integration of the ISC's policies and procedures with those of the University (paragraph 2)
- regular and frequent review meetings between the Head of the ISC and the University (paragraph 3).

Detailed findings

How effectively do Bellerbys Educational Services Ltd and Kingston ISC fulfil responsibilities for the management of academic standards at this college?

1 Bellerbys Educational Services Ltd fulfils its responsibilities for the management of academic standards at this ISC effectively. See main report, paragraphs 1.1 - 1.14.

2 The review team found two areas of particular effectiveness in the ISC's management of standards and quality. The ISC has adopted all the policies and procedures of Kingston University. The resulting seamless integration of the management of academic standards and the student experience ensures consistency between the programmes offered in the ISC and those to which the students moved in the University. The team noted the benefits of this to students and staff in the ISC, and identified the seamless integration of the ISC's policies and procedures with those of the University as a feature of good practice.

3 The review team also found that the Head of Centre and the University Course Liaison Officer (the member of staff with primary responsibility for monitoring provision at the ISC) meet weekly. In this way, both partners are able to keep developments and emerging issues under continuous review, and to address problems immediately when they occur. The team identified these regular and frequent review meetings between the Head of the ISC and the University as a feature of good practice.

How effective is the management of student assessment?

4 Bellerbys Educational Services Ltd fulfils its responsibilities for managing the assessment of students at this ISC effectively. See main report, paragraphs 1.15 - 1.21.

How effectively are UK external reference points used in the management of academic standards?

5 UK external reference points are used effectively in the management of academic standards. See main report, paragraphs 1.22 - 1.26.

How effectively are external examining, moderation, or verification used to assure academic standards?

6 Bellerbys Educational Services Ltd makes effective use of external examining, moderation, or verification to assure academic standards. See main report, paragraphs 1.27 - 1.33.

How effectively is statistical information used to monitor and assure academic standards?

7 Bellerbys Educational Services Ltd makes effective use of statistical information to monitor and assure academic standards. See main report, paragraphs 1.34 - 1.39.

How effectively are responsibilities for managing and enhancing the quality of learning opportunities fulfilled?

8 Bellerbys Educational Services Ltd fulfils its responsibilities for managing and enhancing the quality of learning opportunities at this ISC effectively. See main report, paragraphs 2.1 - 2.4.

How effectively are external reference points used in the management and enhancement of learning opportunities?

9 Appropriate sections of the *Code of practice* are used effectively in the management and enhancement of learning opportunities. See main report, paragraphs 2.5 - 2.6.

How effectively do Bellerbys Educational Services Ltd and Kingston ISC assure themselves that the quality of teaching and learning is being maintained and enhanced?

10 Bellerbys Educational Services Ltd assures itself effectively that the quality of teaching and learning is being maintained at this ISC. See main report, paragraphs 2.7 - 2.11.

How is student feedback used to assure and enhance the quality of learning opportunities?

11 Bellerbys Educational Services Ltd's expectations with regard to student feedback are met through the effective use of questionnaires and students' elected representatives. See main report, paragraphs 2.12 - 2.16.

How effectively do Bellerbys Educational Services Ltd and Kingston ISC assure themselves that students are supported effectively?

12 Bellerbys Educational Services Ltd fulfils its obligations for the support of students at the ISC effectively. See main report, paragraphs 2.17 - 2.21.

How effectively does Kingston ISC manage the recruitment and admission of students?

13 Recruitment and admission of students to the ISC are managed centrally by Bellerbys Educational Services Ltd, and these processes are generally effective. See main report, paragraphs 2.22 - 2.26.

What are the arrangements for staff development to maintain and/or enhance the quality of learning opportunities?

14 Bellerbys Educational Services Ltd's arrangements for staff development are applied effectively at this ISC. See main report, paragraphs 2.27 - 2.32.

How effectively do Bellerbys Educational Services Ltd and Kingston ISC ensure that learning resources are accessible to students and sufficient to enable them to achieve the learning outcomes?

15 Bellerbys Educational Services Ltd, through its agreement with the University, manages the provision of learning resources effectively. See main report, paragraphs 2.33 - 2.37.

How effectively does Bellerbys Educational Services Ltd's public information communicate to students and other stakeholders about the higher education it provides at this college?

16 Bellerbys Educational Services Ltd's public information communicates effectively to students and other stakeholders about the higher education it provides at this ISC. See main report, paragraphs 3.1 - 3.3.

How effective are the Bellerbys Educational Services Ltd's arrangements for assuring the accuracy and completeness of information it has responsibility for publishing at this college?

17 Bellerbys Educational Services Ltd works effectively with the University to provide accurate information about its higher education provision at this ISC. See main report, paragraphs 3.4 - 3.7.

Action plan

Kingston University, London International Study Centre action plan relating to the Embedded College Review for Educational Oversight May 2012						
Good practice	Action to be taken	Target date	Action by	Success indicators	Reported to	Evaluation
The review team identified the following areas of good practice that are worthy of wider dissemination within the provider:						
<ul style="list-style-type: none"> the seamless integration of the ISC's policies and procedures with those of the University (paragraph 2) 	Continue to adopt and keep under review all the policies and procedures of the University, and to ensure the seamless integration of the management of academic standards and consistency between the programmes offered at the ISC and the University	Ongoing 2012-13 and for foreseeable future	Head of Centre	<p>Positive feedback from students in SSCC</p> <p>Positive reports on integration of policies and procedures in annual monitoring report and at Steering Committee</p>	<p>ISC Teaching and Learning Committee</p> <p>ISCQAEC</p>	<p>Discussion at SSCC</p> <p>Annual monitoring report</p> <p>Discussion at Steering Committee</p>

<ul style="list-style-type: none"> regular and frequent review meetings between the Head of the ISC and the University (paragraph 3). 	Continue weekly meetings; continue addressing problems immediately as they occur	Ongoing 2012-13 and for foreseeable future	Head of Centre	Weekly good practice meetings included in diaries of Head of Centre and University Course Liaison Officer Problems and issues identified by Head of Centre and Course Liaison Officer and brought to weekly meetings	Teaching and Learning Committee ISCQAEC	Feedback from students through SSCC and student evaluations Staff feedback at staff meetings
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Key to Action plan

Roles and committees identified are part of Bellerbys Educational Services Ltd unless specifically identified with the University.

ISCQAEC: International Study Centres Quality Assurance and Enhancement Committee

SSCC: Student/Staff Consultative Committee

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