



Embedded College Review for Educational Oversight: report of the monitoring visit of Bellerbys Educational Services Ltd (Study Group UK), June 2014

Annex 4: Kingston University London International Study Centre

Section 1: Outcome of the monitoring visit

1 From the evidence provided in the annual return and at the monitoring visit, the monitoring team concludes that Bellerbys Educational Services Ltd Kingston University London International Study Centre (KULISC) is making commendable progress with continuing to monitor, review and enhance its higher education provision since the June 2013 [monitoring visit](#).

Section 2: Changes since the last QAA monitoring visit

2 There have been two significant changes since the 2013 monitoring visit. KULISC moved to larger accommodation, equipped to a high standard, on Kingston University's (the University) Kingston Hill campus in January 2014. It is on the same campus as the Kingston Business School, and closer to the halls of residence used by KULISC students. The previous Head of Centre left in September 2013, and the successor left for health reasons in January 2014. The head of another International Study Centre (ISC) is now acting as Head of KULISC on a part-time basis, while the permanent post is being advertised. Both of these significant changes were well managed. Otherwise the position of the ISC remained similar to that of last year with only minor changes to student numbers and teaching staff. There were 176 students at the ISC in 2013-14.

Section 3: Findings from the monitoring visit

3 KULISC continues to further develop the areas of good practice identified in the 2012 review report and confirmed in the 2013 monitoring visit report. The policy of integrating its policies and procedures with those of the University has been maintained and developed. The University's Revised Academic Framework has been implemented in relevant KULISC programmes, which has been supported and discussed at meetings of the Board of Studies and the Staff Student Committee. At the former, the University's Associate Dean (Teaching and Learning) has been present. Plans for the University's Internal Subject Review of KULISC's programmes in 2015 have already been discussed. Weekly liaison meetings between the Head of Centre and University representatives have continued. These meetings discuss a wide range of relevant issues, and reinforce the close and positive relationship between KULISC and the University.

4 KULISC continues to provide a high level of academic and pastoral support for students. This involves the continuation of existing good practices, including additional classes for students identified as having particular needs early on, providing opportunities for current students to meet former students, the regular structured tutorial programme, and briefings on assessment regulations and progression requirements early on in the programmes. These practices have been reinforced by some new ISC initiatives, including

the introduction of student ambassadors, a new Student Forum to discuss academic areas for student development, and the production of an examination booklet, prior to the beginning of the assessment period.

5 The provision of opportunities for high quality staff development has been maintained. Five members of staff attended the Teachers' Conference, and two presented papers. The review of staff continues through the appraisal system, and there were specific training programmes for module leaders, on the assessment regulations and progression, and on the Revised Academic Framework.

6 Staff have continued to access the structured network arrangements across the network of ISCs. This has included the Teachers' Conference mentioned in paragraph 5, and involvement in the network of heads of English. In addition, there have been increasing links with other study centres nearby. This involves moderation meetings, the discussion of module content and links with peers teaching the same subjects.

7 The level of support for students and the close working relationship with the University is very strong. Great effort has been made to ensure that students are prepared thoroughly and sensitively for their higher education experience in KULISC and for progression to the University.

Section 4: The embedded colleges' use of external reference points to meet UK expectations for higher education

8 The UK Quality Code for Higher Education (the Quality Code) has been used by KULISC as its main external reference point. The mechanism for this is twofold, firstly the close relationship with the University and the use of its rules and regulations, and secondly by the use of a programme developed in another ISC for the sharing of knowledge and discussion of the Quality Code.

Section 5: Background to the monitoring visit

9 The monitoring visit serves as a short check on the provider's and its embedded colleges' 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 and its embedded colleges of any matters that have the potential to be of particular interest in the next monitoring visit or review.

10 The monitoring visit was carried out by Mr Alan Hunt (QAA Officer) and Professor Alan Jago (Reviewer) on 27 June 2014.

QAA920a - R3992 - Aug 14

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Southgate House, Southgate Street, Gloucester GL1 1UB

Tel 01452 557000
Email enquiries@gaa.ac.uk
Web www.gaa.ac.uk

Registered charity numbers 1062746 and SC037786