



Bellerbys Educational Services Ltd

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

May 2012

Annex 9: Royal Holloway, University of London International Study Centre

Introduction and background

The Royal Holloway, University of London International Study Centre (ISC) was established in 2011. It delivers an International Foundation Programme (Arts, Business, Economics, Sciences, Social Sciences) leading to awards of the University. Students who successfully complete the ISC programmes and achieve the required grades will progress to an undergraduate programme at the University.

The responsibilities of the respective parties are set out in the inter-institutional agreement. Responsibility for the academic standards of the programmes rests with the University. Bellerbys Educational Services Ltd, through the ISC, is responsible for 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 Royal Holloway, University of 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 Royal Holloway, University of 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 this ISC is responsible for publishing about itself and the programmes it delivers.

Detailed findings

How effectively do Bellerbys Educational Services Ltd and Royal Holloway 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.

How effective is the management of student assessment?

2 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?

3 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?

4 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?

5 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?

6 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?

7 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 Royal Holloway assure themselves that the quality of teaching and learning is being maintained and enhanced?

8 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?

9 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 Royal Holloway assure themselves that students are supported effectively?

10 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 Royal Holloway manage the recruitment and admission of students?

11 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?

12 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 Royal Holloway ensure that learning resources are accessible to students and sufficient to enable them to achieve the learning outcomes?

13 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?

14 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?

15 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.

RG 1031i 09/12

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© The Quality Assurance Agency for Higher Education 2012

ISBN 9781 84979 693 4

All QAA's publications are available on our website www.qaa.ac.uk

Registered charity numbers 1062746 and SC03778