



# Embedded College Review for Educational Oversight: report of the monitoring visit of Bellerbys Educational Services Ltd, June 2013

## Annex 10: University of Surrey 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 University of Surrey International Study Centre (USISC) has made commendable progress following the May 2012 [Embedded College Review for Educational Oversight](#).

### Section 2: Changes since the last QAA review

2 There have been no significant changes since the QAA review visit in 2012.

### Section 3: Findings from the monitoring visit

3 USISC has taken effective action on both of the recommendations made in the QAA 2012 review report annex. The term 'credit' is not used in any programme documents. Four additional full-time staff have been appointed. The 2012 review identified one area of good practice at USISC: the use of the virtual learning environment to enhance programme delivery. USISC has continued to build on this good practice by developing individual module sites, providing training for all tutors, and sharing ideas with other ISCs about the developments through the provider's Teaching and Learning Committee and Heads of Centre meetings.

4 USISC has also been active in building on the good practice identified for the provider. It continues to provide a high level of academic and pastoral support for students, and students met by the review team confirmed this. The team particularly note the student ambassador programme in which former students who have progressed to the University support current students in the ISC. Staff are positive about the staff development opportunities provided by USISC, the provider and the University. A system for peer observation of teaching has been developed, and good practice identified in this way is shared with all staff. Efforts have been made to create some discipline-based networks across ISCs. It was clear that USISC has become actively engaged in enhancing its provision on a number of fronts. The new full-time staff appointments have been effective, particularly in developing relationships with the University, and have positively affected the quality of teaching.

5 USISC has responded to all the overall provider recommendations. The contract has been amended so that responsibilities for academic standards are now clearly defined. A glossary of academic terms has been produced and was given to all staff teaching on the programmes. Assessment regulations are made available to students in the student handbook, and are also in the centre handbook for staff.

6 Bellerbys Educational Services standard procedures for checking and confirming the accuracy of information provided for sign-off by the University are working effectively. Students confirmed that information given to them is full and accurate.

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

7 The UK Quality Code for Higher Education has been used by USISC as its main external reference point. Considerable effort has been put into its understanding and communication. Staff are kept informed of any changes at staff meetings, and there are regular email communication of any updates.

#### **Section 5: Background to the monitoring visit**

8 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 with the action plan 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.

9 The monitoring visit was carried out by Alan Hunt, QAA Officer, and Professor Alan Jago, Reviewer, on 13 June 2013.