



Review for Educational Oversight: Report of the monitoring visit of Global Banking School Ltd, December 2014

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 the Global Banking School Ltd (the School) has made acceptable progress with continuing to monitor, review and enhance its higher education provision since the [previous monitoring visit](#) in December 2013.

Section 2: Changes since the last QAA monitoring visit

2 Since the last monitoring visit the School has relocated its premises from Canon Street to 116-120 Meridian Place, Canary Wharf, London E14 9FE, which offers additional, better placed space. Total student numbers have increased from 15 to 37 on two level 7 courses: 30 on the Chartered Financial Analyst course validated by the CFA Society of the UK and seven on the Diploma in Strategic Management course validated by ATHE Ltd, a new accreditation partner.

3 The Canary Wharf campus has capacity for approximately 300 students and the School plans to grow its provision in the future to around 200 students. The School is in discussions with a UK university to validate master's degrees to be delivered at the School.

Section 3: Findings from the monitoring visit

4 The Institute has made acceptable progress in continuing to develop the good practice identified in its action plan resulting from the 2012 Review for Educational Oversight (REO), and in responding to all of the recommendations. However, the level of progress is variable and some areas need further development.

5 The School has made good progress in developing the two areas of good practice identified in the 2012 REO. Formative assessment is a strength and every student is given a one-hour feedback session on each marked assignment. Students are very positive about the learning environment and their learning experience. Support for student career development has been enhanced by increasing the number of hours provided in the careers workshops from 30 to 60 and students confirmed that support for career development is positive and helpful and is underpinned by the examples used as part of the courses. The move to Canary Wharf was well received and is seen as enhancing employment prospects.

6 The School completed the action to develop fully its Quality Assurance Report which is now comprehensive, clear and evaluative. The Report is prepared mainly by the Academic Leader and is signed off by the Director of Studies. It contains an action plan that is followed up at meetings of the Academic Board and Quality Assurance Committee. However, the terms of reference for the Academic Board and the Quality Assurance Committee are far from clear. There is a risk, especially with the School's plan to increase both its number of students and the courses being delivered (see paragraph 2), of omissions and overlaps in the remits of these two important committees.

7 The School continues to make good progress in developing the process for regular, systematic review of policies and procedures and web-based information and the process is now fully developed and embedded across the School. A review of policies and procedures is carried out annually by the Head of Marketing using the policy and procedure checklist. Students are consulted about any proposed changes. The Head of Marketing is also responsible for monthly checks on public information. The public information review form is now signed off and any changes are agreed with the Director of Studies.

8 The School has made good progress in developing its teaching observation process. Peer observations are seen by staff as being constructive, supportive and useful and to provide an opportunity to critique performance and share good practice. Observer and observed each record key actions in the peer observation form.

9 The School has made acceptable progress in implementing a process of continual professional evaluation and development and there is a specific annual staff development schedule. All employees were appraised earlier this year. However, contract teaching staff who are not employees are not scheduled to be appraised until 2015. Examples were cited of development linked to appraisals, including conference attendance.

10 The School has made good progress in developing its virtual learning environment (VLE). It now uses a different platform as its VLE, as the previous system had only limited capability. Information and academic material is now uploaded. The VLE is also used for submitting and marking student assignments, and is linked to standard plagiarism-detection software. Students use it to access School information from off campus.

11 The School has made good progress in devising mechanisms to support students' understanding of policies and regulations. The student induction now includes a checklist to confirm that all policies and regulations have been covered and all policies are described in the Student Handbook. Students confirm that the induction was very helpful and informative. The Student Handbooks, which are also posted on the VLE, enable them to keep up to date with relevant policies and regulations.

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

12 The School continues to make good progress in working with the UK Quality Code for Higher Education (Quality Code). The Quality Assurance Manual clearly references relevant sections of the Quality Code and the Academic Leader attended QAA's annual conference.

13 Staff awareness of the Quality Code is ensured through sound arrangements for staff development, including QAA Workshops. New lecturers observe other, more experienced lecturers' classes as part of their induction. Complementary guidance in the Lecturers' Handbook, the Student Handbooks and the Quality Assurance Manual keeps staff informed and up to date.

14 The School has increased student representation on its committees and student representatives are now invited to attend meetings of the Academic Board.

15 The School has had a successful review by the Chartered Financial Analyst Institute of its teaching and marketing materials and its licence was renewed. The School has also been accredited by ATHE Ltd to deliver the undergraduate and postgraduate diploma in strategic management.

Section 5: Background to the monitoring visit

16 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.

17 The monitoring visit was carried out by Dr Alun Thomas (Coordinator) and Ms Jenny Steer (Reviewer) on 19 December 2014.

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