



Educational Oversight: report of the monitoring visit of Khalsa College London, June 2016

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 Khalsa College London (the College) has made acceptable progress with continuing to monitor, review and enhance its higher education provision since the previous [monitoring visit](#) in June 2015.

2 Changes since the last QAA monitoring visit

2 As at the 2015 monitoring visit, the College has no UK or international higher education students and has not regained its Tier 4 Sponsorship Licence. It did not recruit any UK students for the current academic year, which was indicated in its strategy at the 2015 monitoring visit, as it did not receive approval from Pearson (the awarding organisation) for the new BTEC programmes in time (see paragraph 7). Other programmes were offered for September 2015 although there were no enrolments. Therefore, the College has had no enrolments for two years.

3 The College is accredited to run professional programmes from the Chartered Institute of Management Accountants, the Association of International Accountants and the Confederation of Tourism and Hospitality, although no students have been recruited. In December 2015, the College gained approval from Pearson to run programmes at Levels 4 and 5. The College hopes to enrol BTEC students in September 2016. There have been no changes to staffing levels since the last monitoring visit, as the College has continued with its Level 2 and level 3 programmes using the same staff.

3 Findings from the monitoring visit

4 The College has maintained the good practice and responded appropriately to most of the recommendations of the June 2014 Review for Educational Oversight (REO) (paragraph 5). No students have been enrolled for the last two years and so there has not yet been an opportunity to implement its annual programme monitoring procedures or to monitor progression and achievement (paragraphs 5 and 9). The College has not yet fully completed its response to the recommendation to provide more information to prospective students (paragraph 6). It has a well developed plan for quality assurance (paragraph 7) and admissions (paragraph 8). The College uses the UK Quality Code for Higher Education (Quality Code) constructively (paragraph 10), although there is scope for more extensive mapping of *Chapter B1: Programme Design, Development and Approval*, based on its success in gaining approval (paragraph 10).

5 Where it has been possible, the College has completed almost all the requirements of the action plan of 2014, which was updated in 2015. The weekly staff meetings identified as good practice continue, providing an opportunity for all staff to be aware of matters relevant to higher education. As staffing levels are unchanged from the time of the last monitoring visit, the College is confident that it has the resources to offer the extensive individual academic and pastoral student support identified as good practice in the 2014 review. The College also continues with good practice involving links to local employer

organisations. The College has detailed plans for how annual programme monitoring will be undertaken, including the use of extensive feedback from students and the monitoring of the levels of achievement.

6 The College has not fully completed its response to the recommendation of the 2014 REO that it should review the information it provides for prospective students. The website, prospectus and student handbook provide students with a wide range of appropriate information. However, there is limited information only about if and when programmes are likely to run. The level of fees is not yet published on the website or within the prospectus. The 2014 review identified the lack of information about the level of fees as unhelpful to prospective students. The College made the decision, reported to the 2015 monitoring visit team, not to publicise fees until such time as they were able to recruit students. The current plan is to recruit UK and EU students and the College has reconsidered its position. Staff indicated that there is now a clear intention to publish the fees, as recommended by the 2104 review and 2015 monitoring visit.

7 The quality assurance mechanisms for monitoring higher education provision, identified at the two previous review visits, are still in place. For example, the College has detailed plans for the timing of the crucial activities in its quality cycle, including programme review and lesson observations. Moreover, the level of staffing is the same as at the time of the last monitoring visit. Staff have undertaken personal development relevant to higher education. Therefore the College has maintained its commitment and readiness to recommence its quality assurance procedures when circumstances permit, despite not having delivered higher education programmes for two years. This has been possible partly because the College continues to deliver a wide range of Level 2 and 3 qualifications, which has helped to develop staff expertise and also resources, including the virtual learning environment. Ofsted rated the College as good in March 2015.

8 The College has detailed admissions procedures that it will activate when it is in a position to recruit students. It has a clear admissions policy. Staff indicated that the College has systems and processes to ensure that applicants are appropriately qualified and have sufficient motivation to study. After a strict checking process for both academic and language qualifications, the College intends to interview all students to assess that their ability and motivation for their chosen course is sufficient. Staff showed awareness of the reasons why students may not be sufficiently motivated to succeed on their chosen programme, based on their experience with earlier cohorts.

9 It is not possible to comment on student retention, progression and achievement as there have not been any students for two years and there are no specific statements within the action plan that refer to previous data sets. The College has retained many of its quality assurance policies and procedures from when it had student enrolments, including those relevant to ensuring that appropriate records of student engagement are maintained. In addition, a commitment to the consideration of student retention, progression and achievement data, as part of the summer annual monitoring activity, is included in the Quality Assurance Cycle for Professional Courses. Therefore the underlying systems for monitoring this information remain in place.

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

10 The College makes acceptable use of the Quality Code, although there is scope for more extensive mapping of its policies. The College has produced an annual cycle of quality activities that includes several timetabled opportunities to consider any changes to the Quality Code. This has resulted in a detailed mapping of all but one chapter of Part B

(*Assuring and Enhancing Academic Quality*) and of Part C: Information about Higher Education Provision. The College uses its regular staff meetings to discuss elements of the Quality Code and to update staff. It publishes its policies in the clear and concise Policy Handbook, which is revised in the light of changes to the Quality Code and the requirements of both the awarding partners and public policy. The Policy Handbook is available on the College website and has recently been updated. However, the College has not mapped the Quality Code, Part B; *Chapter B1: Programme Design, Development and Approval* even though it has discretion for Pearson awards over some elements of programme content, for example the choice of the options to be offered.

11 The College makes effective use of the external reference points provided by its awarding partners, which has resulted in continuing approval to run the programmes.

5 Background to the monitoring visit

12 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.

13 The monitoring visit was carried out by Dr Peter Steer (Coordinator) and Mrs Catherine Symonds (Reviewer) on 2 June 2016.

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