



Review for Educational Oversight: report of the monitoring visit of the London College of Business, February 2013

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 London College of Business (the College) is making acceptable progress with implementing the action plan from the February 2012 [Review for Educational Oversight](#).

Section 2: Changes since the last QAA review

2 A new Principal was appointed in July 2012. The College closed its Birmingham campus in September 2012. The team is assured that no students were disadvantaged by the closure. All teaching is now delivered at the Barking campus. Full-time academic staff numbers were reduced from 19 to 17 and minor changes have been made to the administrative processes. The British Accreditation Council conducted an accreditation visit in May 2012 with favourable outcomes.

3 In May 2011, the awarding body, the University of Wales, approved an MBA (Online), a Master's Entry Diploma and a Foundation Certificate programme after the College met the conditions. The College received the validation agreement in April 2012. Currently, no students have registered on the Entry Diploma and Certificate programmes. The College had approval to recruit students for part one of the MBA (Online), and students enrolled in September 2011 and January 2012. There are students on the BA (Hons) Business Administration and the HND programmes. There are no plans for mergers. The College is waiting for a response from the awarding body for the validation of the BA Business Administration (Online) programme. Currently there are 168 students: 18 on the BA Business Administration programme, seven on the HND programme and 143 on the MBA.

4 In May 2012, the University conducted an interim review. The College met the conditions of the review concerning the role of agents, advanced standing, dissertation supervision and plagiarism.

Section 3: Findings from the monitoring visit

5 The College has completed the actions in response to one of two good practices. The actions are completed for six of the nine recommendations. It has met the success indicators and evaluated the effectiveness of the actions. In all cases, the College supplied documentary evidence to support the actions. In meetings with the team, staff were able to clearly articulate the processes whereby the action plan was completed.

6 The Annual College Course Review has been extended to the most recent reviews undertaken. Plans to extend the online provision by launching the BA programme are still in progress and await approval from the awarding body. As such, the College was not able to complete the action plan for the good practice regarding online provision.

7 The College now uses templates for formally recording meetings and the decisions arising there from. There is a clear set of principles for circulating minutes of meetings. An annual review of the HND programme has been completed to the same standard as that of the MBA programme, and has been evaluated. To improve written feedback to students, there is a template and an electronic alternative for recording feedback. The team looked at samples of student work which clearly demonstrated that improvements have been made to written feedback. However, recent external examiner reports for all programmes make reference to the need to continue to improve written feedback. The College is aware of this and will continue to evaluate the quality of feedback. A learning and teaching strategy is partly completed. An earlier version has been superseded by a revised strategy. It is an improvement in that it makes more reference to the student profile and the needs of international students. It was produced just before the visit. The College recognises that the learning and teaching strategy needs to be embedded and evaluated and intends to do this in the coming year.

8 Information on assessment in the Quality Handbook has been aligned with the assessment processes of each awarding body and organisation. The College is developing links with business employers to provide work experience. Efforts have been made to provide information on jobs and to provide students with career advice. Once these actions are fully operational, the College will evaluate them. Confusion over how group projects are assessed has been addressed. The team saw examples of group projects and heard from students that they are clear about how marks are arrived at. The College will continue to evaluate this mode of assessment. The College has continued to develop its classroom observation procedures. It is a clear process and well documented. The outcomes of the observations need to be evaluated more, with, for example, reference to sharing good practice. The College now has a more formal process for ensuring that information on learning opportunities is complete and accurate.

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

9 The College has started to work with the UK Quality Code for Higher Education (the Quality Code) and has mapped the published chapters on, for example, student engagement, learning and teaching, and information about learning opportunities with its quality processes. Several staff have attended QAA information briefings on the Quality Code. At the meetings with the team, College staff demonstrated a knowledge and understanding of the Quality Code and a commitment to engage with the chapters as they are published.

Section 5: Background to the monitoring visit

10 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.

11 The monitoring visit was carried out by Mr Philip Markey (Coordinator) and Dr Julie Andreshak-Behrman (Reviewer) on 14 February 2013.

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