



Educational Oversight: report of the monitoring visit of Amity Global Education Ltd t/a the Amity University (in) London, October 2018

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 Amity University (in) London (AUIL) is making commendable progress with continuing to monitor, review and enhance its higher education provision since the [October 2017 monitoring visit](#).

2 Changes since the last QAA monitoring visit

2 There are nine PhD students registered with the University of Bolton who are expected to complete their programmes in February 2020. In addition there is one student enrolled on the MBA programme and three students enrolled on the BA (Hons) Business and Management programme franchised from The University of Northampton. These students will complete their studies in 2019. This represents a reduction from the 30 students previously enrolled at the last monitoring visit. In April 2018 AUIL and The University of Northampton agreed that the franchise contract should not be renewed beyond December 2018.

3 AUIL has five full-time academic staff and 13 part-time academic staff, two of whom also have administrative roles.

3 Findings from the monitoring visit

4 AUIL has made commendable progress in continuing to monitor, evaluate and enhance its higher education provision since the October 2017 monitoring visit with the implementation of its own action plan, which is fully embedded into its quality cycle. During the course of monitoring, the team scrutinised documentation provided and met AUIL management, academic and support staff. It also met four current students and one recent graduate. AUIL was able to demonstrate exceptional commitment to enhancing the student experience with continuing, effective developmental action on areas of good practice through the enhancement of its website, VLE, information, student support and careers information (paragraph 5), and the enhancement of assessment through the development of support for both students and staff (paragraph 10). AUIL has carried out substantial work in preparation for registration with the OfS through the production of a Widening Access and Participation Statement, a Student Protection Plan, review and mapping of its governance arrangements, review and enhancement of its information in accordance with Consumer Protection Law and the establishment of a compliance group (paragraphs 5 and 7).

5 Since the last QAA visit AUIL has reviewed and enhanced the admission and recruitment process to comply with consumer protection law and government regulations (paragraph 7). AUIL has continued to develop good practice identified in relation to the comprehensive academic, professional and pastoral support provided to students through

the development of its virtual learning environment (VLE) resources and provision of IT courses to support assessment. AUIL has enhanced its website content and functionality to improve the information it provides to students including International students. AUIL has further enhanced career information available to students on the website and new resources are available through the VLE. Students confirmed that the VLE and resources such as IT Courses and Careers workshops had been improved in response to student feedback. Students confirmed that that information was clear and accessible and that they were able to access a range of resources to support them with referencing, writing, and careers.

6 There is a comprehensive Admissions Policy including a separate policy for International Students. The Admission Committee monitors admission procedures to ensure these provide a consistent, fair and transparent admission process. Admissions policies and procedures are reviewed annually as part of the annual policy review admission requirements are set out in the associated awarding body's regulations and are published in the prospectuses and on the website. AUIL has no history of using agents in its recruitment of students, although it is exploring appropriate agents for future recruitment. There are separate application processes for taught provision and for research students. All applicants whose first language is not English are required to provide evidence of English language proficiency and attend an interview with a designated member of the Admissions Unit to assess their English language capabilities. Applicants wishing to claim credit for prior learning are directed to the awarding body regulations and their application is subject to the university's approval process. Decisions on post-graduate research applicants are approved by University of Bolton; these are submitted following scrutiny by AUIL.

7 Since the last QAA visit AUIL has reviewed and enhanced the admission and recruitment process to comply with consumer protection law and government regulations. This includes revisions to student documents including conditions of enrolment, student contract, Terms and Conditions of Accepting an Offer, Policy on Consulting Students on Major Changes and publication of the Student Protection Plan. AUIL has a comprehensive and clear set of policies and procedures to support admissions and recruitment of students including Complaints and Appeals Procedure for Applicants, which are available on the website. Enhanced information for International students and enhanced information regarding financial policies were identified as an action in AUIL's action plan in 2017 and revisions to the website were approved by the Quality Review and Assurance Committee at its March meeting. Students confirmed that the admissions process and the financial information were clear and that they were well supported in making an application to AUIL. International students commented on the range of resources to support them during application and on course, including a buddy scheme for new entrants.

8 All assessment at AUIL is carried out in accordance with the relevant UK awarding body. Summative assessment for all University of Northampton modules are prescribed in module assignment guides and qualifications are determined in accordance with Assessment Regulations. The assessment for research students is set by the University of Bolton in accordance with its research degree regulations. AUIL adheres to the assessment and recognition of prior learning regulations and processes of its awarding body partners. The employment model of AUIL allows access to a wealth of staff expertise which enhances provision. Since the last visit AUIL has developed relationships with notable public and private organisations, which enhances its research capability and PhD provision.

9 AUIL has effective policies and procedures in place for assessment, which are set out in its Teaching and Learning Strategy supplemented by its Assessment Approaches Guidelines and its Policy on Feedback. All assessment is marked by AUIL module tutors following which it is subject to internal and external moderation. AUIL has enhanced its quality assurance process through the appointment of its own external examiner. AUIL ensures the integrity of assessment and has clear procedures in place for maintaining the

security of examinations and the designation of a staff member as Head of Assessment helps to ensure transparency, accessibility and consistency across AUIL. There is a clear policy on plagiarism and collusion and students confirmed that they are provided with clear information on referencing and academic practice and that submit all assessments are submitted through plagiarism-detection software.

10 Since the review AUIL has further enhanced assessment through the review of information available for students with disabilities, developing a study support plan for academic staff, reviewing and updating information available to students related to assessment boards and reviewed and updated its policies and procedures relating to assessment. AUIL monitors and shares good practice in assessment feedback through peer review. This has resulted in enhancements to the Policy on Feedback to Undergraduate and Postgraduate Taught Students and, the development of guidelines on assessment feedback which were disseminated to staff at an away day. Staff confirmed that they are well supported through the peer approach to assessment and teaching. Students confirmed that assessment information is clear and that they are well supported through assessment feedback and student support mechanisms.

11 AUIL monitors and analyses data regularly and systematically through its Academic Board which considers academic results, annual monitoring reports and external examiners reports. The annual monitoring reports include qualitative and quantitative data for each module and programme. Module pass rates on the BA (Hons) Business and Management programme and MBA programme franchised from The University of Northampton were 100 per cent in 2017-18 and retention rates in 2017-18 were 100 per cent. There are nine PhD students registered with University of Bolton who are expected to complete their programme in February 2020; performance is monitored through the annual course review and the Research Committee and all students progressed to Year 2 in February 2018.

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

12 AUIL demonstrates highly effective engagement with external reference points in meeting UK expectations for higher education. The UK Quality Code for Higher Education (Quality Code) is referenced throughout AUIL's strategic and operational documents. As part of preparing for its registration with OfS, AUIL has reviewed its governance arrangements and mapped these against the Quality Code and reviewed and enhanced policies. AUIL has reviewed and enhanced the information available to students to comply with CMA and Consumer Protection Law. Since the last Higher Education Review (Alternative Providers), AUIL has made extensive use of the FHEQ and the Quality Code in the development of a portfolio of courses, which were approved by the University of Bolton with no conditions and three areas of identified good practice which are student support, quality of programme documents and the use of Individual Learning Plans. AUIL developed a comprehensive Curriculum Design Procedure, which makes extensive use of external reference points to support this process.

5 Background to the monitoring visit

13 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.

14 The monitoring visit was carried out by Ms Colette Colman Reviewer, and Mr Ian Welch QAA Officer, on 23 October 2018

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Southgate House, Southgate Street, Gloucester GL1 1UB
Registered charity numbers 1062746 and SC037786

Tel 01452 557050
Web www.qaa.ac.uk