



Review for Educational Oversight: report of the monitoring visit of Central College London, September 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 Central College London (the College) is making acceptable progress with implementing the action plan from the September 2012 [Review for Educational Oversight \(REO\)](#).

Section 2: Changes since the last QAA review visit

2 Since the 2012 review the College has relocated its teaching premises to a new site in central London. The move was strategic in response to student feedback relating to convenience of access. The seating capacity is smaller than the old site but because of the convenient transport links classes are scheduled on a more time efficient basis. The College also considers that the new premises provide a better learning environment and students are positive about the move. Monitoring visits of the new premises have been carried out by two of the College's awarding organisations and the Accreditation Services for International Colleges (ASIC).

3 The College continues to offer courses with NCFE and ATHE. Since the review visit it has developed a partnership with Teesside University. Programmes offered with University of West London (UWL) have now closed. The College has four full-time teaching staff. A new position of Deputy Academic Principal was created and appointed in January 2013.

4 There has been a decrease of 26 per cent in student numbers between the review and annual monitoring visits due to closure of the UWL course and the move to new premises. It is anticipated that recruitment will improve because of the relocation and further development of the partnership with Teesside University.

Section 3: Findings from the monitoring visit

5 The College has taken action to maintain and develop the good practice identified in the 2012 report; the supervised study sessions are now reviewed through the module evaluation process and meetings with tutors and administration staff. Students reported that the sessions were useful for assignment preparation.

6 The College is making acceptable progress in addressing the recommendations arising from its review. The College has reviewed its reporting structures, policies and procedures. Terms of reference for each of the committees within the quality structure have been developed. Meeting minutes are produced and include relevant action points. Where appropriate, meetings and reports to evaluate systems have been instigated.

7 The franchise agreement with Teesside University sets out regulations and procedures to be followed and, because this is a relatively new partnership, operation is still being established. Assessment procedures are outlined within the staff and student handbooks and references to College policies are included. However, differences in processes and procedures for each of the awarding partners is not always clearly identified. The Teesside University approval report also identifies that students could be confused in

relation to College processes. The College recognises that further clarification is required across its documentation to differentiate procedures and regulations for each of the College awarding partners.

8 The College has developed its working practices with external examiners and communicated these effectively to staff members. Formal assessment boards have been established and effective and consistent decision-making recorded. The College responds to external examiner recommendations via email. Students are not formally made aware of these recommendations, although staff refer to the external examiners' comments in class so as to improve student performance.

9 The standard of facilities is good as noted in the ASIC report. Students report that resources are available and accessible although they would appreciate further library provision. The College is aware that its library facility is limited and is therefore currently negotiating with the University of London to have institutional access to the Senate House Library. The relocation of the College means that the British Library is now within fifteen minutes' walk. Wireless access had been provided across the College in the last academic year. Some issues arose regarding student usage and these are being resolved for the start of the new term when access will be restricted to classrooms and the library.

10 Lesson observation criteria have been developed and students reported that they complete module evaluations. Student representatives are appointed for each class and they are invited to meetings with staff to discuss matters relating to student needs. Students reported that staff members are responsive and helpful.

11 The use of student data to analyse performance and set targets is being implemented. Statistics on attendance are gathered effectively through a biometric sign-in. Student performance data is analysed for each module and used to inform actions. Further evaluation in relation to attendance and success rates is planned. A variety of methodologies are used to record data. The College recognises that it is important in future to present the information in a way that is less ambiguous.

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

12 The College has undertaken a review of its policies and practices and there is cross-referencing with sections of the UK Quality Code for Higher Education (the Quality Code), although some references are out of date. The College recognises that further mapping is required to ensure that currency and relevance is maintained.

Section 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 Mrs Brenda Hodgkinson (Coordinator) and Mr Tom Cantwell (Reviewer) on 3 September 2013.

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