



Educational Oversight: report of the monitoring visit of the City of London Business College, February 2015

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 City of London Business College has made acceptable progress with implementing the action plan from the February 2014 [Review for Educational Oversight](#).

Section 2: Changes since the last QAA review

2 The College still focuses on the provision of courses at levels 2 and 3. The number of students on the higher education programme Leadership for Health and Social Care level 5 Diploma has increased from three in February 2014 to six at the monitoring visit.

3 The College is investigating further funding opportunities through Skills Funding Agency (24+ Advanced Learning Loans) and Student Loans Company to attract greater numbers of applicants. The College has been unsuccessful in its application to the Home Office for a Tier 4 licence to sponsor international students and is considering whether to reapply pending a full review of the original application.

Section 3: Findings from the monitoring visit

4 The College continues to build on its good practice. The Academic and Quality Calendar is updated termly. This strengthens staff communication channels by alerting them to meetings and tutor planning days. The Quality Assurance Committee monitors the Calendar's scheduled events. The Calendar also programmes elections for student representatives. The College staff post the minutes of student representative meetings on notice boards and on the virtual learning environment although they say achieving this within the target of two working days is challenging.

5 The College has made progress on all of the recommendations contained in the action plan, although the level of progress is variable between them. The College has revised the terms of reference of the academic committees. The Quality Assurance Committee's terms of reference include the consideration of student data. This is not yet analysed and evaluated in detail at course level to inform strategic decisions as identified in the action plan. The Committee now considers external verifier reports and monitors action plans generated through engagement with external agencies.

6 The College is currently revising the Quality Assurance Manual. This now includes some expectations set out in the UK Quality Code for Higher Education (the Quality Code), but not information on student feedback mechanisms and external verifier arrangements. The Manual refers to individual course monitoring but does not describe timelines, approval process or student involvement.

7 The College has made acceptable progress on all of the other action points. The College is proactive in embedding its learning and teaching strategy through a series of staff development sessions. The management of the College systematically reviews the effectiveness of the strategy through student feedback and lesson observations.

A significantly improved student survey captures student opinions. The College is currently in the process of evaluating the virtual learning environment and has conducted a survey of both tutors and staff to solicit their views of the system. The College has developed a publication policy together with a version control policy but has not yet evaluated their effectiveness.

8 The College adheres to its clear admission policy and the entry requirements reflect those of the awarding organisations. The College staff interview all applicants who are then tested for numeracy and literacy. Employers verify that students have a management role to enable them to enrol on the Diploma programme.

9 There is an effective attendance monitoring system as described in the Attendance Policy. The College uses a biometric system to recognise the students on campus together with attendance registers taken in class. The College follows up absence rigorously.

10 The students confirm that their individual academic progression is monitored and recorded regularly. The higher education students are all on a work-based learning course and their employer allocates a mentor to support their studies.

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

11 The College makes effective use of the Qualifications Credit Framework (QCF) and *The Framework for Higher Education Qualifications in England, Wales and Northern Ireland* (FHEQ) as its main external reference points for its provision. This is confirmed by the awarding organisation's external verification review.

12 The College has made good progress in mapping College policies and procedures against the expectations set out in the Quality Code. The College has mapped Parts A and B of the Quality Code including staff training, development of a publication policy, learning and teaching strategy, and revisions to the lesson observation and student feedback processes. It has identified and prioritised areas for development. This engagement is not, however, consistently reflected in the Quality Assurance Manual. The College has held training sessions to support all staff in understanding the implications of the Quality Code.

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.

The monitoring visit was carried out by Mrs Catherine Fairhurst, Coordinator, and Dr Colin Fryer, Reviewer, on 16 February 2015.

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