



This review method
is ESG-compliant

Annual Monitoring for Educational Oversight

SwaN Global
Education LLP

This document is available in
English and Welsh

Annual Monitoring: Desk-based assessment

SwaN Global Education LLP

February 2026

Outcome

1 From the annual return and documentary evidence, the monitoring team concludes that SwaN Global Education LLP (The College, Swansea University) is making **acceptable** progress on the implementation of their action plan.

Monitoring summary

2 The College submitted a completed Monitoring Form on 18 January 2026, together with 67 items of evidence, including the Data Return Form. The evidence was reviewed by the QAA Officer and Reviewer, and it was agreed that further evidence was required to complete the review process. This evidence was duly provided.

3 The figures provided showed a fall in enrolments of more than 60% between 2023/24 and 2024/25. The commentary noted that changes in international markets, including Swansea University's removal from the Qatari approved sponsor list and the end of post-pandemic surges in recruitment from Bangladesh and India, had led to an overall downward trend in enrolments.

4 There is an effective Action Plan in place and there has been activity in relation to each recommendation but with one (externality) not yet fully completed.

Recommendation 1: Strengthening the use of external expertise

5 The College is currently adopting new processes to address this recommendation, but these are not yet fully complete at the time of review.

6 The Director of Learning and Teaching at The College has worked with Swansea University (The University) to make appropriate arrangements for externality. The University has asked The College to use existing external contacts and has provided a list of contacts.

7 Programme Directors have been asked to communicate with potential examiners directly to make arrangements for additional work. However, financial constraints mean that it may not be possible to have these arrangements across all programmes. The College has however identified and started the appointment process for two external examiners, who have been put forward for approval by The University.

8 The College is now investigating securing external expertise through its own networks with the intention of having external input into moderation and module review activity by May 2026. Existing role profiles from The University will be used when appointing external contributors.

Recommendation 2: Raising student awareness of outcomes

9 A how-to guide has been produced explaining how students can access their transcripts. This is sent to students along with their results publications.

10 An effective video explanation is also available:
<https://hwb.swansea.ac.uk/colleges/the-college/results-and-transcripts/>

Recommendation 3: Artificial Intelligence, academic integrity and use of translation tools

11 In addressing this recommendation, The College has:

- a. updated its AI and translation policy
- b. emailed all staff about the policy
- c. held a staff meeting held to discuss the policy
- d. updated the Academic Staff Minimum Standards for Education to ensure staff familiarise themselves with AI and misconduct policies
- e. included links to the AI policy in the Academic Staff Canvas Checks
- f. implemented checks by Academic leads to ensure compliance
- g. made use of the VLE to communicate the AI policy and the translation policy to students
- h. used the Interactive Learning Skills and Communication (ILSC) classes to communicate the policy and expectations.

Recommendation 4: Complaints and appeals procedures

12 The College now has a complaints and appeals policy for applicants (an important area not previously covered). Applicants are informed of the policy by its inclusion in offer and rejection communications.

13 In other matters, The College continues to follow the University's own complaints and appeals procedures.

Good practice

14 The College has continued its effective governance arrangements and connections with Swansea University programmes and staff. Strategic oversight remains in place.

15 The College has continued to strengthen its personal tutoring arrangements by appointing a Lead Personal Tutor who is developing further guidance, templates and activities for staff and students. Additional communications structured around admissions and transitions have been added building on positive arrangements in place at the time of review.

16 The College's proactive student voice arrangements have continued to operate both via student-staff forums and education committee representation, as well as the effective informal sources of feedback recognised as good practice during the review. The addition of a WhatsApp Group has strengthened this further.

17 The College newsletter and enhanced Student Union presence are also positive developments.

Material changes of circumstance

18 No material changes have been identified, and The College continues to effectively maintain academic standards and the quality of learning opportunities.

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