

Review for Educational Oversight: report of the monitoring visit of Holborn College t/a Kaplan Holborn College, June 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 Holborn College t/a Kaplan Holborn College (the College) has made commendable progress with implementing the action plan from the June 2012 [Review for Educational Oversight](#) (REO).

Section 2: Changes since the last QAA review visit

2 In July 2012, the College relocated from Charlton to a Central London campus at London Bridge. As part of a process of consolidation of provision, arrangements are in hand to transfer students from the Kaplan Business and Law School nearby to Kaplan Holborn College by September 2013. At the time of the College's annual return to QAA, there were 596 higher education students, compared with 803 enrolled students in June 2012.

3 The College is currently in the process of changing its awarding body from the University of Wales to Anglia Ruskin University for undergraduate business programmes and an LLB (subject to final approval) and has concluded a franchised arrangement for an MBA; all new programmes to commence in September 2013.

Section 3: Findings from the monitoring visit

4 The College has worked effectively on all aspects of its 2012 REO action plan and made commendable progress within the agreed timescale. Good practice identified in the report has been maintained and enhanced. The College has continued its commitment to supporting staff development and scholarly activity. Staff development is tracked and audited to ensure consistency of opportunity and uptake. Staff are encouraged to become members of the Higher Education Academy with three already becoming fellows; it intends to have all staff as members or working towards this within 18 months. Both staff and students are able to identify the benefits of staff development to the enhancement of teaching and learning. The quality of teaching and learning has been enhanced by the monitoring and analysis of student surveys. There are effective ways of collecting feedback, and staff and students can provide examples of resulting changes and improvements. Induction of new staff is comprehensive and supportive. It includes the use of trained mentors, and incorporates teaching observation and tutor training, delivered in-house within the Kaplan UK organisation.

5 All the recommendations in the report have been addressed. Data analysis is used more extensively in the process of annual monitoring, and student performance data is used in decision-making. Annual monitoring reviews now include analysis of data at module and pathway levels. There is ongoing development of a management system to monitor key performance indicators. Progress on this has been limited so far, but the intention is to have live data available on student attendance, retention and engagement, a process which should be reviewed at the next visit.

6 A new learning and teaching strategy has been agreed and implemented after full consultation with staff. Evaluation has indicated a successful impact on programme delivery,

monitored by a newly appointed Associate Dean and the Quality Assurance and Engagement Manager. Student services and learning resources are now included in College reviews and student surveys. Following the College relocation in the summer of 2012, the academic and student services department was split into customer services, headed by a new Registrar, and an office of student experience, with a designated head, to enhance student support. Students are positive about the impact of these developments. Significant improvements have been made to the virtual learning environment. Students confirm that the system is accessible and helpful.

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

7 The College continues to work effectively within *The Framework for higher education qualifications in England, Wales and Northern Ireland* (FHEQ). It is fully cognisant of subject benchmark statements for its provision. It meets awarding body requirements as well as those of the Law Society and General Council of the Bar for undergraduate law degrees and the Association of Chartered Certified Accountants' criteria for student academic remission. Representatives of the Joint Academic Stage Board responsible for validation and review of qualifying law degrees were involved in the successful validation event with Anglia Ruskin University and revalidation event with the University of Wales.

8 The College has engaged effectively with the new UK Quality Code for Higher Education (the Quality Code), as recommended in the action plan. It has carried out a thorough mapping exercise to relate the published elements of the Quality Code to all areas of the provision. The Quality Code has featured strongly in staff development. Staff are knowledgeable about the Quality Code and its significance and application to teaching and learning.

Section 5: Background to the monitoring visit

9 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.

10 The monitoring visit was carried out by Dr Richard Wheeler (Coordinator) and Mr Jonathan Baker (Reviewer) on 10 June 2013.