



# Recognition Scheme for Educational Oversight: report of the monitoring visit of Limkokwing Academy of Creative Technology Ltd, December 2018

## 1 Section 1: Outcome of the monitoring visit

1 From the evidence provided in the annual return and at the monitoring visit, the review panel concludes that Limkokwing Academy of Creative Technology Ltd (the Academy) has made acceptable progress with continuing to monitor, review and enhance its higher education provision since the December 2017 [monitoring visit](#).

## 2 Changes since the last QAA monitoring visit

2 Following the Recognition Scheme for Educational Oversight (RSEO) visit in December 2016, and the subsequent annual monitoring visit in 2017, the Academy has reported no fundamental changes. Between September 2017 and June 2018, 182 students participated in short courses of study on the Global Campus programme. This compares with 318 attending similar courses during the 2016-17 academic year. There has been no further recruitment to the one semester programme, but the Academy intends to recruit a group of students for the February to June semester in 2019. The Academy also plans to reintroduce the three-week postgraduate programme during 2019. There are 46 students attending the two-week course, which started at the beginning of December.

3 The English Language Club has been suspended due to a decline in student numbers and the departure of the EFL Tutor. The Academy has, therefore, not sought British Council accreditation for its English language courses. The Academic Coordinator and the Associate Director for Campus Management have left the Academy and, because of the decline in student numbers, replacement appointments have not been made. The Vice Chancellor continues to have overall responsibility for the delivery and management of programmes at the Academy. The Head of Academics manages the quality and standards of the programmes at an operational level.

4 The Academy continues to seek a UK collaborative partner, and discussions are taking place with two potential universities, but no formal agreement has been established.

## 3 Findings from the monitoring visit

5 Since the monitoring visit in 2017, the Academy has continued and further developed the good practice identified in the 2016 RSEO report. The Global Campus programme has been further reviewed and provision offered was adapted to the needs of students (paragraph 6). Pre-departure information continues to be used effectively to inform prospective students about their study opportunities in London (paragraph 7). Members of industry contribute effectively to the Academy's activity through industry visits and guest speakers and engagement with London Fashion Week (paragraph 8). Information on the website is generally accurate and informs prospective students, although some visual information is outdated (paragraph 7). The Academy has not yet implemented an effective process of staff appraisal (paragraph 9).

6 The three-week Global Campus undergraduate course has now been revised to two weeks to reduce costs to students. However, as the programme runs across a seven-day week its content has remained similar to the three-week model. The Academy reports that the reduced length of the course has stimulated recruitment, and 72 students attended the revised course in September, with a further 55 students attending the October course. The pre-departure work with students in Malaysia has been further enhanced by briefing visits to the Cyberjaya campus from staff based in London.

7 Detailed information packs are provided for students wishing to study on the courses offered by the Academy. The Academy now connects with parents of prospective students and offers informal meetings with students in Malaysia to highlight the advantages of studying in London. Staff in Malaysia are also being fully briefed on the opportunities available in the UK to enable them to support students wishing to study in London. Students confirmed that the information they received from the Academy was comprehensive and provided accurate details of their course. However, the review team noted that many of the images on the website are out of date and relate to a previous building occupied by the Academy.

8 The Academy continues to work with industry to provide students with the skills they need to start up their own businesses. Visits to industry now focus on innovative thinking, corporate social responsibility, and making a difference internationally. Students are briefed by successful business practitioners and are introduced to a variety of social enterprise initiatives including the concept of urban farming, digital marketing companies, and the Collaborative Café. Students also participated in London Fashion Week in February 2018.

9 The Academy has been unable to implement the desirable recommendation that staff performance appraisal is in all cases implemented in accordance with the University's Staff Development Policy. The Academy states that this is due to changes in staffing and small student numbers. The Academy has established a peer observation process, which has been implemented on an informal basis, with two members of full-time staff observing the workshops run by guest speakers. The Academy indicated that during 2019 it will fully implement peer review, and full and part-time staff appointed for at least two contractual terms will undergo staff appraisal.

10 Limkokwing University has a policy for the admission of students to the Malaysian campus, which includes an English Language requirement equivalent to 5.5 for foundation students, 6.0 for undergraduate students and 6.5 for postgraduate students. Qualifications for entry are checked using the MQA guidelines or NARIC. A student's intention to study is assessed through a personal statement and an interview. There is a detailed procedure for handling student enquiries for study on the Global Campus programmes. This includes the completion of an online application form and the presentation of a passport, visa, academic transcript and parental consent form. These forms are checked by a member of faculty in Malaysia and a member of staff in London. A formal offer letter is issued to successful students.

11 Students on the two and three-week courses are not formally assessed. They are awarded an overall grade based on attendance, participation, punctuality and contribution to group tasks and receive the Global Certificate of Achievement, which indicates that they have participated in the Global Campus programme. The experience they gain during industry visits and from guest speakers helps them with their final undergraduate projects in Malaysia. Students on the one semester course are required to complete a project which is marked, in accordance with assessment requirements, by their tutor in Malaysia. Limkokwing University has a rigorous system for ensuring the integrity of the assessment

process which includes a plagiarism policy, confirmation of the outcomes of assessment through an examination board, and external scrutiny of assessments by external examiners.

12 The Vice Chancellor is responsible for overseeing monitoring and enhancement processes at the Academy, and reports to the University's President on all matters relating to standards and quality. Students contribute to programme monitoring and enhancement by completing evaluation sheets at the end of their programmes. The data collected through this feedback process is positive.

13 Processes for quality assurance and enhancement are well embedded through the Limkokwing University systems. Course review activities are thorough and have resulted in the recent changes to the Global Campus programme, the content of which is reviewed biennially. Academic Team meetings continue to be attended by staff teaching on the Global Campus programmes and are scheduled to take place when part-time members of staff are on campus. The Board of Studies considers the outcomes of course evaluation and monitors student progress on their programme of study.

14 The main external academic reference point for the Academy is the Malaysian Qualifications Authority (MQA) which approves all programmes in Malaysia and monitors standards and quality. The Academy's close relationship with employers enables it effectively to use relevant sectors of industry for the development and delivery of the curriculum. Part-time members of staff who teach at other higher education institutions in the UK provide a further external reference point for standards and quality, and an awareness of the expectations of the UK Quality Code for Higher Education. The Academy has recently been re-accredited by the Accreditation Service for International Schools.

#### **4 Background to the monitoring visit**

15 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.

16 The monitoring visit was carried out by Mr Simon Ives, QAA Officer, and Ms Brenda Eade, review panel member on 4 December 2018.

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