

Review for Educational Oversight: report of the monitoring visit of London School of Business & Accountancy Ltd 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 the London School of Business & Accountancy Ltd (the School) has made acceptable progress with implementing the action plan from the September 2012 [Review for Educational Oversight](#).

Section 2: Changes since the last QAA review visit

2 The School has 104 higher education students, which is an increase of 44 against that reported in the 2012 review.

3 The Institute of Commercial Management (ICM) approved the delivery of an additional level 5 course, the Advanced Diploma in Marketing, Advertising & Public Relations, from 2013.

Section 3: Findings from the monitoring visit

4 The School has made progress in addressing the recommendations contained in the action plan of the 2012 review report, although the level of progress is variable. The Principal continually monitors the action plan.

5 The School continues to develop further the good practice identified in the 2012 review report. It has consolidated the high level of student engagement in quality assurance by systematically reviewing its student engagement processes and use of an effective Students and Staff Liaison Committee. Students confirm that the School listens to and acts on their feedback.

6 The School has reviewed the effectiveness of student induction and increased the emphasis on attendance at class. Students state that they are strongly encouraged to attend classes and that the School monitors their attendance.

7 Course monitoring and review is structured and discussed in the Quality and Standards Committee before being approved by the Academic Board. The Quality and Standards Committee reviews the subsequent action plan.

8 The quality processes are not yet subject to external scrutiny. The School has begun to develop external relationships but this initiative needs further work.

9 The School is in the process of aligning all quality assurance documents with relevant external reference points. The School has produced a Quality Manual that incorporates all quality and policy documents. This has been shared with all staff, who confirm its usefulness.

10 Systematic use of the reviewed Staff Development Policy aids identification of staff development needs and its delivery within a strategic framework. The policy currently

focuses on teacher education. The Principal states that this will be developed further to incorporate scholarly activity.

11 The School has produced and implemented a Teaching and Learning Strategy, which it has shared with all teaching staff. While teaching staff understand it and are positive about its introduction, the impact of the Strategy has yet to be fully assessed.

12 The Quality and Standards Committee has reviewed the learning resources and reported its findings to the Academic Board. The School consulted students during the review and they report that access to resources is adequate, although they would appreciate a larger library and in particular more books.

13 The School introduced a new process in 2012 to assure the accuracy and completeness of published information. This is not fully implemented and there is an inaccuracy on the website. To assure future accuracy a new member of staff is now responsible for the website. Students said the website is helpful and easy to use.

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

14 The School engages with the UK Quality Code for Higher Education (the Quality Code) mainly by adhering to the requirements of the ICM. The ICM is responsible for course design and content, progression agreements and all summative assessment. The School has made progress in working with the Quality Code, particularly relating to admissions, learning and teaching, and student engagement.

15 There are internal staff meetings to raise awareness of the Quality Code among the staff. The staff demonstrated an understanding of the Quality Code and referred to a meeting where they discussed the levels at which the courses were delivered.

Section 5: Background to the monitoring visit

16 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.

17 The monitoring visit was carried out by Catherine Fairhurst (Coordinator) and Mike Slawin (Reviewer) on 17 September 2013.