



Review for Educational Oversight: report of the monitoring visit of South Chelsea International College, April 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 South Chelsea International College (the College) has made acceptable progress with implementing the action plan from the March 2012 [Review for Educational Oversight](#).

Section 2: Changes since the last QAA review

2 At the time of the last review in March 2012 a new management had recently taken over the College. The College's student numbers have dropped from 321 (January 2012) to 87 (January 2013) with an accompanying change in human resources. As the current managers develop the College the strategy is to increase numbers once more.

Section 3: Findings from the monitoring visit

3 Overall, the College has made acceptable progress with implementing the actions identified by the review. The quality policy is now in place with a more frequent cycle of Study Boards and Academic Boards with student representation. Management of the College at an operational level takes place through weekly scheduling meetings and through the Quality Assurance Committee. The small scale of the College allows close attention to detail from the management team. However, it is unclear how the various committees and meetings interact to provide a coherent system of academic deliberation and management.

4 Student representation at Academic Boards and Study Boards is effective. Students who met the team provided examples of how the College had responded effectively to their concerns and how subsequent actions had been communicated to the student body. The College open door policy, much praised by students, is effective in communicating and meeting student needs.

5 As recommended by the March 2012 review, the Annual Report for 2012 considers issues of teaching quality, examination results, learning resources, student support and staff development. However, the report does not have the suggested action plan to identify strengths and weaknesses or detail actions for 2013, notably in relation to staff development and teaching quality. The scheduling of the report and the calendar of Academic Board meetings does not allow timely consideration of issues raised.

6 For action points relating to student representation, student monitoring, student support and the checking of public information, the College has made good progress. Significant progress in monitoring student progression and completion and enhancing support mechanisms is evident. Enhancements to electronic systems to manage student data underpin this progress. Improvements to the College website are clear and students confirm that the information is accurate. The checking of published information is well documented and discussed by the Quality Assurance Committee. The new virtual learning environment provides significant improvements for both staff and students. Staff are making good progress on using the platform to enhance their teaching. Students who met the team

were enthusiastic about using it to support their learning, to communicate with staff and each other as well as to bolster social opportunities within and outside the College community.

7 For action points relating to the observation of teaching, sharing good practice and staff development progress has been limited. College management observes teaching although without standardisation between observers. Individual staff benefit from the subsequent feedback but there are currently no mechanisms for sharing good practice at College level. A programme of staff development workshops is in place for 2013.

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

8 The College makes effective use of the National Qualifications Framework and the Qualifications and Credit Framework, and refers to the syllabus descriptions, learning outcomes and assessment requirements published by its awarding organisations.

9 The College has made acceptable progress in using the UK Quality Code for Higher Education (the Quality Code). The College has developed its own action plan in relation to external reference points. All aspects of the Quality Code are included in the action plan and there is a recognition that much is already responded to, with the next targets July 2013. Although this is at an early stage, its development has facilitated an initial understanding, with staff being aware of the Quality Code to varying amounts.

Section 5: Background to the monitoring visit

10 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.

11 The monitoring visit was carried out by Dr Heather Barrett-Mold, Coordinator, and Dr Glenn Barr, Reviewer, on 17 April 2013.