



UNIVERSITY
OF LONDON

2018–2019 (2019)

Schedule

Quality Assurance
Schedule –
Royal Holloway,
University of
London





UNIVERSITY OF LONDON

The University of London's distance learning programmes are delivered through a partnership between the University of London Worldwide (UoLW) and Member Institutions (MIs) of the University of London. The terms and conditions of the partnership are set out in collaboration agreements that detail the division of responsibilities between the UoLW and Member Institutions. The Quality Assurance Schedule forms part of the Collaboration Agreement. It reflects policy, process and operational responsibilities between the UoLW and Member Institutions. The following frameworks inform the policies and responsibilities:

- United Kingdom Quality Code for Higher Education, which contains nationally agreed formal expectations that all UK higher education providers reviewed by Quality Assurance Agency are required to meet;
- Competition and Markets Authority (CMA) guidance on consumer protection law and the framework for higher education qualifications in England, Wales and Northern Ireland.

Quality Assurance Schedules are maintained by the Quality Team, Student and Academic Services Directorate of the UoLW and are updated annually in consultation with the Member Institution.

For any queries please contact qualityteam@london.ac.uk

Common acronyms

<i>APPR</i>	Annual Programme Planning and Review process
<i>APR</i>	Annual Programme Review report
<i>BUoLW</i>	Board of the University of London Worldwide
<i>EID</i>	Educational Innovation and Development Directorate, UoLW
<i>MI</i>	Member Institution
<i>QLTC</i>	Quality, Learning and Teaching Committee
<i>SLT</i>	Senior Leadership Team, UoLW
<i>SVG</i>	Student Voice Group
<i>UoLWAC</i>	University of London Worldwide Academic Committee
<i>TCC</i>	Teaching Centre Committee

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
1.1	Academic Management and Leadership				
	Appointment of Programme Director		Relevant Department		Approved in Department/ School
	Appointment of Module Leader/Tutor		Relevant Department		
1.2	Academic Programme Approval	<i>Key document: Academic Programme Approval Process</i>			
a.	<i>Approval of new programmes/awards</i>				
	New programmes, including the re-packaging of existing provision under a new award title	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma Major changes may include consultation/involvement of EID	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma	UoLWAC (including sub-committees as appropriate) BUoLW Vice-Chancellor sign off	Collaborative Provisions Committee approves the business case for a new programme to be developed. Academic Planning Committee approves the academic proposal to go forward for (re-) validation by UoLW
	A new named award within an existing programme (e.g. pathways, exit awards)	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma Major changes may include consultation/involvement of EID	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma	UoLWAC (including sub-committees as appropriate) BUoLW Vice-Chancellor sign off	Academic Planning Committee approves proposal to go forward for validation by UoLW
b.	<i>Revision to programmes/awards</i> Changes to the structure of a programme which have the potential to impact on the programme's aims, level, learning outcomes or award title.	Reference to Form A1: Agreement Pro-forma Major changes may include consultation/involvement of EID	Reference to Form A1: Agreement Pro-forma		Academic Planning Committee approves proposal to go forward for (re-)validation by UoLW
	Removal and/or addition of core (compulsory	Reported through APPR	Programme Director	Reported to QLTC through	Programme Amendment. Approved by Associate Dean

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
	modules)			APR	(Education) with input from External Examiner.
	Changes to pre-requisite modules or co-requisite modules	Reported through APPR	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education) with input from External Examiner.
	Changes to the overall assessment strategy or scheme of award	Reference to assessment policy Coordinated by Academic Services Manager Reported through APPR	Programme Director. Proposal agreed in Department/ School		Approved by Associate Dean (Education) with input from External Examiner.
	Significant change to the mode of delivery of a programme (e.g. blended learning, block mode, face to face elements)	Coordinated by Academic Services Manager and EID Academic Committee sign off Reported through APPR	Programme Director. Proposal agreed in Department/ School	Signed off by UoLWAC with sub-committees as appropriate	Approved by Associate Dean (Education) with input from External Examiner.
	Change to progression	Coordinated by Academic Services Manager and EID Reported through APPR	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education) with input from External Examiner if programme level change.
c.	<i>Modular changes</i>				
	Introduction of new option/elective module	Coordinated by Academic Services Manager, with involvement from EID Reported through APPR	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education) with input from External Examiner.
	Withdrawal of module	Coordinated by Academic Services Manager, with involvement from EID	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education)

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	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
		Reported through APPR			
	Change to a module title	Coordinated by Academic Services Manager, with involvement from EID Reported through APPR	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education)
	Change to a module's learning outcomes	Coordinated by Academic Services Manager, with involvement from EID Reported through APPR	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education) with input from External Examiner.
	Change to credit value or level of a module	Coordinated by Academic Services Manager, Quality Manager and EID (if required) External input may be required. This may be the External Examiner Reported through APPR	Programme Director. Proposal agreed in Department/ School	Reported to QLTC through APR	Approved by Associate Dean (Education) with input from External Examiner.
	Changes to the assessment of a module	Coordinated by Academic Services Manager Reported through APPR	Programme Director. Proposal agreed in Department/ School		Approved by Associate Dean (Education) with input from External Examiner.
1.3	Approval of learning materials				
	Appointment of authors of learning materials	Appointment/contract	Nomination		Programme Director in relevant department/ school
	Appointment of External Assessors of learning materials	Appointment/contract	Nomination		Programme Director in relevant department/ school
	Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through APPR	Programme Director		Programme Director in relevant department/ school

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
1.4	Approval of Programme Specification	Academic Services Manager	Programme Director		Sign off required. Relevant Senior Academic Quality Managers sign off.
1.5	General Regulations	Coordinated by the Head of Academic Services Provision		Signed off by UoLWAC annually	
1.6	Programme Regulations	Academic Services Manager	Programme Director		Sign off required. Relevant Senior Academic Quality Managers sign off.
1.7	Suspension of Programme Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	Programme Director	Reported to UoLWAC Signed off by Chair of UoLWAC	Sign off required. Submitted to the College Board of Examiners' Executive Committee for approval
1.8	Suspension of General Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager		Signed off by UoLWAC	
1.9	Discontinuation of awards and programmes	Reference Closure Policy Coordinated by Academic Services Manager and/or Relationship Director Reported through APPR	Programme Director	SLT Reported to UoLWAC	Collaborative Provisions Committee approves proposal to discontinue. Programme withdrawal noted at Academic Planning Committee.
1.10	Review and revision of learning materials	Coordinated by EID along with Publications or Learning Solutions team (subject to MI specific arrangements)	Programme level	Monitored through APPR Reported to QLTC through APR	Departmental/ School Teaching and Learning Committee has oversight

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
2.1	Guidelines for Examinations	<i>Key document: Guidelines for Examinations</i>			
2.2	Nominations (for the categories below) <ul style="list-style-type: none"> ▪ Chairs of Boards of Examiners ▪ External and Intercollegiate Examiners ▪ Chief Examiners ▪ Examiners ▪ Associate Examiners ▪ Assessors ▪ Assistant Examiners 	Coordinated by Academic Contractors Team	Chair of Board of Examiners (if appropriate), Programme Director and other academic staff within Lead College/Consortium		Approved by Secretary of College Board of Examiners' Executive Committee on behalf of Committee
2.3	Appointments				
	Appointment of Nominations (see 2.2 above)	Coordinated by Academic Contractors Team	Chair of Board of Examiners (if appropriate), Programme Director and other academic staff within Lead College/Consortium		Approved by Secretary of College Board of Examiners' Executive Committee on behalf of Committee
	Appointment of overseas examiners for non-UK oral examinations	Coordinated by Academic Contractors Team			
2.4	Register of Interests for Examiners	Coordinated by Academic Contractors Team	N/A	Sign off by CEO	Reported as appropriate.
2.5	Setting of assessment tasks, including examination question papers	Reference Guidelines for Examinations	Examiners External Examiner and Intercollegiate Examiners		
2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External		Approved as part of the (re-) validation of a programme by

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	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
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			Examiners Reference Guidelines for Examinations		the Programme Validation Panel and reviewed during Periodic Departmental Reviews.
2.7	Marking and confirmation of results	Boards of Examiners Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations	Boards of Examiners Reference Guidelines for Examinations and Terms of Reference Sign off from External Examiner(s)	
	Terms of Reference for Boards of Examiners	Coordinated by Student & Academic Services Directorate	Chair of Board	Sign off from Assessment Quality Panel	Approved by Secretary of College Board of Examiners' Executive Committee on behalf of Committee
	Boards of Examiners Meetings	Boards of Examiners			
2.8	Award of degrees, diplomas and certificates	Boards of Examiners Pass Lists prepared by the Student & Academic Services Directorate		Sign off from Board of Examiners Sign off from External Examiner(s) Vice-Chancellor to sign off the Pass Lists	
2.9	Assessment Offences	Coordinated by the Student Affairs Team	Referral of allegations	Policy and Regulations approved by UoLWAC Annual outcome report to QLTC Programme level reporting through APPR	

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
2.10	Consideration and follow-up of External and Intercollegiate Examiners' reports	Coordinated by Quality Team	Individual letters of response to External Examiners	Annual summary report considered by QLTC and UoLWAC	APPR considered by relevant Faculty Boards as part of Annual Review process (after consideration by QLTC)

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
3.1	Setting General Entrance Requirements	Student Admissions			
3.2	Setting Programme Entrance Requirements (including English language requirements)	Coordinated by Student Admissions Monitored by APPR			
3.3	Applicants not meeting programme-specific or course entry requirements	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions	Programme Director/ academic subject staff at lead College		
3.4	Applicants not meeting general entrance requirements (undergraduate programmes only)	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions			
3.5	Credit transfer		Consideration at programme level		
3.6	Recognition of prior learning: 'non-automatic' (not listed in the Programme Regulations)		Consideration at programme level		Considered and approved by the College Board of Examiners' Executive Committee
3.7	Renewal of registration (for all programmes except LLB, 2nd or 3rd periods are discretionary)	Coordinated by Registry			
3.8	Misconduct	Coordinated by the Student Affairs Team in accordance with Ordinance 17	Referral of allegations, where appropriate	Reported to UoLWAC annually	
3.9	Transfer of registration	Managed by Registry			

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
3.10	Student appeals and complaints (incorporating appeals concerning decisions of Boards of Examiners)	<p>Coordinated by the Student Affairs Team in accordance with the <i>Procedure for University of London Student Complaints and Academic Appeals</i>, as follows:</p> <p>Stage 1: Informal stage – resolution within the department where the issue arose</p> <p>Stage 2: Formal complaints managed under the delegated authority of the Pro-Vice Chancellor (International)</p> <p>Stage 3: Review stage managed on behalf of by the Deputy Chief Executive with the delegated authority of the Vice-Chancellor of the University of London</p>	Stage 1: Informal stage – resolution within the department where the issue arose, where appropriate.	<p>Procedure approved by UoLWAC</p> <p>Reported to UoLWAC annually</p> <p>Summary of cases escalated to the Office of the Independent Adjudicator for Higher Education reported annually to UoLWAC</p>	
3.11	Misrepresentation of entry qualification	Coordinated by the Student Admissions Team		Vice-Chancellor sign-off	
3.12	Student Engagement				
	Student Feedback on services				
	Modular/Course level feedback				
	Student Experience Survey	Coordinated by the Student Affairs Team on a biennial basis	<p>Engagement in consultation as appropriate</p> <p>Publication of a programme-level response to survey</p>	Reported and discussed through UoLWAC, and sub-committees as appropriate	

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
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			findings		
	Committee Membership	<p>Coordinated by the Student Affairs Team</p> <p>Student members are recruited annually to UoLW governance</p> <p>All appointed student members also sit on Student Voice Group (SVG)</p>		<p>Members of the Sub-Committees are appointed annually by the Chair of the UoLWAC</p> <p>SVG reports to SLT</p>	
	Quality Assurance Panel Membership e.g. PPRs, Programme Approvals, Thematic Reviews	Coordinated by the Student Affairs Team in liaison with the Quality Team			Works with Quality team to identify students for Periodic Departmental Reviews.

4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
4.1	Establishment of Recognition Criteria	Recognition criteria set out in the TCRF and Agreement		Approved by the TCC Endorsed by the BUoLW	Oversight by the Collaborative Provisions Committee
4.2	Teaching Centre Monitoring events	Coordinated by the Institution Assurance Team		Report considered by the TCC Recommendation concerning recognition status endorsed by the BUoLW	Oversight by the Collaborative Provisions Committee
4.3	Teaching Centre Annual Monitoring (TCAM)	Coordinated by the Institutions Assurance Team: Collation of data and individual meetings with Programme Teams re performance	Programme Director & team evaluates institutions' performance Programme Team's recommendations concerning status of teaching institution reported to TCAM Executive Meeting	TCAM Executive meeting: makes recommendations concerning recognition TCAM Executive Report considered by the TCC Recommendations concerning recognition status endorsed by the BUoLW	Oversight by the Collaborative Provisions Committee
4.4	Risk Register	Managed by the Institutions Assurance Team		Reported to the TCC	
4.5	Agreement	Coordinated and approved by Director of Operations and Deputy Chief Executive, UoLW		Contract put in place following approval by the TCC and BUoLW	
4.6	Protection of students when there is a change to recognition status or scope of recognition	UoL has to meet conditions set by the Office for Students Institutions Assurance Team responsible for ensuring that appropriate steps are taken in		Policy for protecting and supporting students when there is a change to recognition status or scope of recognition approved by the TCC	

4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
		line with approved policy		Endorsed by the BUoLW	
4.7	Certificate Teaching Status (CTS)	UoLW Registry office providing attendance lists for CTS programmes	CTS managed by the Programme Team	CTS status reported to the TCC	
4.8	Granting of Recognised Teaching Status	Proposal developed by the Global Engagement Directorate, or MI-led	Proposal can also be MI-led. Academic input required in terms of evaluation of TCRF gateway criteria	SLT considers in the first instance TCC recommends recognition status Endorsed by BUoLW	
4.9	Appeals against decisions concerning Recognised Teaching Status or scope of recognition	Institutions Assurance Team to coordinate process, according to the agreed policy		Appeals policy for teaching centres wishing to appeal against a decision on Recognised Teaching Status or scope of recognition approved by TCC Endorsed by BUoLW	
4.10	Student complaints against recognised teaching centres	Institutions Assurance Team responsible for investigating allegations where there is concern about a recognised teaching centre's potential breach of TCRF criteria		Policy and procedure for handling student complaints/grievances against University of London Recognised Teaching Centres approved by TCC Endorsed by BUoLW	

5. MASSIVE OPEN ONLINE COURSES (MOOCS)					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
5.1	Proposal	Coordinated by EID MOOC strategy, proposal forms and selection criteria sent to member institutions	Proposal submitted to EID	Considered by SLT and Chair of the MOOC Review Panel Approved by Chair of UoLWAC	
5.2	Development	Coordinated by Academic Project Manager, EID	Content development and development schedule agreed with EID and member institution.		
5.3	Approval	Coordinated by the Quality Team with support from EID	Course Team provides response to the report from the MOOC Review Panel	Approved by SLT	
5.4	Review Panel Appointments	Standing members of the MOOC Review Panel appointed annually, coordinated by the Quality Team. Student member and External Peer reviewer appointed to each Review Panel by the Quality Team	Recommendation of External Peer Reviewer		
5.5	MOOC Annual Monitoring	Coordinated by the Quality Team with support from EID	Course Team Reports to be submitted in advance of the event	Considered by SLT Reported to UoLWAC	

6. REVIEW					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
6.1	Annual Programme Planning and Review (APPR) and reporting process	Coordinated by Academic Services Managers	Annual provision of Programme Director's summary and attendance at meeting	QLTC	APPR considered by relevant Faculty Boards as part of Annual Review process (after consideration by QLTC)
6.2	Periodic Programme Review (PPR) and reporting process (Member institution's periodic review mechanisms are used wherever feasible)	Coordinated by Quality Managers	Provision of Self-Evaluation Document	Considered by QLTC. Outcomes reported to UoLWAC and BUoLW	RHUL's periodic review mechanism used. Report and action plan considered first by Departmental Board and then considered and monitored by relevant Faculty Boards, Quality Assurance and Standards Committee and then by Academic Board
6.3	Thematic Review	Coordinated by Quality Managers		Considered by QLTC. Outcomes reported to UoLWAC and BUoLW	

APPENDIX 1**POLICY, PROCEDURES AND REGULATIONS**

This section contains documentation drawn up by the University of London to set expectations and responsibilities on quality assurance on the development and delivery of UoLW programmes in collaboration with Member Institutions.

ITEM	DOCUMENT
1.	Assessment Principles
2.	Academic Programme Approvals Policy
3.	Common Awards Framework (Track B)
4.	Common Awards Framework (Track C)
5.	General Regulations
6.	Guidelines for Examinations
7.	Inclusive Practice Policy
8.	Learning, Teaching and Assessment Framework (Track B)
9.	Learning, Teaching and Assessment Framework (Track C)
10.	Periodic Programme Review
11.	Programme Closure
12.	Preparing the study materials: Guidelines for authors 2017 (Track C)
13.	Quality Assurance mechanisms for Massive Open Online Courses (MOOCs): MOOC Approval and Annual Monitoring
14.	Statutes, Ordinances and Regulations
15.	Student Terms and Conditions
16.	Student Complaints and Appeals Procedure
17.	Teaching Institutions Recognition Framework
18.	Thematic Review
19.	Examination Offences

APPENDIX 2

ANNUAL REPORTS

Common acronyms

<i>BUoLW</i>	Board of the University of London Worldwide
<i>UoLWFC</i>	University of London Worldwide Finance Committee
<i>TCC</i>	Teaching Centres Committee
<i>QLTC</i>	Quality, Learning and Teaching Committee
<i>UoLWAC</i>	University of London Worldwide Academic Committee

ITEM	DOCUMENT	COMMITTEE
1	Quality Enhancement Review (QER) Report	AQAC
2	Annual Academic Quality Advisory Committee (AQAC) Reports	Collegiate Council
3	External Examiners Summary	QLTC
4	Student Complaints and Appeals	UoLWAC
5	Report on Assessment Offences for the Academic Year	UoLWAC
6	List of Awards	UoLWAC
7	Annual Report to the Board of University of London Worldwide	BUoLW
8	SGS Audits Summary Report	Audit and Risk Committee
9	Annual Programme Reports	QLTC
10	Statistical Report on requests for re-checks of examination results	QLTC
11	Retention and completion data	QLTC
12	Assessment Offences: Chair's overview report	UoLWAC and QLTC
13	Appeals & Complaints: Stage 2 annual report	UoLWAC
14	Appeals & Complaints: Complaints escalated to the OIA annual report & case studies	UoLWAC
15	Appeals & Complaints: Stage 3 annual report	UoLWAC
16	Ordinance 17: Code of Student Discipline annual report	UoLWAC
17	Suspension of Regulations overview report	UoLWAC
18	MOOC Annual Monitoring Report	SLT
19	Student Engagement Initiatives	SLT/QLTC/ UoLWAC