

Quality Enhancement Review - University of London

From: Professor David Bolton, Deputy President & Provost

Status: For note

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Executive summary	
<p>Each year University of London institutions are required to submit a Quality Enhancement Review report summarising key developments over the past academic year. The reports are considered by the University of London Academic Quality Advisory Committee.</p>	
Action(s) required from the Committee:	To note the report

The table below outlines which committees/groups have already seen the report and the resulting outcome/action from discussions.

Committee date	Committee title	Outcome/action	Action date	Paper version number
October 2019	EQC	For note		

QUALITY ENHANCEMENT REVIEW

Name of Member Institution/Central Academic Body (CAB)	City, University of London			
Academic year under review	2018-19			
Author of this response	Helen Fitch, Assistant Registrar (Quality)			
Name of Member Institution/CAB committee considering review report	Educational Quality Committee			
<p>The information provided may form a discussion at the Academic Quality Advisory Committee (AQAC). This proforma has two parts:</p> <ul style="list-style-type: none"> • Part 1 asks for summary factual information, mainly about any changes to the Member Institution or CAB's quality arrangements or regulations • Part 2 asks for information about current issues and priorities for academic quality enhancement. 				
PART 1: INFORMATION UPDATE				
<p>Have there been any <u>SUBSTANTIVE</u> changes in any of the following in your Member Institution/CAB? If so, please attach copies of current document, or provide a web link to where they may be found.</p>				
1. Academic Regulations (Taught)				
Changes?	Yes		No	X
Web-link:	https://www.city.ac.uk/about/governance/constitution/senate-regulations			
Or Electronic copy attached	Yes		No	
2. Research Degree Regulations				
Changes?	Yes		No	X
Web-link:	https://www.city.ac.uk/_data/assets/pdf_file/0003/334740/Senate_Regulation_24_Doctoral_Programmes.pdf			
Or Electronic copy attached.	Yes		No	
3. Programme Quality Assurance Procedures (e.g. for approval, monitoring and review) For both taught & research programmes				
Changes?	Yes		No	X
Web-link:	https://www.city.ac.uk/about/governance/quality-manual			
Or Electronic copy attached.	Yes		No	
4. Procedures for considering reports from External Examiners for taught programmes				
Changes?	Yes		No	X
Web-link:	https://www.city.ac.uk/about/governance/quality-manual/7-external-examining			
Or Electronic copy attached	Yes		No	
5. Procedures for consideration of the Joint Reports of Examiners of candidates for Specialist Doctorates and the degrees of MPhil, PhD, MPhilStud and MD(Res) and for taking action on them.				
Changes?	Yes		No	X
Web-link:	https://www.city.ac.uk/about/governance/quality-manual/9-research-degrees			
Or Electronic copy attached	Yes		No	
COLLABORATIVE PROVISION				
Does the Member Institution/CAB offer any taught or research degrees collaboratively, either with other organisations or with other members of the University federation?	Yes	X	No	
If yes, please indicate where the current (dated) Member Institution or CAB Register of Collaborative Provision may be found:				
Current CP register can be found at web-link:	https://www.city.ac.uk/_data/assets/pdf_file/0004/474142/Register-of-Collaborative-Provision-2018-19.pdf			
An electronic copy of current CP register is attached.	Yes		No	x

REGULATION 1 (applicable to awards of the University of London only) **NB:** Regulation 1 requires that procedures take account of the QAA UK Quality Code for Higher Education. It includes additional requirements, beyond The Quality Code, in respect of awards which may be conferred and in respect of collaborative provision.

Is the Member Institution/CAB confident that its procedures and the specification of its programmes comply with Regulation 1 of the University of London?	Yes	n/a	No	
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Did the Member Institution/CAB make any University of London awards?	Yes	n/a	No	
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EXTERNAL EXAMINER REPORTS (applicable to awards of the University of London only)

We confirm that all examination boards had input from at least one External Examiner.	Yes	n/a	No	
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All External Examiners confirmed the appropriateness of standards and sector comparability of student performance of the awards at each level.	Yes	n/a	No	
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All External Examiners confirmed the appropriateness and due conduct of the processes for assessment and the determination of awards.	Yes	n/a	No	
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If you answered 'No', please provide details:

PART 2: ENHANCEMENT PLANS

Please respond in relation to both taught and research degree programmes wherever possible.

1. What has been the Member Institution/CAB improvement priority with regard to quality and standards in 2018-19?

An updated Education & Student Strategy was approved in 2018/19 and implementation is underway. It is underpinned by a narrative co-designed with City students about what they want their experience to be and sets out five change areas covering: student journey, student opportunity, operational excellence and cultural change, curriculum development and learning and teaching. Key projects include:

- Integrated Student Support Review
- Employability Development Plan
- Student Attainment Project
- Taught Student Attendance and Engagement Policy
- Updates to Student Support and Personal Tutoring Module to increase mental health awareness
- Student Representation Review

Following a high-level review of the City Graduate School, recommendations for a Doctoral College and institutional Board of Studies were endorsed by the Executive Team and Senate for implementation in 2019/20. Implementation of a new Doctoral College will support institutional consistency on the application of research degree policies and regulations and furtherance of strategic priorities.

2. How have national developments influenced your enhancement activities?

As noted in the QER 2017-18, City's education KPIs are aligned with the TEF metrics. The impending introduction of the Subject-Level TEF has created increased focus on programme level enhancement activities, in particular City's Annual Programme Evaluation process.

To avoid duplication of work and to minimise the burden on programme teams, the Annual Programme Evaluation (APE) process will be City's primary mechanism through which programme-level reflection on the data and collation of evidence takes place via the APE round commencing summer 2019.

3. Briefly summarise any principal Member Institution/CAB-wide enhancement goals arising from student feedback, including the National Student Survey, PRES, PTES, Student Barometer or internal surveys.

Results from 2019 national surveys are in the process of being analysed and action planning is in progress. Existing work arising from student feedback includes:

- Implementation of initiatives to enhance the broader student experience and student employability including expansion of micro placement scheme and expansion of CityBuddy provision and development.
- Implementation of a Student Attendance Monitoring and Engagement policy to encourage students' active engagement with learning and to identify those who might need help so we can take targeted, timely action to support them.
- Ongoing work on assessment strategies across undergraduate programmes including developments to improve quality of feedback.

4. How has data on entry profiles, progression and achievement informed enhancement plans?

Senate considers reports on entry profiles, progression and student achievement. Data on student progression has led to continued focus on initiatives to improve progression rates at both programme and institutional level. Data on entry profiles, progression and achievement are considered at programme level through our annual programme evaluation exercise and inform programme-level action planning.

- **Please identify any effectiveness review undertaken in the last year (e.g. in relation to programme approval, monitoring and review, use of External Examiner reports, information published to students etc.) and the main issues arising.**

The following areas were reviewed through City's internal audit process during 2018/19:

- **Student Appeals:** an adequate level of assurance can be given to the adequacy and effectiveness of the system of internal control.
- **Assessment Boards:** a substantial level of assurance can be given to the adequacy and effectiveness of systems of internal control.
- **Admissions:** an adequate level of assurance can be given to the adequacy and effectiveness of the system of internal control.
- **UKVI:** an adequate level of assurance can be given to the adequacy and effectiveness of the system of internal control.
- **Prevent Duty Compliance:** it was confirmed that the University is on track relating to its training and safeguarding actions.
- **Student Records Management** an adequate level of assurance can be given to the adequacy and effectiveness of the system of internal control.

The outcome of the internal audits, along with their recommendations will be reported to City's Audit and Risk Committee as well as Senate. Actions relating to quality and standards will be embedded in work overseen by relevant Senate sub-committees and Executive advisory committees.