

Quality and Standards Short Guide

Introduction

City, University of London aims to deliver excellent programmes in an environment that supports students to be successful at University and in their future careers. To manage this, City has a framework of policies and procedures that underpin our educational provision to provide assurance of academic standards and the continuing quality of programmes. The Quality and Standards Short Guide (QSSG) provides a brief summary of City's approach.

Academic standards

The threshold level of achievement required for a student to successfully achieve their academic award.

Academic quality

How well the learning opportunities provided support students to achieve their academic award and prepare for their future.

Quality assurance

A range of policies and procedures designed to safeguard academic standards and the quality of learning opportunities.

Enhancement

Taking deliberate action to ensure continual improvement of the student learning experience.

The University's Governance structure includes a framework of responsibilities delegated from the Council. Senate has responsibility for all academic policies and regulations and takes oversight of the development of the City's educational provision. School Boards of Studies are sub-committees of Senate and have delegated authority for the maintenance of academic standards and quality within their academic subject areas. The Deputy President & Provost is responsible for overseeing academic quality, quality standards and enhancement matters. The Education and Student Committee is a board that provides advice and guidance, and makes recommendations to the DP/Provost and to Senate.

Reporting to the Deputy President & Provost:

- Student and Academic Services supports Schools, the Executive Team and partner institutions in the strategic development and assurance of the quality of education awarded by City. It also works in close liaison with the Students' Union and with other Professional Services on the student learning experience.
- Learning Enhancement and Development (LEaD) supports staff and students to develop and create new, innovative and responsive learning opportunities with the aim of enhancing academic practice, educational development and technology enhanced learning.

The Quality Assurance Framework

The Quality Assurance Framework articulates the core principles that inform City's approach to quality, quality standards and enhancement. It comprises a range of policies and procedures that are articulated in detail through the Quality Manual and the Validated and Institutional Partnerships Handbook.

The information below highlights the broad elements covered by the Quality Assurance Framework.

City recognises the importance of establishing policies and procedures for recruitment, selection and admission that are fair, clear and accurate, and in accordance with our Equal Opportunities Strategy and Single Equality Scheme.

The programme approval and amendment processes are designed to ensure the development of programmes that demonstrate:

- Strategic fit and viability
- High quality learning opportunities and robust academic standards
- Research-informed curricula
- Alignment with external factors like professional body requirements and the UK Quality Code

Annual Programme Evaluation (APE) and Periodic Review (PR) provide regular mechanisms to review the success of programmes, to monitor academic standards and to identify areas for enhancement.

High quality programmes require appropriate student support and information.

The student voice is central to the City's approach. City works in partnership with students and the Students' Union to ensure that student views are fully represented in the governance structures and inform the local and strategic development of education. Formal mechanisms – student surveys and student representation - are complimented by other less formal opportunities for engagement.

City sets out expected values and behaviours of students and staff in *City and You*.

The Student Disciplinary Policy and Regulations sets out the context in which a disciplinary process may be invoked.

City aims to provide a high quality experience for each student but it is recognised that on occasion a student may be dissatisfied with or concerned about an aspect of his/her experience. Policies are in place for the management of complaints.

The assessment of learning is integral to the City's commitment to provide high quality education and to underpin the academic standards of awards made to students. City's Assessment and Feedback Policy provides the context in which assessment operates and outlines the activities to be undertaken by staff to support student learning and maintenance of standards. Clear policies are in place to support the management of appeals.

External Examiners are appointed for all taught provision that leads to a City, University of London award or award of credit. External Examiners play a critical role in supporting the maintenance of academic standards and overseeing the assessment process. They produce annual reports that inform review processes.

City offers a diverse range of research degree programmes both internally and through our validated institutions. The research degrees' framework sets out the key principles of City in its management of research degree provision.

Validation is a process whereby City recognises the academic quality and standards of programmes designed and delivered by a partner institution as equivalent to its own. Institutional Partnerships may contain a mixture of provision designed and delivered by an approved/validation partner and/or one or more Schools at City. Quality and standards are managed and governed centrally through the leadership of the Dean of Validation, advised by the Validation and Institutional Partnerships (VIP) Committee, and a framework set out in the VIP Handbook.

For School-managed partnerships City makes an award or award of credit for provision that operates at programme level, normally in one School. This activity is managed and governed at local level in accordance with the framework for quality and standards.

Contact Student and Academic Services: <http://www.city.ac.uk/about/education/academic-services>

Further Information

- Quality Assurance Agency: UK Quality Code
<http://www.qaa.ac.uk/AssuringStandardsAndQuality/quality-code/Pages/default.aspx>
- Framework for Higher Education Qualifications
<http://www.qaa.ac.uk/Publications/InformationAndGuidance/Pages/quality-code-A1.aspx>
- Subject Benchmark Statements
<http://www.qaa.ac.uk/Publications/InformationAndGuidance/Pages/quality-code-A2.aspx>
- Higher Education Academy:
<http://www.heacademy.ac.uk/>