

UNIVERSITY OF LONDON TEACHING CENTRE RECOGNITION FRAMEWORK

CRITERIA

The Teaching Centre Recognition Framework contains a set of criteria that all Recognised Teaching Centres must meet in order to obtain and retain their recognised status. Recognised Teaching Centres must demonstrate that they meet these criteria by providing appropriate evidence, and the University monitors Recognised Teaching Centres against these criteria.

The Teaching Centre Recognition Framework criteria are listed below.

1. Compliance

Recognised Teaching Centres shall:

- 1.1 Have legal and regulatory permissions to operate in their jurisdiction and to offer support for Students;
- 1.2 Comply with relevant local trading licenses, insurance, and health and safety obligations;
- 1.3 Comply with relevant local specific access policies and regulations;
- 1.4 Align with the mission, aims and values of the University;
- 1.5 Operate with a secure business and financial model; and
- 1.6 Operate with appropriate organisational structures that enable oversight and accountability.

2. Academic management and administration

Recognised Teaching Centres shall:

- 2.1 Have structures in place that allow for clear and accountable decision-making, including appropriate leadership and succession planning;
- 2.2 Have an up to date written contingency plan which includes appropriate arrangements enabling Students to complete their study in the event of a UOL Programme ceasing;
- 2.3 Appoint a designated senior academic to oversee UOL Programmes ;
- 2.4 Have available sufficient managerial and other resources to enable effective delivery of academic support for UOL Programmes;
- 2.5 Have sound student record systems and record keeping procedures;
- 2.6 Have robust mechanisms in place to protect confidentiality of student information;
- 2.7 Have effective systems in place for timetabling and disseminating information about teaching and learning activities that the Recognised Teaching Centre supports;
- 2.8 Have an attendance register, and mechanisms to improve attendance if necessary;
- 2.9 Provide the University with audited accounts each year and upon request meet other due diligence requirements prescribed by the University; and
- 2.10 Have systems in place for informing Students on policies and procedures, and any changes to these, that affect their study experience.

3. Facilities

Recognised Teaching Centres shall:

- 3.1 Provide an appropriate, secure and inclusive learning and teaching environment for Students and staff;
- 3.2 Provide Students and staff with access to comprehensive, up-to-date and relevant learning resources and IT infrastructure; and
- 3.3 Ensure that Students and staff with specific access requirements are supported with the required physical and technological infrastructure.

4. Staffing

Recognised Teaching Centres shall:

- 4.1 Recruit lecturers/teachers with qualifications and experience appropriate to the UOL Programme being taught, and in line with any requirements stipulated by the respective UOL Programme teams;
- 4.2 Have in place processes which encourage up-to-date knowledge, self-development and improvement for staff; and
- 4.3 Offer development and training opportunities for its staff.

5. Teaching and learning

Recognised Teaching Centres shall:

- 5.1 Explain how all planned teaching and learning activities (including feedback) meet the requirements of the University's syllabus;
- 5.2 Take account of specific criteria related to teaching and learning, as specified by the relevant UOL Programme teams;
- 5.3 Ensure that relevant information and resources are available for the purposes of enabling faculty staff to undertake effective teaching;
- 5.4 Provide a range of learning activities which promote individual learning achievement and enable students to meet the subject outcomes;
- 5.5 Provide guidance and support on good academic practice;
- 5.6 Provide an appropriate range of formative assessment activities; and
- 5.7 Achieve examination results which meet the subject requirements and fall within the ranges stipulated by the respective UOL Programme teams.

6. Student experience

Recognised Teaching Centres shall:

- 6.1 Demonstrate how you will provide effective induction of new Students, including provision of information about the UOL Programmes;
- 6.2 Demonstrate capacity to respond to Student enquiries accurately, fully and within reasonable timeframes;
- 6.3 Ensure that policies and student information is up-to-date and disseminated to Students in an effective and systematic way;
- 6.4 Provide clear information about the administrative and academic support services that are available to Students, for example careers guidance;
- 6.5 Provide clear information to Students about fees and charges, including a fair refunds policy;
- 6.6 Provide clear information to Students on the process for resolving complaints, and publish a complaints procedure that covers all services offered by the Recognised Teaching Centre;
- 6.7 Provide Students with training in the use of technology, including access to the relevant VLE and Online Library resources; and
- 6.8 Provide information to Students on disciplinary and fitness to study arrangements.

7. Quality Assurance

Recognised Teaching Centres shall:

- 7.1 Demonstrate appropriate systems in place to prevent occurrence of any malpractice or maladministration in the development and delivery of the provision;
- 7.2 Have student feedback mechanisms that are systematically used;
- 7.3 Demonstrate due regard to student feedback and any comments or complaints received from students;
- 7.4 Take steps to use the outcomes of UOL monitoring activities for enhancement purposes and report progress;
- 7.5 Undertake systematic analysis of students' examination results and progression;
- 7.6 Keep under review and enhance where necessary, its approach to the delivery of academic support/teaching;
- 7.7 Engage with the University's quality assurance mechanisms and processes;
- 7.8 Support student participation in University student surveys and review results for the Recognised Teaching Centre as appropriate; and
- 7.9 Engage with the University's reporting requirements in a timely manner.

8. Recruitment, marketing and publishing materials

Recognised Teaching Centres shall:

- 8.1 Have an appropriate marketing strategy for the UOL Programmes;
- 8.2 Have in place a strategy for supporting the Student applications and registration; and
- 8.3 Demonstrate that Performance Metrics (including recruitment targets) are appropriate and met.