UNIVERSITY OF LONDON

Schedule

Quality Assurance Schedule – City, University of London

UNIVERSITY
OF LONDON

Valid from: 2023-24 onwards

The University of London Worldwide (UoLW) is a Central Academic Body of the University of London, which, in collaboration with the federation members of the University, offers a suite of distance and flexible learning programmes leading to a University of London award. The terms and conditions of the partnership between the UoLW and the federation members are set out in Collaboration Agreements that detail the division of responsibilities between the respective parties. The Quality Assurance Schedule forms part of the Collaboration Agreement. It captures agreed policy, process, and operational responsibilities between the UoLW and federation members, all of which help to assure the provision and ensure compliance with the Office for Students' (OfS') ongoing conditions of registration, particularly those relating to quality and standards: Conditions B1 – B5[1].

In addition, the following frameworks inform the policies and responsibilities:

- United Kingdom Quality Code for Higher Education
- Competition and Markets Authority (CMA) guidance on consumer protection law

Quality Assurance Schedules are maintained by the Quality Team and are updated annually in consultation with federation members.

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

Common acronyms

AB	Academic Board
APR	Annual Programme Report
AQAC	Academic Quality Assurance Committee
OED	Online Education Directorate, UoLW
SLT	Senior Leadership Team, UoLW
SVG	Student Voice Group
TCC	Teaching Centre Committee

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[1] *(B1: Academic Experience, B2: Resources, support and student engagement, B3: Student outcomes, B4: Assessment and awards, and B5: Sector-recognised standards).*

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.1	Academic Management and Leadership				
	Appointment of Programme Director		Considered by Dean of School		N/A
	Appointment of Module Leader[2]/Tutor		Considered by Programme Director in consultation with Head of Faculty		N/A
1.2	Academic Programme Approval	*Key document: Academic Programme Approval Process*			
a.	*Approval of new programmes/awards*				
	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 OED	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Reported to partnership management group
	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 OED	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Reported to partnership management group

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[2] Where Module Leaders are also appointed as examiners, this will be confirmed via a separate UoL contract (see section 2.3)

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
b.	*Revision to programmes/awards* 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 OED	Reference to Form A1: Agreement Pro-forma	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Reported to partnership management group
	Removal and/or addition of core (compulsory modules)	Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	Changes to pre-requisite modules or co-requisite modules	Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	Changes to the overall assessment strategy or scheme of award	Coordinated by Academic Services Manager Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	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 OED Reported through Programme annual monitoring	Programme Director	Signed off by AQAC with sub-committees as appropriate	Reported to partnership management group
	Change to progression	Coordinated by Academic Services Manager and OED Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
c.	*Modular changes*				
	Introduction of new option/elective module	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	Withdrawal of module	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	Change to a module title	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	Change to a module's learning outcomes	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	**RESPONSIBILITIES**		**GOVERNANCE**	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Change to credit value or level of a module	Coordinated by Academic Services Manager, Quality Manager and OED (if required) External input may be required. This may be the External Examiner Reported through Programme annual monitoring	Programme Director	Reported to AQAC through APR	Reported to partnership management group
	Changes to the assessment of a module	Coordinated by Academic Services Manager Reported through Programme annual monitoring	Programme Director		Reported to partnership management group
1.3	Approval of learning materials				
	Appointment of authors of learning materials	Appointment/contract	Nomination		N/A
	Appointment of External Assessors of learning materials	Appointment/contract	Nomination		N/A
	Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through Programme annual monitoring	Programme Director		N/A
1.4	Approval of Programme Specification	Academic Services Manager	Programme Director		Reported to partnership management group

1. PROGRAMME LIFECYCLE				
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.5	General Regulations	Coordinated by the Academic Services Management Team		Signed off by AB annually	N/A
1.6	Programme Regulations	Academic Services Manager	Programme Director		N/A
1.7	Suspension of Programme Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	Programme Director	Signed off by Chair of AQAC Reported to AQAC	N/A
1.8	Suspension of General Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager		Signed off by AQAC	N/A
1.9	Discontinuation of awards and programmes	Reference Closure Policy Coordinated by Academic Services Manager Reported through Programme annual monitoring	Programme Director	SLT Reported to AQAC and AB	Reported to partnership management group
1.10	Review and revision of learning materials	Coordinated by OED along with Publications or Learning Solutions team (subject to FM specific arrangements) Programme annual monitoring	Programme level	Reported to AQAC through APR	N/A

2. ASSESSMENT					
	PROCESS or FUNCTION	**RESPONSIBILITIES**		**GOVERNANCE**	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
2.1	Guidelines for Examinations	*Key document: Guidelines for Examinations*			
2.2	Nominations (for the categories below) ▪ Chairs of Boards of Examiners ▪ External and Intercollegiate Examiners ▪ Chief Examiners ▪ Examiners ▪ Associate Examiners ▪ Assessors ▪ Assistant Examiners	Coordinated by Academic Contractors Team	Programme Director		N/A
2.3	Appointments				
	Appointment of Nominations (see 2.2 above)	Coordinated by Academic Contractors Team	Programme Director		N/A
	Appointment of overseas examiners for non-UK oral examinations	Coordinated by Academic Contractors Team	Programme Director		N/A
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		N/A
2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations		N/A

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
2.7	Marking and confirmation of results	Boards of Examiners Reference Guidelines for Examinations	Examiners	Boards of Examiners Reference Guidelines for Examinations and Terms of Reference Sign off from External Examiner(s)	N/A
	Terms of Reference for Boards of Examiners	Coordinated by Student Registry Services Directorate			N/A
	Boards of Examiners Meetings	Boards of Examiners	Programme Director Module Leaders		N/A
2.8	Award of degrees, diplomas and certificates	Boards of Examiners Pass Lists prepared by the Student Registry Services Directorate	N/A	Sign off from Board of Examiners Sign off from External Examiner(s) Vice-Chancellor to sign off the Pass Lists	N/A
2.9	Assessment Offences	Coordinated by the Student Affairs Team	Referral of allegations	Policy and Regulations approved by AQAC Annual outcome report to AQAC Programme level reporting through Programme annual monitoring	N/A
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 AQAC and AB	N/A

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
3.1	Setting General Entrance Requirements	GERs approved by the External System Academic Board, 2006 Requirements administered by Student Admissions			
3.2	Setting Programme Entrance Requirements (including English language requirements)	Programme annual monitoring	Programme Director	Approved as part of the Academic Programme Approvals Process	N/A
3.3	Applicants not meeting programme-specific or course entry requirements	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions	Programme Director		N/A
3.4	Applicants not meeting general entrance requirements (undergraduate programmes only)	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions	N/A		N/A
3.5	Credit transfer	Coordinated by Student Admissions	Consideration at programme level		School RPL Panel
3.6	Recognition of prior learning: 'non-automatic' (not listed in the Programme Regulations)	Coordinated by Student Admissions	Consideration at programme level		School RPL Panel
3.7	Renewal of registration (for all programmes except LLB, 2nd or 3rd periods are discretionary)	Coordinated by Registry	Programme Director		
3.8	Misconduct	Coordinated by the Student Affairs Team in accordance with Ordinance 17	Referral of allegations, where appropriate	Reported to AQAC annually	N/A
3.9	Transfer of registration	Managed by Registry	Programme Director		

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
3.10	Student appeals and complaints (incorporating appeals concerning decisions of Boards of Examiners)	Coordinated by the Student Affairs Team in accordance with the *University of London Procedure for Student Complaints and Academic Appeals*, as follows: Stage 1: Informal stage – response/resolution managed by the relevant department. Stage 2: Formal complaints managed under the delegated authority of the Pro-Vice Chancellor (International, Teaching and Learning) Stage 3: Review stage managed on behalf of the Managing Director with the delegated authority of the Vice-Chancellor of the University of London	Stage 1: Informal stage – resolution within the department where the issue arose, where appropriate.	Procedure approved by Academic Board. Annual report submitted to the Academic Board.	N/A
3.11	Misrepresentation of entry qualification	Coordinated by the Student Admissions Team	Programme Director	Vice-Chancellor sign-off	N/A
3.12	Student Engagement				
	Student Feedback on services		Programme Team		N/A
	Modular/Course level feedback	Coordinated by the Surveys and Student Voice Team Module Enhancement Service coordinated by Learning Solutions Team	Programme Director		N/A

3. STUDENT LIFECYCLE/EXPERIENCE				
PROCESS or FUNCTION	**RESPONSIBILITIES**		**GOVERNANCE**	
	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
Student Experience Survey	Coordinated by the Surveys and Student Voice Team on a biennial basis	Engagement in consultation as appropriate Publication of a programme-level response to survey findings	Reported and discussed through AQAC, AB and VCEG, and sub-committees as appropriate	N/A
Committee Membership	Coordinated by the Surveys and Student Voice Team Student members are recruited annually to UOLW governance All appointed student members also sit on Student Voice Group (SVG)	Students. Engagement in committees as appropriate	Members of the Sub-Committees are appointed annually by the Chair of the AQAC SVG reports to SLT	N/A
Quality Assurance Panel Membership e.g. PPRs, Programme Approvals	Coordinated by the Surveys and Student Voice Team in liaison with the Quality Team	Programme Team Bayes Quality Team		N/A

4. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
4.1	Establishment of Recognition Criteria	Recognition criteria set out in the TCRF and Agreement	N/A	Considered by the TCC Approved by AB	N/A
4.2	Teaching Centre Monitoring events	Coordinated by the Quality Team (International)	Programme Level/Director	Report considered by the TCC Recommendations concerning recognition status considered by TCC Approved by AB	Institutions Panel Reported to LPB
4.3	Recognised Teaching Centre Annual Monitoring	Quality Team (International) collates data and supporting evidence to evaluate Teaching Centres' performance in liaison with Programme Teams, arranging individual meetings where necessary. Recommendations concerning status of teaching centres presented to Annual Monitoring Executive Meeting co-ordinated by the Quality Team (International).	Programme Director & team evaluates centres' performance Programme Team's recommendations concerning status of teaching centre reported to TCAM Executive Meeting	Annual Monitoring Executive meeting: makes recommendations concerning recognition, de-recognition, targets/warnings and commendations. Annual Monitoring Executive Report considered by the TCC Recommendations concerning recognition status considered by TCC Approved by AB	Institutions Panel Reported to LPB
4.4	Risk Register	Managed by the Business Support Services Team in liaison with the Quality Team (International)	N/A	Reported to the TCC	N/A
4.5	Agreement	Coordinated and approved by Managing Director, UOLW		Contract put in place following approval by the TCC and AB	

4. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS				
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
4.6	Protection of students when there is a change to recognition status or scope of recognition	Business Support Services Team and Quality Team (International) assure alignment with OfS Regulatory Framework (including the Student Protection Plan); the QAA Quality Code, the "*UoL Policy and Procedure for protecting and supporting students when there is a change to a Recognised Teaching Centre Status or A change to the scope of recognition for a Recognised Teaching Centre*"; and overseas regulators for higher education		Considered by the TCC

Approved by AB | |
| 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 | Institutions Panel Reported to LPB |
| 4.8 | Granting of Recognised Teaching Status | Proposal developed by the Global Business Development Directorate | Proposal can also be FM-led.

Academic input required in terms of evaluation of TCRF gateway criteria | SLT considers in the first instance
Considered by TCC
Approved by AB | |
| 4.9 | Appeals against decisions concerning Recognised Teaching Status or scope of recognition | Quality Team (International) 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

Reported to AB | |

4. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
4.10	Student complaints against recognised teaching centres	Quality Team (International) 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 Reported to AB	

5. MASSIVE OPEN ONLINE COURSES (MOOCS)				
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
5.1	Proposal	Coordinated by OED MOOC strategy, proposal forms and selection criteria sent to Federation members	Proposal submitted to OED	Considered by SLT and Chair of the MOOC Review Panel	Reported to partnership management group
5.2	Development	Coordinated by Academic Project Manager, OED	Content development and development schedule agreed with OED and Federation member.		N/A
5.3	Approval	Coordinated by the Quality Team with support from OED	Course Team provides response to the report from the MOOC Review Panel	Approved by SLT	Reported to partnership management group
5.4	Review Panel Appointments	Coordinated by the Quality Team	Recommendation of External Peer Reviewer		N/A
5.5	Annual Monitoring	Coordinated by the Quality Team with support from OED		Considered by SLT	Reported to partnership management group

6. REVIEW					
	PROCESS or FUNCTION	**RESPONSIBILITIES**		**GOVERNANCE**	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
6.1	**Programme annual monitoring**	Coordinated by Academic Services Managers	Annual provision of Programme Director's summary and attendance at meeting	Considered by AQAC. Reported to AB	Reported to partnership management group
6.2	**Periodic Programme Review (PPR) and reporting process** (Federation member's periodic review mechanisms are used wherever feasible)	Coordinated by Quality Managers	Provision of Self-Evaluation Document	Considered by AQAC. Reported to AB	Reported to partnership management group

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 Federation members.

Please contact qualityteam@london.ac.uk for information on documents not available via the University of London website.

ITEM	DOCUMENT
1.	Assessment Principles
2.	Academic Programme Approvals Policy
3.	Qualifications and Credit Framework
4.	General Regulations
5.	Guidelines for Examinations
6.	Inclusive Practice Policy
7.	Periodic Programme Review
8.	Programme Closure
9.	Statutes, Ordinances and Regulations
10.	Student Terms and Conditions
11.	Student Complaints and Appeals Procedure
12.	Teaching Centre Recognition Framework
13.	Assessment Offences

APPENDIX 2

ANNUAL REPORTS

Common acronyms

AB   Academic Board
AQAC   Academic Quality Assurance Committee
SLT   Senior Leadership Team

ITEM	DOCUMENT	COMFMTTEE
1	Quality Enhancement Review (QER) Report	AQAC
2	External Examiners Summary	AQAC
3	Student Complaints and Appeals	AQAC
4	Report on Assessment Offences for the Academic Year	AQAC
5	List of Awards	AB
6	Annual Quality, Learning and Teaching Report	AQAC AB
7	SGS Audits Summary Report	Audit and Risk Committee
8	Annual Programme Reports	AQAC
9	Statistical Report on requests for re-checks of examination results	AQAC
10	Retention and completion data	AQAC
11	Assessment Offences: Chair's overview report	AQAC
12	Appeals & Complaints: Stage 2 annual report	AQAC
13	Appeals & Complaints: Complaints escalated to the OIA annual report & case studies	AQAC
14	Appeals & Complaints: Stage 3 annual report	AQAC
15	Ordinance 17: Code of Student Discipline annual report	AQAC
16	Suspension of Regulations overview report	AB
17	Student Engagement Initiatives	SLTEG/AQAC