



UNIVERSITY  
OF LONDON

Schedule

# Quality Assurance Schedule – Goldsmiths, 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<sup>1</sup>.

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](mailto: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

<sup>1</sup> (B1: Academic Experience, B2: Resources, support and student engagement, B3: Student outcomes, B4: Assessment and awards, and B5: Sector-recognised standards).

1. PROGRAMME LIFECYCLE <sup>2</sup>					
	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/Convenor		Considered and approved by the Head of Department / academic subject staff in conjunction with Human Resources.		
	Appointment of Module Leader <sup>3</sup> /Tutor	Duties and development schedule provided by OED  [Track C] Online Tutors – Appointed by UoL	Module Leaders – Appointed by Goldsmiths  [Track C] Online Tutors – Nominated by Goldsmiths		
1.2	Academic Programme Approval <sup>45</sup>	Key document: Academic Programme Approval Process			
a.	Approval of new programmes/awards				

<sup>2</sup> For the BSc Computer Science programme (Track C), Goldsmiths and the University of London Worldwide will have access to learning analytics data on Coursera that will aid student progress management and inform decisions relating to potential changes and enhancements to the programme and modules. This data will also inform the Programme annual monitoring and PPR processes.

<sup>3</sup> Where Module Leaders are also appointed as examiners, this will be confirmed via a separate UoL contract (see section 2.3)

<sup>4</sup> **Track C** – Programmes default to the UoL led Academic Programme Approval process and do not require approval through Goldsmiths governance structure. Programme Documentation considered by Goldsmiths.

<sup>5</sup> Approval through Goldsmiths governance structure, detailed in the Federation member Responsibilities column, applies to the Federation member led route of the Academic Programme Approval Process. Further information is available in the *Key Document: Academic Programme Approval Process*.

**1. PROGRAMME LIFECYCLE<sup>2</sup>**

	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	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	Considered by Departmental Learning and Teaching Committees / Departmental Boards, Institutional Partnerships Sub-Committee,  Approved by Academic Development Committee (strategic approval) Programme Scrutiny Sub-committee (academic approval)  Reference to Form A1: Agreement Pro-forma	Approved by AQAC (including sub-committees as appropriate)  Reported to AB	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	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	Considered by Departmental Learning and Teaching Committees / Departmental Boards, Institutional Partnerships Sub-Committee,  Approved by Academic Development Committee (strategic approval) Programme Scrutiny Sub-committee (academic approval)  Reference to Form A1: Agreement Pro-forma	Approved by AQAC (including sub-committees as appropriate)  Reported to AB	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee

1. PROGRAMME LIFECYCLE <sup>2</sup>					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
b.	<p><i>Revision to programmes/awards</i></p> <p>Changes to the structure of a programme that have the potential to impact on the programme's aims, level, learning outcomes or award title.</p>	<p>Reference to Form A1: Agreement Pro-forma</p> <p>Major changes may include consultation/involvement of OED</p>	<p>Considered by Departmental Learning and Teaching Committees / Departmental Boards, Institutional Partnerships Sub-Committee,</p> <p>Approved by Academic Development Committee (strategic approval)</p> <p>Programme Scrutiny Sub-committee (academic approval)</p> <p>Reference to Form A1: Agreement Pro-forma</p>	<p>Approved by AQAC (including sub-committees as appropriate)</p> <p>Reported to AB</p>	<p>Reported through PSSC minutes to Learning, Teaching and Enhancement Committee</p>
	Removal and/or addition of core (compulsory modules)	Reported through Programme annual monitoring	<p>Considered by Departmental Learning and Teaching Committees / Departmental Boards</p> <p>Approved by Programme Scrutiny Sub-committee</p>	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	Changes to pre-requisite modules or co-requisite modules	Reported through Programme annual monitoring	<p>Considered by Departmental Learning and Teaching Committees / Departmental Boards</p> <p>Approved by Programme Scrutiny Sub-committee</p>	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee

1. PROGRAMME LIFECYCLE <sup>2</sup>					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Changes to the overall assessment strategy or scheme of award	Coordinated by Academic Services Manager  Reported through Programme annual monitoring	Considered by Departmental Learning and Teaching Committees / Departmental Boards  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	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	Considered by Departmental Learning and Teaching Committees / Departmental Boards; Institutional Partnerships Sub-Committee,  Approved by Programme Scrutiny Sub-committee	Signed off by AQAC with sub-committees as appropriate  Reported to AB	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	Change to progression	Coordinated by Academic Services Manager and OED  Reported through Programme annual monitoring	Considered by Departmental Learning and Teaching Committees / Departmental Boards; Institutional Partnerships Sub-Committee,  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
<b>c.</b>	<i>Modular changes</i>				

1. PROGRAMME LIFECYCLE <sup>2</sup>					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Introduction of new option/elective module	Coordinated by Academic Services Manager, with involvement from OED  Reported through Programme annual monitoring	Programme Director/Convenor proposes  Considered by Departmental Learning and Teaching Committees / Departmental Boards;  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	Withdrawal of module	Coordinated by Academic Services Manager, with involvement from OED  Reported through Programme annual monitoring	Programme Director/Convenor proposes (refer to 1.2b above for core modules)	Reported to AQAC through APR	(refer to 1.2b above for core modules)
	Change to a module title	Coordinated by Academic Services Manager, with involvement from OED  Reported through Programme annual monitoring	Programme Director/Convenor proposes  Considered by Departmental Learning and Teaching Committees / Departmental Boards;  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee

1. PROGRAMME LIFECYCLE <sup>2</sup>					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Change to a module's learning outcomes	Coordinated by Academic Services Manager, with involvement from OED  Reported through Programme annual monitoring	Programme Director/Convenor proposes  Considered by Departmental Learning and Teaching Committees / Departmental Boards;  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	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/Convenor proposes  Considered by Departmental Learning and Teaching Committees / Departmental Boards;  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
	Changes to the assessment of a module	Coordinated by Academic Services Manager  Reported through Programme annual monitoring	Programme Director/Convenor proposes  Considered by Departmental Learning and Teaching Committees / Departmental Boards;  Approved by Programme Scrutiny Sub-committee	Reported to AQAC through APR	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
1.3	Approval of learning materials				



1. PROGRAMME LIFECYCLE <sup>2</sup>					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Appointment of authors of learning materials	Duties and development schedules provided by OED	Project Leader Supported by Programme Director/Convenor		
	Appointment of External Assessors of learning materials		Project Leader Supported by Programme Director/Convenor		
	Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through Programme annual monitoring	Programme Director/Convenor		
1.4	<b>Approval of Programme Specification</b>	Academic Services Manager	Programme Director/Convenor		Editorial changes and previously approved changes do not require further sign off. Any new changes must be approved using the procedures outlined above
1.5	<b>General Regulations</b>	Coordinated by Academic Services Management Team	N/A	Signed off by AB annually	
1.6	<b>Programme Regulations</b>	Academic Services Manager	Programme Director/Convenor proposes		Considered by Departmental Learning and Teaching Committees / Departmental Boards;  Either approved by Programme Scrutiny Sub-committee or Quality and Standards Sub-committee as appropriate

1. PROGRAMME LIFECYCLE <sup>2</sup>					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.7	<b>Suspension of Programme Regulations</b>	Reference Suspension of Regulations Policy  Coordinated by Academic Services Manager	Programme Director/Convenor	Signed off by Chair of AQAC  Reported to AQAC	Pro-Warden (Learning, Teaching & Enhancement)
1.8	<b>Suspension of General Regulations</b>	Reference Suspension of Regulations Policy  Coordinated by Academic Services Manager		Signed off by AQAC	
1.9	<b>Discontinuation of awards and programmes</b>	Reference Closure Policy  Coordinated by Academic Services Manager  Reported through Programme annual monitoring	Programme Director/Convenor	SLT  Reported to AQAC and AB	Considered by Departmental Learning and Teaching Committees / Departmental Boards, Institutional Partnerships Sub-Committee,  Approved by Academic Development Committee (strategic approval) Programme Scrutiny Sub-committee (academic approval)
1.10	<b>Review and revision of learning materials</b>	Coordinated by OED along with Publications or Learning Solutions team (subject to FM specific arrangements)	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	<i>Key document: Guidelines for Examinations</i>			
2.2	<b>Nominations (for the categories below)</b> <ul style="list-style-type: none"> <li>Chairs of Boards of Examiners</li> <li>External and Intercollegiate Examiners</li> <li>Chief Examiners</li> <li>Examiners</li> <li>Associate Examiners</li> <li>Assessors</li> <li>Assistant Examiners</li> </ul>	Coordinated by Academic Contractors Team	Annual provision of Board List(s)  CoBoE = nomination approved by Head of Department E&IE = proposed by Chair of Board of Examiners Programme Director/Convenor Examiners and Associate Examiners = proposed by Head of Department, Chair of Board of Examiners, Programme Director/Convenor or other academic staff		CoBoE = reported to Quality and Standards Sub-committee  E&IE = Scrutinised by the Quality Office Considered by the Deputy Warden, Approved by Academic Board  Examiners and Associate Examiners = considered by Head of Department Approved by Deputy Warden
2.3	Appointments				
	Appointment of Nominations (see 2.2 above)	Coordinated by Academic Contractors Team			
	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		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. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations		Generic and programme specific grading criteria applicable to all Goldsmiths programmes and UoLW programmes are approved by Programme Scrutiny Sub-Committee Reported to Learning, Teaching and Enhancement Committee.
2.7	Marking and confirmation of results	Boards of 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 Registry Services Directorate			
	Boards of Examiners Meetings	Boards of Examiners			
2.8	Award of degrees, diplomas and certificates	Boards of Examiners Pass Lists prepared by the Student Registry Services Directorate		Sign off from Board of Examiners Sign off from External Examiner(s) Vice-Chancellor to sign off the Pass Lists	Each Departmental Board of Examiners is sovereign and is responsible for making awards to its students.
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	

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
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	Considered by Department Learning and Teaching Committee Response to Examiners by Head of Department Institutional Partnerships Sub-Committee considers reports as part of the Annual Programme Report. A summary of all reports is considered and approved by Quality and Standards Sub-Committee

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	Proposed by Programme Director/Convenor Considered by Departmental Learning and Teaching Committees / Departmental Boards, Institutional Partnerships Sub-Committee,  Approved by Programme Scrutiny Sub-committee (academic approval - where applicable)	Approved as part of the Academic Programme Approval Process	Reported through PSSC minutes to Learning, Teaching and Enhancement Committee
3.3	Applicants not meeting programme-specific or course entry requirements	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions			
3.4	Applicants not meeting general entrance requirements (undergraduate programmes only)	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions	Programme Director/Convenor		
3.5	Credit transfer	Coordinated by Student Admissions	Consideration at programme level		
3.6	Recognition of prior learning: 'non-automatic' (not listed in the Programme Regulations)	Coordinated by Student Admissions	Consideration at programme level		

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
3.7	Renewal of registration (for all programmes except LLB, 2nd or 3rd periods are discretionary)	Coordinated by Registry	Programme Director/Convenor		
3.8	Misconduct	Coordinated by the Student Affairs Team in accordance with Ordinance 17	Referral of allegations, where appropriate	Reported to AQAC annually	
3.9	Transfer of registration	Managed by Registry	Programme Director/Convenor		
3.10	Student appeals and complaints (incorporating appeals concerning decisions of Boards of Examiners)	Coordinated by the Student Affairs Team in accordance with the <i>University of London Procedure for Student Complaints and Academic Appeals</i> , 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.	
3.11	Misrepresentation of entry qualification	Coordinated by the Student Admissions Team		Vice-Chancellor sign-off	
3.12	Student Engagement				
	Student Feedback on services				

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Modular/Course level feedback	Coordinated by the Surveys and Student Voice Team  Module Enhancement Service – Learning Solutions Team	Programme Director/Convenor		
	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, VCEG and sub-committees as appropriate	
	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)	N/A	Members of the Sub-Committees are appointed annually by the Chair of the AQAC  SVG reports to SLT	
	Quality Assurance Panel Membership e.g. PPRs, Programme Approval	Coordinated by the Surveys and Student Voice Team in liaison with the Quality Team			



4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES					
	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		Considered by the TCC  Approved by AB	
4.2	Teaching Centre Monitoring events	Coordinated by the Quality Team (International)		Report considered by the TCC  Recommendations concerning recognition status considered by TCC  Approved by AB	
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/Convenor & 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	
4.4	Risk Register	Managed by the Business Support Services Team in liaison with the Quality Team (International)		Reported to the TCC	
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 CENTRES					
	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 <i>“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”</i> ; 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 New centres considered by IPSC	CTS status reported to the TCC	Approved by Learning, Teaching and Enhancement Committee (centres with recognition for the equivalent degree programme) Recommended for approval by Learning, Teaching and Enhancement Committee (institutions without full recognition for the equivalent degree programme)

4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
4.8	<b>Granting of Recognised Teaching Status</b>	Proposal developed by the Global Business Development Directorate	Performance by teaching centre managed by the Programme Team	SLT considers in the first instance Considered by TCC Approved by AB	Teaching Institution Working Group (TIWG) considers applications for teaching the IFP TIWG findings reported to the International Foundation Programme Board
4.9	<b>Appeals against decisions concerning Recognised Teaching Status or scope of recognition</b>	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	
4.10	<b>Student complaints against recognised teaching centres</b>	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	
5.2	Development	Coordinated by Academic Project Manager, OED	Content development and development schedule agreed with OED and Federation member.		
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	
5.4	Review Panel Appointments	Coordinated by the Quality Team.	Recommendation of External Peer Reviewer		
5.5	Annual Monitoring	Coordinated by the Quality Team with support from OED		Considered by SLT	

6. REVIEW<sup>6</sup>

	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
6.1	<b>Programme annual monitoring</b>	Coordinated by Academic Services Managers	Annual provision of Programme Director/Convenor's summary and attendance at meeting	Considered by AQAC.  Reported to AB	APR considered by Department Learning and Teaching Committees Reported to Department Boards and Institutional Partnerships Sub-Committee Included in the summary of APRs submitted to Learning, Teaching and Enhancement Committee
6.2	<b>Periodic Programme Review (PPR) and reporting process</b> (Federation member's periodic review mechanisms are used wherever feasible)	Coordinated by Quality Managers	PPR Coordinated by Quality Office in liaison with the Head of Department following institutional guidelines. Institutional Programme Approval through Programme Scrutiny Sub Committee. Membership of this committee is pre-determined. External Readers nominated by Head of Department in line with institutional guidelines  Provision of Self-Evaluation Document	Considered by AQAC.  Reported to AB	Report considered by Department Learning and Teaching Committees/Boards, Institutional Partnerships Sub-Committee Approved by Quality and Standards Sub-Committee Reported to Learning, Teaching and Enhancement Committee

<sup>6</sup> For the BSc Computer Science programme (Track C), Goldsmiths and the University of London Worldwide will have access to learning analytics data on Coursera that will aid student progress management and inform decisions relating to potential changes and enhancements to the programme and modules. This data will also inform the Programme annual monitoring and PPR processes.

## 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](mailto: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.	<a href="#">General Regulations</a>
5.	<a href="#">Guidelines for Examinations</a>
6.	<a href="#">Inclusive Practice Policy</a>
7.	Periodic Programme Review
8.	Programme Closure
9.	<a href="#">Statutes, Ordinances and Regulations</a>
10.	<a href="#">Student Terms and Conditions</a>
11.	<a href="#">Student Complaints and Appeals Procedure</a>
12.	<a href="#">Teaching Centre Recognition Framework</a>
13.	<a href="#">Assessment Offences</a>

**APPENDIX 2****ANNUAL REPORTS**

## Common acronyms

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

ITEM	DOCUMENT	COMMITTEE
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