UNIVERSITY OF LONDON

Schedule

Quality Assurance Schedule – London School of Hygiene and Tropical Medicine

Valid from: 2025-26

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 quality.academic@london.ac.uk

Common acronyms

AB	Academic Board
AQAC	Academic Quality Assurance Committee
OED	Online Education Directorate, UoLW
PAM	*Programme Annual Monitoring*
SMG	Senior Management Group, UoLW
SVG	Student Voice Group
TCC	Teaching Centres 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).*

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
1. PROGRAMME LIFECYCLE	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.1 Academic Management and Leadership	BLANK			
Appointment of Programme Director	BLANK	Dean of Faculty, LSHTM responsible for the programme	BLANK	Dean of Faculty
Appointment of Module Leader[2]/Tutor	BLANK	Dean of Faculty, LSHTM	BLANK	Programme Director, Associate Dean of Education
1.2 Academic Programme Approval	*Key document: Academic Programme Approval Process*			
a. Approval of new programmes/awards	BLANK	BLANK	BLANK	BLANK
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	Senate through Senate Education 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	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma Programme Director	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Senate through Senate Education Committee
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 Programme Director	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Senate through Senate Education Committee and Programme and Module Review Committee

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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)

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
1. PROGRAMME LIFECYCLE	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
Removal and/or addition of core (compulsory modules)	Reported through Programme Annual Monitoring	Programme Director	Reported to AQAC through Annual Monitoring	Programme and Module Review Committee on behalf of the Senate Education Committee
Changes to pre-requisite modules or co-requisite modules	Reported through Programme Annual Monitoring	Programme Director	Reported to AQAC through Annual Monitoring	Programme and Module Review Committee on behalf of the Senate Education Committee
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 Annual Monitoring	Programme and Module Review Committee on behalf of the Senate Education 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 Academic Committee sign off Reported through Programme Annual Monitoring	Programme Director	Signed off by AQAC with sub-committees as appropriate Reported to AB	Programme and Module Review Committee on behalf of the Senate Education Committee
Change to progression	Coordinated by Academic Services Manager and OED Reported through Programme Annual Monitoring	Programme Director	Reported to AQAC through Annual Monitoring	Sign off at Federation Member (Exam Board Chair)
c. Modular changes	BLANK			
Introduction of new option/elective module	Coordinated by Academic Services Manager, with involvement from OED	Programme Director	Reported to AQAC through Annual Monitoring	Faculty Post Graduate Taught Committee, Programme and Module Review Committee on behalf of the Senate Education Committee

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
1. PROGRAMME LIFECYCLE	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Reported through Programme Annual Monitoring			
Withdrawal of module	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme Annual Monitoring	Programme Director	Reported to AQAC through Annual Monitoring	Faculty Post Graduate Taught Committee, Programme and Module Review Committee on behalf of the Senate Education Committee
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 Annual Monitoring	Faculty Post Graduate Taught Committee, Programme and Module Review Committee on behalf of Senate Education Committee
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 Annual Monitoring	Faculty Post Graduate Taught Committee, Programme and Module Review Committee on behalf of Senate Education 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	Programme Director	Reported to AQAC through Annual Monitoring	Programme and Module Review Committee on behalf of the Senate Education Committee

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
1. PROGRAMME LIFECYCLE	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Reported through Programme Annual Monitoring			
Changes to the assessment of a module	Coordinated by Academic Services Manager Reported through Programme Annual Monitoring	Programme Director	Reported to AQAC through Annual Monitoring	Faculty Post Graduate Taught Committee on behalf of Programme and Module Review Committee
1.3 Approval of learning materials	BLANK			
Appointment of authors of learning materials	Appointment/contract	Programme Director	BLANK	Programme Director
Appointment of External Assessors of learning materials	Appointment/contract	Programme Director	BLANK	Programme Director
Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through Programme Annual Monitoring	Programme Director	BLANK	Programme Director
1.4 Approval of Programme Specification	Academic Services Manager	Programme Director	BLANK	Programme and Module Review Committee on behalf of the Senate Education Committee
1.5 General Regulations	Coordinated by the Academic Services Management Team	N/A	Signed off by AB annually	N/A
1.6 Programme Regulations	Academic Services Manager	Programme Director	BLANK	Senate Education Committee
1.7 Suspension of Programme Regulations	Reference Suspension of Regulations Policy	Programme Director through Faculty Postgraduate Taught Committee	Signed off by Chair of AQAC Reported to AQAC	Pro Director of Education

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
1. PROGRAMME LIFECYCLE	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Coordinated by Academic Services Manager			
1.8 Suspension of General Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	N/A	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 through Faculty Postgraduate Taught Committee	SMG Reported to AQAC and AB	Senate through Senate Education Committee
1.10 Review and revision of learning materials	Coordinated by OED along with Publications or Learning Solutions team (subject to FM specific arrangements)	Programme Director and Module Organisers	Reported to AQAC through Annual Monitoring	Programme Director

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
2. ASSESSMENT	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
2.1 Examinations	*Key document: Handbook 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	Chair of Exam Board and Programme Director	BLANK	**Exam Board membership and Assessors** – Senate Education Committee **External Examiners** – Dean of Students and Taught Provision through Senate Education Committee
2.3 Appointments	BLANK			
Appointment of Nominations (see 2.2 above)	Coordinated by Academic Contractors Team	Pro-Director of Education for External/Intercollegiate Examiners; Dean of Faculty, LSHTM for other examiners; Exam Board Chair for assessors	BLANK	Dean of Students and Taught Programmes on behalf of Senate Education Committee
Appointment of overseas examiners for non-UK oral examinations	Coordinated by Academic Contractors Team	N/A	BLANK	N/A
2.4 Register of Interests for Examiners	Coordinated by Academic Contractors Team	N/A	Sign off by CEO	Reported as appropriate through Boards of Examiners.
2.5 Setting of assessment tasks, including examination question papers	Reference Handbook for Examinations	Examiners	BLANK	Exam Board
2.6 Approval of marking schemes	Reference Handbook for Examinations	Chair of Board/Chief Examiner in liaison with External/Intercollegiate Examiners Reference Handbook for Examinations	BLANK	Exam Board

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
2. ASSESSMENT	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
2.7 Marking and confirmation of results	Boards of Examiners Reference Handbook for Examinations	Programme Director/Chair of Exam Board	Boards of Examiners Reference Handbook for Examinations and Terms of Reference Sign off from External Examiner(s)	Exam Board
Terms of Reference for Boards of Examiners	Coordinated by Student Registry Services Directorate	Chair of Exam Board	BLANK	Senate Education Committee
Boards of Examiners Meetings	Boards of Examiners	Chair of Exam Board	BLANK	Senate Education Committee
2.8 Award of degrees, diplomas and certificates	Boards of Examiners Pass Lists prepared by the Student Registry Services Directorate	Chair of Exam Board	Sign off from Board of Examiners Sign off from External Examiner(s) Vice-Chancellor to sign off the Pass Lists	Board of Examiners
2.9 Assessment Offences	Coordinated by the Student Affairs Team	Referral of allegations Programme Director and Associate Deans of Education	Policy and Regulations approved by AQAC Annual outcome report to AQAC Programme level reporting through Programme Annual Monitoring	Senate Education Committee
2.10 Consideration and follow-up of External and Intercollegiate Examiners' reports	Coordinated by Quality Team	Individual letters of response to External Examiners Programme Director/Exam Board Chair	Annual summary report considered by AQAC	Annual Summary Report considered at Senate Education Committee Response to EE considered through Programme monitoring at Faculty Taught Programme Committee

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

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
3. STUDENT LIFECYCLE/EXPERIENCE	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 Faculty where the issue arose, where appropriate. Programme Director	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	N/A	Vice-Chancellor sign-off	N/A
3.12 Student Engagement	BLANK	BLANK	BLANK	
Student Feedback on services	BLANK	Programme Director, Programme Committee and, Faculty Postgraduate Taught Committee	BLANK	Senate Education Committee
Modular/Course level feedback	Coordinated by the Surveys and Student Voice Team Module Enhancement Service – Learning Solutions Team	Module Organiser and Programme Director	BLANK	Programme Committee and Faculty Taught Programme Committee

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
3. STUDENT LIFECYCLE/EXPERIENCE	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	Senate Education Committee
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)	Parent committee	Members of the Sub-Committees are appointed annually by the Chair of the AQAC SVG reports to SMG	Parent committee
Quality Assurance Panel Membership e.g. PPRs, Programme Approvals	Coordinated by the Surveys and Student Voice Team in liaison with the Quality Team	N/A	BLANK	N/A

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES	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	BLANK	Approved by the TCC Where specified thresholds for escalation have been reached (listed in the TCC ToRs), approval from VCEG will be sought. Reported to AB	BLANK
4.2 Teaching Centre Monitoring events	Coordinated by the Quality Team (International)	BLANK	Report considered and approved by the TCC Recommendations concerning recognition status considered and approved by TCC. Where specified thresholds for escalation have been reached (listed in the TCC ToRs), approval from VCEG will be sought. Reported to AB	BLANK

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
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 Annual Monitoring Executive Meeting	Annual Monitoring Executive meeting: makes recommendations concerning recognition, de-recognition, targets/warnings and commendations. Annual Monitoring Executive Report considered and approved by the TCC Recommendations concerning recognition status approved by TCC Where specified thresholds for escalation have been reached (listed in the TCC ToRs), approval from VCEG will be sought. Reported to AB	BLANK
4.4 Risk Register	Managed by the Business Support Services Team in liaison with the Quality Team (International)	BLANK	Reported to the TCC	BLANK
4.5 Agreement	Coordinated and approved by Managing Director, UOLW	BLANK	Contract put in place following approval by the TCC (and VCEG / AB if thresholds for escalation have been reached).	BLANK

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES	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	BLANK	Approved by the TCC

Where specified thresholds for escalation have been reached (listed in the TCC ToRs), approval from VCEG will be sought.

Reported to AB | BLANK |
| 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 | N/A |
| 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 | Approved by TCC
Where specified thresholds for escalation have been reached (listed in the TCC ToRs), approval from VCEG will be sought.
Reported to AB | BLANK |

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
4.9 Appeals against decisions concerning Recognised Teaching Status or scope of recognition	Quality Team (International) to coordinate process, according to the agreed policy	BLANK	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	BLANK
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	BLANK	Policy and procedure for handling student complaints/grievances against University of London Recognised Teaching Centres approved by TCC Reported to AB	BLANK

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
5. MASSIVE OPEN ONLINE COURSES (MOOCS)	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	N/A	Considered by SMG and Chair of the MOOC Review Panel	N/A
5.2 Development	Coordinated by Academic Project Manager, OED	N/A	BLANK	N/A
5.3 Approval	Coordinated by the Quality Team with support from OED	N/A	Approved by SMG	N/A
5.4 Review Panel Appointments	Coordinated by the Quality Team	N/A	BLANK	N/A
5.5 Annual Monitoring	Coordinated by the Quality Team with support from OED	N/A	Considered by SMG	N/A

PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
6. REVIEW	UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
Programme Annual Monitoring	Coordinated by Academic Services Managers	Annual provision of Programme Director's summary and attendance at meeting Programme Director	Considered by AQAC. Reported to AB	Summary Report and action plans considered by Programme and Module Review Committee through Faculty Taught Programme Committee
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 Programme Director	Considered by AQAC. Reported to AB	Programme and Module Review Committee through Senate Education Committee

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.

ITEM	DOCUMENT
1.	Assessment Principles
2.	Academic Programme Approvals Policy
3.	Qualifications and Credit Framework
4.	General Regulations
5.	Handbook for Examinations
6.	Inclusive Practice Policy
7.	Periodic Programme Review
8.	Programme Closure
9.	Statutes and Ordinances
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
SMG   Senior Management Group

ITEM	DOCUMENT	COMMITTEE
1	Annual Quality Enhancement Review Report	AQAC and AB
2	External Examiners' Summary **Report**	AQAC and AB
3	Student Complaints and Appeals	AQAC and AB
4	Report on Assessment Offences for the Academic Year	AQAC and AB
5	List of Awards	AQAC
6	Degree Outcomes report	AQAC and AB
7	Annual Quality Assurance Report to the Board of Trustees	AQAC and AB
8	Teaching Centre Monitoring report	AQAC
9	SGS Audits Summary report	Audit and Risk Committee
10	Programme Annual Monitoring report	AQAC and AB
11	Retention and completion data	AQAC and AB
12	Student Complaints and Academic Appeals Annual Report	AQAC
13	Suspension of Regulations overview report	AQAC and AB
14	Student Engagement Initiatives	SMGEG/AQAC and AB
16	Periodic Programme Review report	AQAC and AB