



UNIVERSITY
OF LONDON

Schedule

Quality Assurance Schedule – Queen Mary 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 – B5¹.

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

Academic direction for the Global MBA is provided by QMUL, with the exception of the modules that constitute the Health specialism. Academic direction for these modules comes from UCL Medical School. The Responsibilities and Governance columns for UCL Medical school, below, relate to the management of the Health specialism modules.

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
UCLMS	University College London Medical School

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	
			QMUL	UCL Medical School		QMUL	UCL Medical School
1.1	Academic Management and Leadership						
	Appointment of Programme Director	Appointment	Nomination			Considered by Faculty of Humanities and Social Sciences Executive	
	Appointment of Pathway Director	Appointment		Nomination			Programme Director in consultation with UCL Medical School
	Appointment of Module Leader ² /Tutor					Considered by Programme Director in consultation with QMUL School of Law	Considered by Health Pathway Director in consultation with UCLMS
1.2	Academic Programme Approval ³	Key document: Academic Programme Approval Process					
a.	Approval of new programmes/awards						

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

³ Academic approval for Track C programmes defaults to the UoL led process

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
	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	Approved by Centre for Commercial Law Studies Learning and Teaching Committee, QMUL Taught Programmes Board, and Partnerships Board (if appropriate).	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching 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		Approved by AQAC (including sub-committees as appropriate) Reported to AB	Approved by Centre for Commercial Law Studies Learning and Teaching Committee, QMUL Taught Programmes Board, and Partnerships Board (if appropriate).	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
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b.	<i>Revision to programmes/awards</i> 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		Management Committee	Approved by Centre for Commercial Law Studies Learning and Teaching Committee, QMUL Taught Programmes Board, and Partnerships Board (if appropriate).	
	Removal and/or addition of core (compulsory modules)	Reported through Programme Annual Monitoring			Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	

1. PROGRAMME LIFECYCLE							
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		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
	Changes to pre-requisite modules or co-requisite modules	Reported through Programme Annual Monitoring			Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	
	Changes to the overall assessment strategy or scheme of award	Reference to assessment policy Coordinated by Academic Services Manager Reported through Programme Annual Monitoring			Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	

1. PROGRAMME LIFECYCLE							
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		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
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	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	Pathway Director in conjunction with Programme Director	Management Committee Signed off by AQAC with sub-committees as appropriate Reported to AB	Approved by Centre for Commercial Law Studies Learning and Teaching Committee, QMUL Taught Programmes Board, and Partnerships Board (if appropriate).	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee
	Change to progression	Coordinated by Academic Services Manager and OED Reported through Programme Annual Monitoring	Programme Director	Programme Director in consultation with Pathway Director	Management Committee Reported to AQAC through APR	Considered by Centre for Commercial Law Studies Learning and Teaching Committee. May be referred through Assistant Academic Registrar (Assessment Governance) and onward to QMUL Taught Programmes Board.	

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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	Pathway Director in consultation with Programme Director	Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	Where applicable Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee
	Withdrawal of module	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme Annual Monitoring	Programme Director	Pathway Director in consultation with Programme Director	Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	Where applicable Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
	Change to a module title	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme Annual Monitoring	Programme Director	Pathway Director in consultation with Programme Director	Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee
	Change to a module's learning outcomes	Coordinated by Academic Services Manager, with involvement from OED Reported through Programme Annual Monitoring	Programme Director	Pathway Director	Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
	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	Pathway Director in conjunction with Programme Director	Management Committee Reported to AQAC through APR	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee
	Changes to the assessment of a module	Coordinated by Academic Services Manager Reported through Programme Annual Monitoring	Programme Director	Pathway Director in conjunction with Programme Director	Management Committee	Approved by Centre for Commercial Law Studies Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.	Approved by Health Pathway Director and UCL Faculty of Medical Sciences Teaching Committee
1.3	Approval of learning materials						

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
	Appointment of authors of learning materials	Appointment/contract	Nomination	Nomination	Management Committee	Authority devolved to Programme Director in consultation with the Centre for Commercial Law Studies Learning and Teaching Committee.	Authority devolved to Health Pathway Director in consultation with UCL Faculty of Medical Sciences Teaching Committee
	Appointment of External Assessors of learning materials	Appointment/contract	Nomination	Nomination	Management Committee	Authority devolved to Programme Director in consultation with the Centre for Commercial Law Studies Learning and Teaching Committee.	Authority devolved to Health Pathway Director in consultation with UCL Faculty of Medical Sciences Teaching Committee

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
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	Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through Programme Annual Monitoring	Programme Director	Pathway Director	Management Committee	Authority devolved to Programme Director in consultation with the Centre for Commercial Law Studies Learning and Teaching Committee.	Authority devolved to Health Pathway Director in consultation with UCL Faculty of Medical Sciences Teaching Committee
1.4	Annual Approval of Programme Specification	Academic Services Manager	Programme Director	Pathway Director as appropriate	Management Committee	Approved by QMUL Taught Programmes Board.	
1.5	Annual Approval of General Regulations	Coordinated by Academic Services Management team			Signed off by AB		
1.6	Annual Approval of Programme Regulations	Academic Services Manager	Programme Director	Pathway Director in consultation with Programme Director		Considered by QMUL Taught Programmes Board	

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
1.7	Suspension of Programme Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	Programme Director	Pathway Director with support from Programme Director	Signed off by Chair of AQAC Reported to AQAC	Approved by the Vice-Principal (Student Experience, Teaching and Learning). Cases are referred through the Assistant Academic Registrar (Assessment Governance)	

1. PROGRAMME LIFECYCLE							
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			QMUL	UCL Medical School		QMUL	UCL Medical School
1.8	Suspension of General Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	Programme Director		Signed off by AQAC	Noted by the Centre for Commercial Law Studies Learning and Teaching Committee and reported via the Assistant Academic Registrar (Assessment Governance) to the Vice-Principal (Student Experience, Teaching and Learning).	

1. PROGRAMME LIFECYCLE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
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1.9	Discontinuation of awards and programmes	Reference Closure Policy Coordinated by Academic Services Manager Reported through Programme Annual Monitoring	Programme Director	Pathway Director in consultation with Programme Director	SLT Reported to AQAC and AB	Noted by the Centre for Commercial Law Studies Learning and Teaching Committee, QMUL Taught Programmes Planning Group, and subject to approval by the QMUL Faculty Executive (Humanities and Social Sciences),	Considered by UCL Faculty of Medical Sciences Teaching 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	Pathway Director	Reported to AQAC through APR	Approved by the Centre for Commercial Law Studies Learning and Teaching Committee.	

2. ASSESSMENT							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
2.1	Guidelines for Examinations	Key document: Guidelines for Examinations					
2.2	Nominations (for the categories below) <ul style="list-style-type: none">Chairs of Boards of ExaminersExternal and Intercollegiate ExaminersChief ExaminersExaminersAssociate ExaminersAssessorsAssistant Examiners	Coordinated by Academic Contractors Team	Provision of Board List	Provision of Board List	Management Committee	Approval is given by the Humanities and Social Sciences Faculty Dean for Taught Programmes. The decision is reported to the Assistant Academic Registrar (Assessment Governance).	Approval is given by the UCLMS Director. The decision is reported to the UCL Academic Registrar.
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	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		Reported to Management Committee	Reported to Programme Director	Reported to Health Pathway Director

2. ASSESSMENT							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations		Approved by Management Committee	Reported to the QMUL Taught Programmes Board	Reported to UCL Faculty of Medical Sciences Teaching 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)	Reported to Programme Director	Reported to Health Pathway Director
	Terms of Reference for Boards of Examiners	Coordinated by Student Registry Services Directorate					
	Boards of Examiners Meetings	Boards of Examiners			Reported to Management Committee	Examiners reports and the responses to these are received by the Assistant Academic Registrar (Assessment Governance)	

2. ASSESSMENT							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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	Awards are made by the University of London	
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	
			QMUL	UCL Medical School		QMUL	UCL Medical School
2.10	Consideration and follow-up of External and Intercollegiate Examiners' reports	Coordinated by Quality Team	Individual letters of response to External Examiners	Individual letters of response to External Examiners in collaboration with Programme Director where appropriate	Annual summary report considered by AQAC	Received by the Assistant Academic Registrar (Assessment Governance) and sent onto: Centre for Commercial Law Studies Learning and Teaching Committee. Considered at Subject Examination Board Annual Programme Review.	Received by the UCL Faculty of Medicine Teaching Committee

3. STUDENT LIFECYCLE/EXPERIENCE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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)	Monitored by Programme Annual Monitoring			Considered by Management Committee	Approved by Centre for Commercial Law Studies Learning and Teaching Committee	
3.3	Applicants not meeting programme-specific or course entry requirements	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions	Programme Director	Pathway Director in consultation with Programme Director where appropriate			
3.4	Applicants not meeting general entrance requirements (undergraduate programmes only)	N/A	N/A		N/A	N/A	

3. STUDENT LIFECYCLE/EXPERIENCE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
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3.5	Credit transfer		Consideration at programme level			Authority devolved to Programme Director in consultation with Management Committee and Centre for Commercial Law Studies Learning and Teaching Committee.	
3.6	Recognition of prior learning: ‘non-automatic’ (not listed in the Programme Regulations)		Programme Director	Pathway Director in consultation with Programme Director as appropriate	Management Committee	Centre for Commercial Law Studies Learning and Teaching Committee.	
3.7	Renewal of registration (for all programmes except LLB, 2nd or 3rd periods are discretionary)	Coordinated by Registry					
3.8	Misconduct	Coordinated by the Student Affairs Team in accordance with Ordinance 17	Referral of allegations, where appropriate		Reported to AQAC annually	Referral via the Assistant Academic Registrar (Appeals, Complaints & Conduct)	
3.9	Transfer of registration	Managed by Registry					

3. STUDENT LIFECYCLE/EXPERIENCE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
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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.	Referral via the Assistant Academic Registrar (Appeals, Complaints & Conduct) or Assistant Academic Registrar (Assessment Governance) as appropriate.	
3.11	Misrepresentation of entry qualification	Coordinated by the Student Admissions Team			Vice-Chancellor sign-off		
3.12	Student Engagement						

3. STUDENT LIFECYCLE/EXPERIENCE							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
	Student Feedback on services						
	Modular/Course level feedback	Coordinated by the Surveys and Student Voice Team Module Enhancement Service – Learning Solutions Team					
	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	Referral to the Assistant Academic Registrar (Student Experience)	
	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)			Members of the Sub-Committees are appointed annually by the Chair of the AQAC SVG reports to SLTEG		
	Quality Assurance Panel Membership e.g. PPRs, Programme Approvals	Coordinated by the Surveys and Student Voice Team in liaison with the Quality Team					

4. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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 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 INSTITUTIONS							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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		
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. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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		
4.10	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	
			QMUL	UCL Medical School		QMUL	UCL Medical School
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	MOOC Annual Monitoring	Coordinated by the Quality Team with support from OED			Considered by SLT		

6. REVIEW							
	PROCESS or FUNCTION	RESPONSIBILITIES			GOVERNANCE		
		UNIVERSITY OF LONDON	FEDERATION MEMBER		UNIVERSITY OF LONDON	FEDERATION MEMBER	
			QMUL	UCL Medical School		QMUL	UCL Medical School
6.1	Programme Annual Monitoring	Coordinated by Academic Services Managers	Annual provision of Programme Director's summary and attendance at meeting	Pathway Director in consultation with Programme Director	Considered by AQAC. Reported to AB	Centre for Commercial Law Studies Learning and Teaching Committee, Partnerships Board, and Assistant Academic Registrar (Student Experience).	UCL Faculty of Medical Sciences Teaching Committee
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	Input as appropriate	Management Committee Considered by AQAC. Reported to AB	Centre for Commercial Law Studies Learning and Teaching Committee and Partnerships Board, and the Academic Registry and Council Secretariat.	

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