



UNIVERSITY
OF LONDON

Schedule

Quality Assurance Schedule – Royal Holloway, 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

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

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 ²					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.1	Academic Management and Leadership				
	Appointment of Programme Lead		Relevant Department		Approved in Department/ School
	Appointment of Module Leader ³ /Tutor/Graduate Teaching Assistant	Duties and development schedule provided by OED	Relevant Department [Track C/PG Premium/PG Fast To Market] Module Leaders appointed by RHUL [Track C/PG Premium] Online Tutors appointed by RHUL [PG Fast To Market] Graduate Teaching Assistant appointed by RHUL		

² For programmes delivered through the Coursera platform, RHUL and UoLW 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 APPR and PPR processes.

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

1. PROGRAMME LIFECYCLE ²					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.2	Academic Programme Approval ⁴⁵	<i>Key document: Academic Programme Approval Process</i>			
a.	<i>Approval of new programmes/awards</i>				
	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	Business case and academic proposal considered and approved by University 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	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Approved by University Education Committee.
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		School Education Committees approve programmes to go forward for revalidation.

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

⁵ Approval through RHUL governance structure, detailed in the Member Institution Responsibilities column, applies to the Member Institution led route of the Academic Programme Approval Process. Further information is available in the *Key Document: Academic Programme Approval Process*.

1. PROGRAMME LIFECYCLE ²					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Removal and/or addition of core (mandatory modules)	Programme Annual Monitoring	Programme Lead	Reported to AQAC through APR	Programme Amendment. Approved by School Education Committee with input from External Examiner.
	Changes to pre-requisite modules or co-requisite modules	Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner.
	Changes to the overall assessment strategy or scheme of award	Coordinated by Academic Services Manager Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner.
	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 Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Signed off by AQAC with sub-committees as appropriate Reported to AB	Approved by School Education Committee with input from External Examiner.
	Change to progression	Coordinated by Academic Services Manager and OED Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner if programme level change.
c.	<i>Modular changes</i>				
	Introduction of new option/elective module	Coordinated by Academic Services Manager, with involvement from OED Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner.

1. PROGRAMME LIFECYCLE ²					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
	Withdrawal of module	Coordinated by Academic Services Manager, with involvement from OED Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee
	Change to a module title	Coordinated by Academic Services Manager, with involvement from OED Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee
	Change to a module's learning outcomes	Coordinated by Academic Services Manager, with involvement from OED Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner.
	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 Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner.
	Changes to the assessment of a module	Coordinated by Academic Services Manager Programme Annual Monitoring	Programme Lead. Proposal agreed in Department	Reported to AQAC through APR	Approved by School Education Committee with input from External Examiner.

1. PROGRAMME LIFECYCLE ²					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.3	Approval of learning materials				
	Appointment of authors of learning materials	Duties and development schedules provided by OED	Programme Lead Appointment/contract by RHUL		Programme Lead in relevant department
	Appointment of External Assessors of learning materials	Appointment/contract	Nomination		Programme Lead in relevant department
	Consideration and follow-up of External Assessors' comments on draft learning materials	Programme Annual Monitoring	Programme Lead		Programme Lead in relevant department
1.4	Approval of Programme Specification	Academic Services Manager	Programme Lead		Sign off required. Relevant Senior Academic Quality Managers sign off.
1.5	General Regulations	Coordinated by the Academic Services Management Team		Signed off by AB annually	
1.6	Programme Regulations	Academic Services Manager	Programme Lead		Sign off required. Relevant Senior Academic Quality Managers sign off.
1.7	Suspension of Programme Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	Programme Lead	Signed off by Chair of AQAC Reported to AQAC	Sign off required. Submitted to the Assessment and Quality Assurance and Standards Committee for approval
1.8	Suspension of General Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager		Signed off by AQAC	

1. PROGRAMME LIFECYCLE ²					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
1.9	Discontinuation of awards and programmes	Reference Closure Policy Coordinated by Academic Services Manager Programme Annual Monitoring	Programme Lead	SLT Reported to AQAC and AB	Approved by School Education Committee. Reported to University Education Committee.
1.10	Review and revision of learning materials	Coordinated by OED along with Publications or Learning Solutions team (subject to MI specific arrangements) Programme Annual Monitoring	Programme level	Reported to AQAC through APR	School Education Committee has oversight

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	Nominations (for the categories below) <ul style="list-style-type: none"> Chairs of Boards of Examiners External and Intercollegiate Examiners Chief Examiners Examiners Associate Examiners Assessors Assistant Examiners 	Coordinated by Academic Contractors Team	Chair of Board of Examiners (if appropriate), Programme Lead and other academic staff within Lead College/Consortium		Approved by Secretary of Assessment and Quality Assurance and Standards Committee on behalf of Committee
2.3	Appointments				
	Appointment of Nominations (see 2.2 above)	Coordinated by Academic Contractors Team	Chair of Board of Examiners (if appropriate), Programme Lead and other academic staff within Lead College/Consortium		Approved by Secretary of Assessment and Quality Assurance and Standards Committee on behalf of Committee
	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		
2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations		Marking criteria reviewed as part of the (re-) validation of a programme by the Programme Validation Panel and reviewed during Periodic Reviews.

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	Chair of Board/Chief Examiner in liaison with External 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	Chair of Board		Approved by Assessment and Quality Assurance and Standards Committee
	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	
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	
2.10	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	APR considered by School Education Committee as part of Annual Review process or thereafter depending on receipt of report from UoLW (after consideration by AQAC).

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 Approval Process	
3.3	Applicants not meeting programme-specific or course entry requirements	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions	Programme Lead/ academic subject staff at lead College		
3.4	Applicants not meeting general entrance requirements (undergraduate programmes only)	Reference Agreed Precedents Coordinated by the Admissions Panel, Student Admissions			
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		Considered and approved by the Assessment and Quality Assurance and Standards 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	
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
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				
	Modular/Course level feedback	Coordinated by the Surveys and Student Voice Team Module Enhancement Service – Learning Solutions Team			

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, 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)		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 Approvals	Coordinated by the Surveys and Student Voice Team in liaison with the Quality Team			Works with Quality team to identify students for Periodic Reviews.

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	Oversight by the University Education Committee
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	Oversight by the University Education Committee
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	Oversight by the University Education Committee
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	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	
4.9	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 CENTRES					
	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 member institutions	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 member institution.		
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 ⁶					
	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 Lead's summary and attendance at meeting	Considered by AQAC. Reported to AB	APR considered by School Education Committee as part of Annual Review process or thereafter depending on receipt of report from UoLW (after consideration by AQAC)
6.2	Periodic Programme Review (PPR) and reporting process (Federation members's periodic review mechanisms are used wherever feasible)	Coordinated by Quality Managers	Provision of Self-Evaluation Document	Considered by AQAC. Reported to AB	RHUL's periodic review mechanism used. Report and action plan considered by the Assessment and Quality Assurance and Standards Committee and then by Academic Board

⁶ For programmes delivered through the Coursera platform, RHUL and UoLW 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 APPR 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 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	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