



UNIVERSITY
OF LONDON

Schedule

Quality Assurance Schedule – UCL





UNIVERSITY OF LONDON

Valid from 2022-23

The University of London Worldwide (UoLW) is a Central Academic Body of the University of London, which, in collaboration with the member institutions 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 member institutions 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 reflects policy, process and operational responsibilities between the UoLW and member institutions. 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 and the framework for higher education qualifications in England, Wales and Northern Ireland.

Quality Assurance Schedules are maintained by the Quality Team, Student Registry Services Directorate of the UoLW and are updated annually in consultation with the member institution.

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

Common acronyms

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

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
1.1	Academic Management and Leadership				
	Appointment of Programme Director		Appointment		
	Appointment of Module Leader ¹ /Tutor		Programme Director		
1.2	Academic Programme Approval	<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	UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group.
	A new named award within an existing programme (e.g. pathways, exit awards)	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma Major changes may include consultation/involvement of OED	Reference to Programme Approval Process Reference to Form A1: Agreement Pro-forma Programme Director	Approved by AQAC (including sub-committees as appropriate) Reported to AB	UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group
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 Programme Director	Approved by AQAC (including sub-committees as appropriate) Reported to AB	

¹ Where Module Leaders are also appointed as examiners, this will be confirmed via a separate UoL contract (see section 2.3)

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
	Removal and/or addition of core (compulsory modules)	Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
	Changes to pre-requisite modules or co-requisite modules	Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
	Changes to the overall assessment strategy or scheme of award	Reference to assessment policy Coordinated by Academic Services Manager Reported through Annual Monitoring Process	Programme Director		
	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 Annual Monitoring Process	Programme Director	Signed off by AQAC with sub-committees as appropriate	Reported to Project Lead.
	Change to progression	Coordinated by Academic Services Manager and OED Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
c.	<i>Modular changes</i>				
	Introduction of new option/elective module	Coordinated by Academic Services Manager, with involvement from OED Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
	Withdrawal of module	Coordinated by Academic Services Manager, with involvement from OED Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
	Change to a module title	Coordinated by Academic Services Manager, with involvement from OED Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
	Change to a module's learning outcomes	Coordinated by Academic Services Manager, with involvement from OED Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
	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 Annual Monitoring Process	Programme Director	Reported to AQAC through APR	
	Changes to the assessment of a module	Coordinated by Academic Services Manager Reported through Annual Monitoring Process	Programme Director	Reported to AQAC through APR	<i>Programme Director & UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group.</i>

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
1.3	Approval of learning materials				
	Appointment of authors of learning materials	Appointment/contract	Programme Directorate Nomination		UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group
	Appointment of External Assessors of learning materials	Appointment/contract	Programme Directorate Nomination		
	Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through Annual Monitoring Process	Programme Director		UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group
1.4	Approval of Programme Specification	Academic Services Manager	Programme Directorate		UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group
1.5	General Regulations	Coordinated by the Academic Services Team		Signed off by AB annually	
1.6	Programme Regulations	Academic Services Manager	Programme Director		UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group
1.7	Suspension of Programme Regulations	Reference Suspension of Regulations Policy Coordinated by Academic Services Manager	Programme Director	Signed off by Chair of AQAC Reported to AQAC	Programme Director
1.8	Suspension of General Regulations	Reference Suspension of Regulations Policy		Signed off by AQAC	

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
		Coordinated by Academic Services Manager			
1.9	Discontinuation of awards and programmes	Reference Closure Policy Coordinated by Academic Services Manager Reported through Annual Monitoring Process	Programme Director	SLT Reported to AQAC and AB	
1.10	Review and revision of learning materials	Coordinated by OED along with Publications or Learning Solutions team (subject to MI specific arrangements)	Programme level	Reported to AQAC through APR	UCL School of Management Finance, Accounting & Economics (FAE) Teaching Group

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
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	Annual provision of Board List		
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		
2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations		
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	

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
				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	
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 annual monitoring process	
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	

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
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)	Annual Monitoring Process	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			
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	Admissions	Consideration at programme level		
3.6	Recognition of prior learning: 'non-automatic' (not listed in the Programme Regulations)	Admissions	Consideration at programme level		
3.7	Renewal of registration (for all programmes except LLB, 2nd or 3rd periods are discretionary)	Coordinated by Registry	Programme Director		
3.8	Misconduct	Coordinated by the Student Affairs Team in accordance with Ordinance 17	Referral of allegations, where appropriate	Reported to AQAC annually	
3.9	Transfer of registration	Managed by Registry			

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
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		Considered by Programme Director		
	Modular/Course level feedback		Considered by Programme Director		
	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, and sub-committees as appropriate	

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
	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	Programme Director		

4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
4.1	Establishment of Recognition Criteria	Recognition criteria set out in the TCRF and Agreement		Approved by the TCC	
4.2	Teaching Centre Monitoring events	Coordinated by the Teaching Centre Management Team		Report considered by the TCC Recommendations concerning recognition status endorsed by TCC Reported to AB	
4.3	Teaching Centre Annual Monitoring (TCAM)	Programme Director & team evaluates Teaching Centres' performance Programme Team's recommendations concerning status of teaching centres reported to Annual Monitoring Executive Meeting Coordinated by the Teaching Centre Management Team: Collation of data and individual meetings with Programme Teams re performance	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 Annual Monitoring Executive Report considered by the TCC Recommendations concerning recognition status endorsed by TCC Reported to AB	
4.4	Risk Register	Managed by the Teaching Centre Management Team		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	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
4.6	Protection of students when there is a change to recognition status or scope of recognition	Teaching Centre Management Team assure alignment with QAA Quality Code Teaching Centre Management Team assure alignment with overseas higher education regulators		Approved by the TCC Reported to 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 Academic Business Development Directorate	Proposal can also be MI-led. Academic input required in terms of evaluation of TCRF gateway criteria	SLTEG considers in the first instance Approved by TCC Reported to AB	
4.9	Appeals against decisions concerning Recognised Teaching Status or scope of recognition	Teaching Centre Management Team 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	Teaching Centres Management Team 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	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
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	Annual Monitoring	Coordinated by the Quality Team with support from OED		Considered by SLT	

6. REVIEW					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	MEMBER INSTITUTION	UNIVERSITY OF LONDON	MEMBER INSTITUTION
6.1	Annual Monitoring Process	Coordinated by Academic Services Managers	Annual provision of Programme Director's summary and attendance at meeting	Considered by AQAC. Reported to AB	UCL Accountancy and Finance Teaching Group
6.2	Periodic Programme Review (PPR) and reporting process (Member institution's periodic review mechanisms are used wherever feasible)	Coordinated by Quality Managers	Provision of Self-Evaluation Document	Considered by AQAC. Reported to AB	UCL Accountancy and Finance Teaching Group

APPENDIX 1

POLICY, PROCEDURES AND REGULATIONS

This section contains documentation drawn up by the University of London to set expectations and responsibilities on quality assurance on the development and delivery of UoLW programmes in collaboration with member institutions.

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