

HENLEY MANAGEMENT COLLEGE

COLLEGE REGULATIONS

REGULATION N° AR4

QUALITY ASSURANCE

RELATING TO PROGRAMMES OF STUDY

LEADING TO ACADEMIC AWARDS

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REGULATION N° AR4 - Quality Assurance relating to Programmes of Study leading to Academic Awards

AR4.1 General Considerations

AR4.1.1 Aims and Objectives

- (a) To enable the College to realise its mission of providing "...high quality, relevant, management development in partnership with both individuals and organisations world-wide", each programme of study and significant amendment of an existing programme of study which leads to an award, whether offered within the College or through an Associate Organisation or Approved Centre, shall be subject to detailed scrutiny and to peer group evaluation prior to formal approval. It shall also be subject to subsequent internal annual monitoring and to periodic review involving the process of peer group evaluation.
- (b) The primary aims and objectives of the requirements for quality assurance in respect of each programme of study leading to an award shall be to:
 - (i) determine that appropriate academic and professional standards of attainment for new programmes are set;
 - (ii) ascertain that such standards are met by existing programmes;
 - (iii) ensure that the College's general aims and objectives and the programme's specific aims and objectives are being achieved and that participants acquire appropriate knowledge, skills, capabilities and that they experience a high quality of management development and education;
 - (iv) provide assurance that current best practice in higher education, the relevant professions and the workplace is being followed and to stimulate curriculum development and innovation;
 - (v) evaluate performance in respect of teaching and learning, the expectations of participants and clients and the attainment of participants;
 - (vi) ensure that the programme is operated in accordance with the College's requirements and procedures and, where applicable, those of the University or other validating body;

- (vii) determine that appropriate resources and facilities are provided.

AR4.1.2 *Definitions*

- (a) *Validation*

Validation is defined as the process through which a decision may be reached that a proposed programme of study or a proposed substantial amendment of an existing programme of study which leads to an award satisfies the requirements for the standard of the award concerned.

- (b) *Approval*

Approval is defined as the formal decision that a proposed programme of study, or a substantial amendment of an existing programme of study, which leads to an award has satisfied the requirements for the standard of the award concerned.

- (c) *Monitoring*

Monitoring is defined as the process whereby a programme of study which leads to an award is subject to continual critical appraisal and evaluation, to determine that the standards stipulated for the award concerned are being maintained and that the aims and objectives are being fulfilled.

- (d) *Periodic Review*

Periodic review is defined as the process which involves the critical appraisal of a particular programme of study leading to an award, normally at intervals of no longer than five years, to determine that the programme continues to satisfy the requirements for the standard of the award to which it leads and to fulfil the aims and objectives relating to the requirements pertaining to quality assurance.

AR4.2 **Validation and Approval**

AR4.2.1 *Procedures*

- (a) A proposal for a new programme of study which leads to an award of the College, the University or other external validating body shall be developed, submitted and considered in accordance with the procedures established by the Academic Board or other authorised Statutory Body.
- (b) Similarly, a proposal for a significant amendment of an existing programme of study which leads to an award of the College, the University or other external validating body shall be developed, submitted and considered in accordance with the procedures

established by the Academic Board or other authorised Statutory Body.

- (c) Except where specifically provided for, any programme of study delivered through distance learning shall be subject to the same procedures for their validation, approval, operation and quality assurance as any other programme of study.

AR4.2.2 *Documentation*

- (a) For each proposed new programme of study there shall be:
 - (i) a definitive programme document in the form of a Programme Specification, in a format stipulated by the Academic Board or other authorised Statutory Body;
 - (ii) a statement of the estimated resource requirements for the programme, covering matters stipulated by the Academic Board or other authorised Statutory Body;
 - (iii) a statement from the College Management Team undertaking to underwrite the necessary resources for the period required;
 - (iv) a statement of the intended arrangements for monitoring the performance of the programme.
- (b) For each proposed significant amendment of an existing programme of study, the following documentation shall be included in the submission:
 - (i) a revised definitive programme document in the form of an amended Programme Specification, in a format stipulated by the Academic Board or other authorised Statutory Body, specifying the proposed changes and the *rationale* therefor;
 - (ii) where the proposed amendment involves any significant change(s) in the estimated resource requirements, a statement of the change(s) in a form stipulated by the Academic Board or other authorised Statutory Body;
 - (iii) where a statement under Regulation AR4.2.2 (b) (ii) is necessary, a statement from the College Management Team undertaking to underwrite the necessary resources for the changes proposed.

AR4.2.3 *Scrutiny and Evaluation*

- (a) The validation and approval of a proposed new programme of study shall normally be subject to scrutiny by a scrutiny panel involving independent external experts.

- (b) The validation and approval of a substantial amendment of an existing programme of study shall normally require the appointment of a scrutiny panel to scrutinise and evaluate the amendment, taking such external independent advice as the Academic Board or other authorised Statutory Body may deem necessary.
- (c) The scrutiny panel shall be constituted in accordance with the requirements of the Academic Board or other authorised Statutory Body so as to ensure that the following criteria are met:
 - (i) judgements on the standards of the proposed programme and its comparability with other similar programmes offered in United Kingdom institutions of higher education shall be authoritative and impartial; and
 - (ii) members and any independent external experts should be drawn from the Faculty (including recognised teachers of the University), other institutions of higher education, and practitioners, from industry, commerce, the public services and/or the professions.

AR4.2.4 *Meetings and Issues*

- (a) The scrutiny panel shall normally be given the opportunity to discuss in depth the proposed new programme or proposed substantial amendment of an existing programme with the authors.
- (b) In addition to any matters arising from the documentation, the scrutiny panel should give consideration to following issues, with particular regard to implications for quality assurance and academic standards:
 - (i) the appropriateness of the programme's aims and objectives, content, and the teaching, learning and communication processes;
 - (ii) the fields, levels of expertise and experience of the members of Faculty involved in delivery of the programme;
 - (iii) research, scholarship and consultancy undertaken by those responsible for delivering the programme and the ways in which those activities are encouraged and underpin and inform the programme;
 - (iv) learning support services, especially computer services and library and information services;
 - (v) supporting administrative arrangements, including registration and admission procedures;
 - (vi) teaching accommodation and learning facilities;

- (vii) market demand and opportunities;
- (viii) the suitability of the proposed assessment methods and examination arrangements;
- (ix) the quality assurance framework;
- (x) the appropriateness of resource requirements;
- (xi) where applicable, any specific requirements of the University or other validating body.

AR4.2.5 *Report and Recommendations*

- (a) The scrutiny panel shall prepare and submit a report to the Academic Approvals Committee (for taught programmes) and the Research Committee (for research programmes) in accordance with the procedures and guidelines established by the Academic Board.
- (b) The scrutiny panel may make one of the following recommendations, providing the grounds in each case:
 - (i) that the programme of study or amendment(s) be approved without condition and that (where applicable) approval be sought from the University or other external validating body;
 - (ii) that the programme of study or amendment(s) be approved in principle, subject to any minor changes being made to the satisfaction of the Chairperson and that (where applicable) approval then be sought from the University or other external validating body;
 - (iii) that the proposed programme of study or amendments be substantially revised;
 - (iv) that (where applicable) a decision be deferred pending consultation on matters of principle with the University or other external validating body;
 - (v) that the application for approval be rejected.

AR4.2.6 *Public Advertisement and Promotion of Programmes*

Any public advertisement or promotion of any programme of study awaiting final approval, whether by the College, the University or other external validating body, shall require the prior written authorisation of the Principal or the Principal's nominee.

AR4.3 **Annual Monitoring**

AR4.3.1 *General Requirements*

- (a) Each programme of study leading to an award shall be subject to annual monitoring and evaluation in accordance with procedures and guidelines established by the Academic Board.
- (b) Any modifications to the programme proposed as part of the annual monitoring shall be limited and consistent with the aims and objectives of the programme concerned.
- (c) The process of annual monitoring shall include eliciting the views and comments of participants.

AR4.3.2 *Aims and Objectives*

- (a) The aims and objectives of the annual monitoring process shall be to:
 - (i) assure the quality of the educational and management development experience and to ensure that appropriate standards have been set and are being maintained;
 - (ii) provide an opportunity to members of Faculty responsible for the delivery of the programme to review the comments of participants on the effectiveness and quality of the programme and its delivery;
 - (iii) undertake a critical appraisal of the programme and identify any achievements and shortcomings which need attention;
 - (iv) facilitate the refinement of the aims and objectives of the programme and to ensure that those set are being realised;
 - (v) enable the College to provide information to the University or other external validating body;
 - (vi) provide an opportunity for the definitive programme document (Programme Specification) to be revised regularly.

AR4.3.3 *Report*

- (a) A report on the annual monitoring and evaluation of each programme of study leading to an award shall be submitted to the Academic Reviews Committee in accordance with the procedures and guidelines established by the Academic Board.
- (b) Where applicable, the report shall also be submitted through the Academic Board to the University or other external validating body.

AR4.4 **Periodic Review**

AR4.4.1 *Procedures*

Each programme of study leading to an award shall be subject to a periodic review which shall be undertaken in accordance with procedures and guidelines established by the Academic Board.

AR4.4.2 *Documentation*

- (a) For each programme of study, the following documentation shall be submitted:
 - (i) the current definitive programme document, in the form of a fully updated Programme Specification;
 - (ii) a statement of any changes made in the programme since it was originally validated or last reviewed, as applicable;
 - (iii) a statement of any changes in the programme being proposed and for which approval is being sought;
 - (iv) an analysis of completed participants' annual programme evaluation questionnaires and any supplementary evaluation data;
 - (v) collated results from annual reports on the programme, including completion rates and information on performance;
 - (vi) external examiners' reports on the operation of the programme;
 - (vii) a statement of current arrangements for quality assurance and for monitoring the performance of the programme;
 - (viii) a full critical appraisal of the operation of the programme, analysing its strengths and weaknesses, its achievements and any shortcomings.
- (b) In respect of a programme delivered by distance learning, the collated results of participants' questionnaires should be included in the documentation.

AR4.4.3 *Scrutiny and Evaluation*

- (a) The periodic review of a programme of study shall normally require the appointment of a review panel, comprising the Chairman and at least two other members of the Academic Reviews Committee together with at least two independent experts and at least one representative of the University, who will scrutinise and evaluate the programme.

- (b) Each review panel shall be constituted in accordance with the requirements of the Academic Board or other authorised Statutory Body so as to ensure that the following criteria are met:
 - (i) judgements on the standards of the proposed programme and its comparability with other similar programmes offered in United Kingdom institutions of higher education shall be authoritative and impartial; and
 - (ii) independent external experts should be drawn from other institutions of higher education, and practitioners from industry, commerce, the public services and/or the professions.

AR4.4.4 *Meetings and Issues*

- (a) The review panel shall normally be given the opportunity to discuss the programme with the members of Faculty responsible for its delivery.
- (b) In addition to matters arising from the documentation, the scrutiny panel should give consideration to the following issues, with particular regard to implications for quality assurance and academic standards:
 - (i) the teaching, learning and communication processes;
 - (ii) the performance of the programme and attainment of participants;
 - (iii) the significant points arising from the critical appraisal;
 - (iv) the record of relevant research, scholarly and professional activities undertaken by those responsible for delivering the programme and the ways in which those activities are encouraged and underpin and inform the programme;
 - (v) learning support services, especially computer services and library and information services;
 - (vi) the operation of the supporting administrative arrangements, including registration and admission procedures;
 - (vii) teaching accommodation and learning facilities;
 - (viii) market demand and opportunities;
 - (ix) the operation of the assessment methods and examination arrangements and the reports of the external examiners;
 - (x) the quality assurance framework;

- (xi) where applicable, any specific comments of the University or other validating body.
- (c) The review panel should also be given an opportunity to meet participants and, where practicable, recent diplomates and graduates from the programme.

AR4.4.5 *Report and Recommendations*

- (a) Each review panel shall prepare and submit a report to the Academic Board in accordance with the procedures and guidelines established by the Academic Board.
- (b) A review panel may make one of the following recommendations, providing the grounds in each case:
 - (i) that the programme of study should continue to be run without condition and that (where applicable) approval for its continuation be sought from the University or other external validating body;
 - (ii) that the programme of study should continue to be run, subject to any minor changes being made to the satisfaction of the Chairperson, and that (where applicable) approval for its continuation then be sought from the University or other external validating body;
 - (iii) that the programme of study or amendment(s) be substantially revised;
 - (iv) that (where applicable) a decision be deferred pending consultation on matters of principle with the University or other validating body;
 - (v) that approval of the programme of study be withdrawn.