



Essex International College

Meeting Quality

Policy name	Meeting Quality
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Through its policies and in its day to day work, the College is committed to promoting equality and fairness and combating discrimination. This applies to everyone, regardless of gender, racial or ethnic background, disability, religion, sexual orientation or age and embraces the College's legal responsibilities.

Essex International College (EIC) is pursuing all pertinent indicators of UK Quality Code for Higher Education to use external referral points to maintain the academic standards and quality of their higher education programmes.

Academic Standards (AS)

The College is presently conducting the BTEC EDEXCEL programme HND Business for home/local students and now they are working on their BTEC assignments.

The EDEXCEL Programme team which is responsible for delivery and implementation of the HND programme will ensure the following step by step Internal Verification process during the delivery and assessment. (Evidence attached in IV Policy and Quality Assurance Manual)

1. Planning
2. Implementation
3. Assessment/Internal Verification
4. Follow up
5. Standardisation

We are maintaining the academic standards by ensuring the following process during the delivery and assessment.

- assessments of modules at the same level of a expected standard
- the curriculum remains current during the delivery
- assessment criteria, marking schemes, feedback and arrangements for classification are set at the appropriate level

Also the college will make sure the standards and student achievements in the following areas

- Academic Staff evaluation
- Students Annual progress across the units

The Academic Department will arrange the staff induction program prior to the start of each semester to render the full information about the course specification, Learning Outcomes and Assessment Criteria of the units for the particular semester. EIC uses a range of assessment instruments across the programme.

Assessment schedule and Assignment briefs will be given to the students during the first week of the semester. Students will further have regular formative assessment to evaluate the students at points during their course.

At each end of Semester the Academic Board will convene once all the assignment marking is completed. They will review the academic standards based on the students' outcome of their assessed work.

External Reference Points

The college will use the EDEXCEL standard verifier, and also get help from EDEXCEL Accounts Manager and regional Quality Manager, for impartial and independent advice, informative comment on the college's standards and on student achievement in relation to those standards.

Besides the EDEXCEL Standard Verification external referral point EIC will appoint Academic Consultants from UK recognised bodies with

- relevant academic and/or professional qualifications to at least the level of the qualification being externally examined, and/or extensive practitioner experience where appropriate
- competence and experience relating to designing and operating a variety of assessment tasks appropriate to the subject and operating assessment procedures
- sufficient standing, credibility and breadth of experience within the discipline to be able to command the respect of academic peers and, where appropriate, professional peers

Student Appeals

Academic Appeals are a regular part of our EIC's overall arrangements in terms of the student's assessment. Complaints can be raised about a wider range of academic matters, and arrangements for handling them may therefore need to be more flexible and responsive. In both complaints and appeals, however, the aim should be to ensure that all the parties have the benefit of access to fair procedures so that the complaint or appeal can be considered fairly.

EIC does have a transparent, fair policy and procedure when dealing with complaints and appeals in order to ensure fairness to all those who are party to or named in, a complaint or an appeal.

When we are dealing fairly we encompass,

- Dealing with a complaint or appeal in ways which are proportionate to the complexity of the issues and the resources of the parties involved
- Making provision for informality and flexibility in the proceedings, where appropriate
- Ensuring, as far as possible, that the parties involved are on an equal footing procedurally and able to participate fully in the proceedings, including assisting or otherwise facilitating the person making a complaint or an appeal in the presentation of their case
- Avoiding delay as far as is compatible with fairness and the proper consideration of the matters involved.

Quality Learning Opportunities (QLO)

EIC will formulate student representatives from each of the cohorts. These representatives will act on behalf of their whole class to bring any issue during their learning process. The process will be adoptive of the Student Welfare model to be introduced in 2014.

Student representatives will be given an opportunity to take part in the first short session of the college committee meetings to brief issues regarding in their learning session. EIC committees will take the student representatives requests into consideration and make amendments in their procedures and policies if necessary to do so.

Evaluation of Quality standards will be done via the following measures.

- Student feedback (for Academic and Non Academic staff)
- Peer evaluation for Academic Staff (soft copy of the evidence attached in the quality assurance folder as assessor observation form)
- Self evaluation process
- Student Progress Report (soft copy of the evidence attached in the quality assurance folder)

These will be scrutinised at the Academic Board meeting to evaluate the performance of the staff and to ensure the programme side of the academic standards is in place

Public Information (PI)

EIC will produce information about the learning opportunities which we offer in clear, timely, current, transparent, and focused on the needs of the intended audiences. Also, EIC is responsible and accountable for the information it produces. EIC Information will be available and retrievable where intended audiences and information users can reasonably expect to find it. The format and delivery of information will take account of the access requirements of a diverse audience. EIC will use the following ways to provide public information:

1. Website
2. Visual learning Environment
3. Printed Materials

Details of issuance of Public Information can be found in the Publishing and Communications Polices.