



UK COLLEGE  
OF BUSINESS AND COMPUTING

# Quality Manual

Reviewed by	ND/JT
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## Introduction

UKCBC is fully committed to the purposeful and planned management of quality as it influences the delivery of the teaching and learning at the college enabling our students to achieve the qualifications that have a positive impact on their lives and careers. The college recognizes that to enhance the student experience and constantly raise the academic standards of the college, the central elements of the college must be reviewed, planned and delivered in a continuous cycle.

UKCBC endeavours to manage the quality cycle through a transparent and collaborative process of planning, **Plan Deliver Assess Evaluate**

## Links to QAA Quality Code

All the references to various Policies and procedures should be aligned to the new revised QAA Quality Code for Higher Education in the UK.

This document is designed to set the strategic context of the management of the UKCBC's quality framework. In doing so it takes reference from the Quality Code expectations for standards and expectations for quality core practices:

*Monitoring and Evaluation – Guiding Principles 1-7*

## Links to other policies

The remainder of this statement will relate to the Strategic Management of Quality Maintenance. Managing quality improvement would be dealt with in line with the Quality Improvement and Enhancement policy. UKCBC recommends that this statement is understood in the context of the wider maintenance of quality and standards, and stakeholder engagement and particularly in relation to the following policies:

- Quality Improvement and Enhancement Policy
- Student Engagement and Feedback Policy
- Committee Structure and Remit Statement
- Teaching and Learning Strategy
- Assessment and Marking Policy
- Internal Verification Policy

## **Important:**

The Policies, Procedures and regulations referred by UKCBC would primarily apply to the students registered by UKCBC. The current students who are registered with UKCBC prior to September 2019 including the students admitted on both BSU and NCC partnership arrangements are governed by the provisions of this Quality Manual, UKCBC Policies and procedures.

The Policies, procedures and regulations of Bath Spa University will apply and supersede UKCBC policies and procedures for all students directly admitted under the franchised provision, with effect from September 2019.

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### **UKCBC Quality Framework**

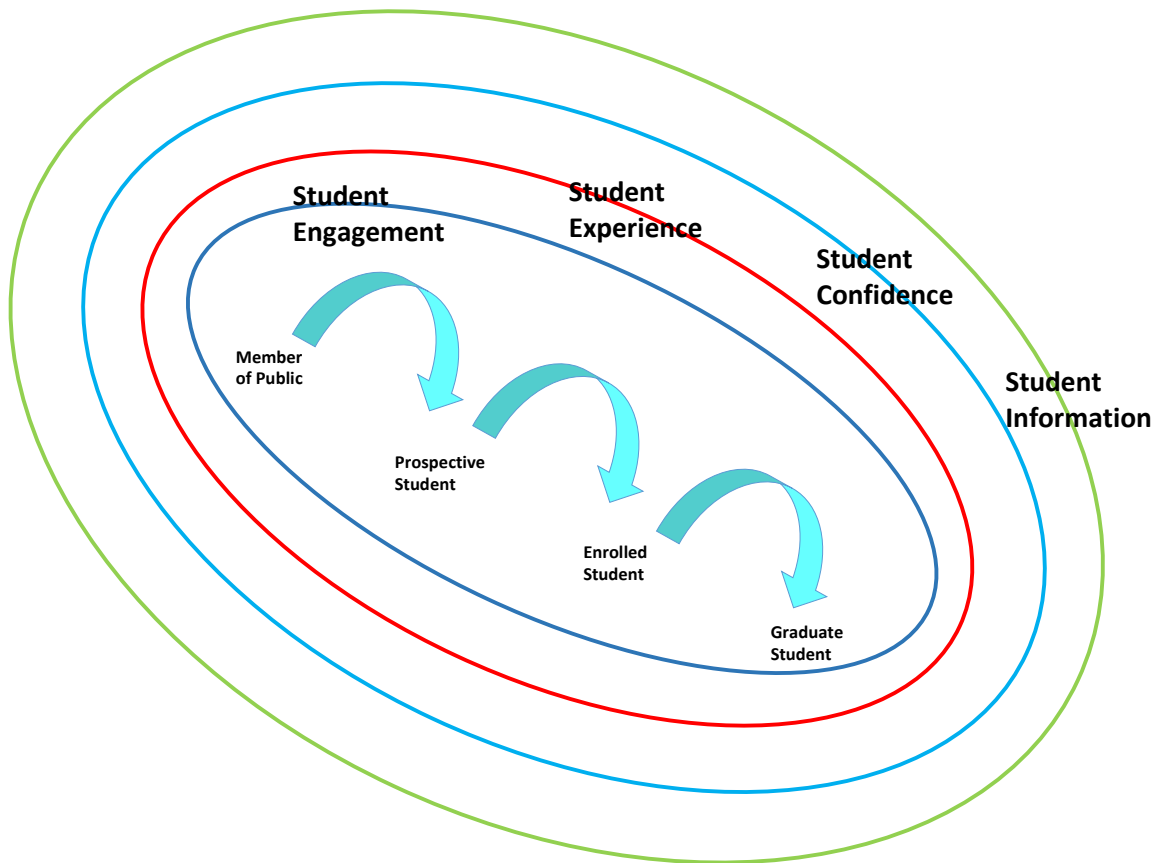
UKCBC recognizes that the successful outcomes of strategic and operational direction and the maintenance of academic standards of the college are the result of deliberate and detailed underpinning of a quality framework. Whilst this manual is influenced by the significant expectations above, the **UKCBC Quality Framework** and subsequent policies relate to the QAA Quality Code as a whole and specific expectations.

The UKCBC Quality Framework is determined by the student involvement as individuals' transition from members of the public to prospective students and to become successful graduating students after a period of teaching, learning and assessment. This deliberate management of the student involvement is cognisant of QAA Quality Code Chapters: Setting and maintaining academic standards, Assuring and enhancing academic quality and Information about higher education provision. Regardless of the "status" of the student, UKCBC is committed to managing the relationship with the individual under four broad headings of

Student Engagement

Student Experience

- Student Confidence, and
- Student Records.



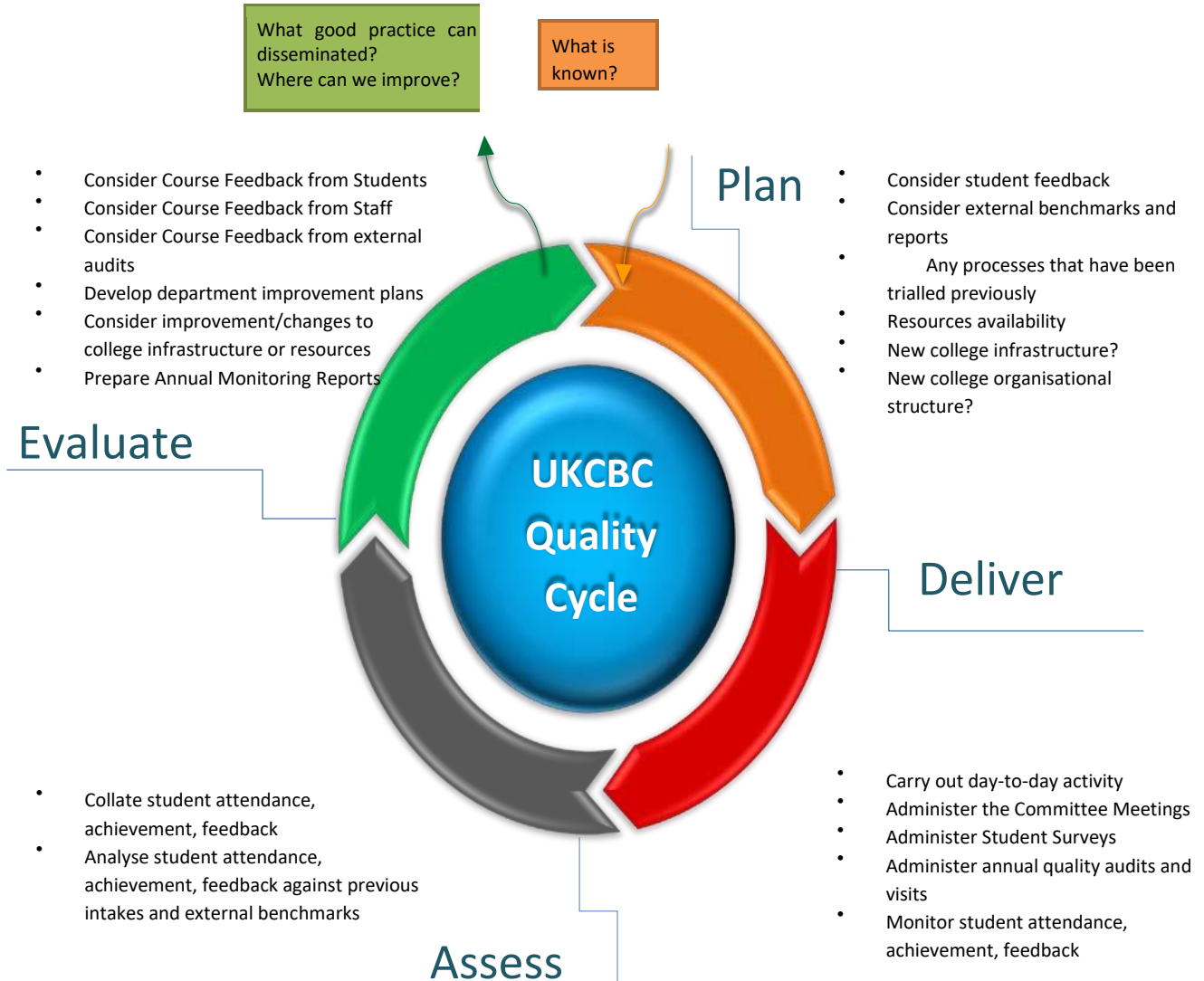
As the college proceeds to engage with individuals throughout the student lifecycle, policies and processes that support the UKCBC strategic objectives and in line with relevant QAA Quality Code Expectations are developed and delivered under the key functional areas below. Additional policies, processes and guidance documents to support UKCBC staff in the execution of their duties are also developed where further operational details are required. The development of these regulatory documents is managed in accordance with the **Quality Improvement and Enhancement Policy**.

- Student Engagement
  - Student Welcome
  - Student Welfare
- Student Experience
  - Teaching and Learning
  - Assessment and Marking
- Student Confidence
  - Quality Assurance and Certification
  - Queries, Comments and Complaints
- Student Information
  - Information Management

Details, including QAA quality code expectations and documentary review cycle, of the relevant UKCBC regulatory documents that are clustered within these categories are presented in Appendix A.

### Key Features of the Quality Cycle

As stated previously, UKCBC recognises that the successful operation and academic outcomes are based on deliberate and detailed reviews and planning of every area of the college. This is best presented as a continuous **Plan, Deliver, Assess and Evaluate cycle**.



**Planning** the delivery of the functional areas of the college is ordinarily carried out during the late summer months in preparation for the academic and administrative delivery of the new academic year. Consideration of previous improvement plans, future targets and current internal and external contexts all contribute to the adequate and deliberate planning to deliver student achievement and success. This stage also reflects resource requirements and ensuring that regulatory documentation remain current and is full accessible for all stakeholders.

**Delivery** of the teaching and learning activities and provision of a positive and enabling student experience commencing with student induction, across the year continues throughout the academic year. This coincides with the various student intakes that UKCBC has adopted.

**Assessment and analysis** of the different student data sets and qualitative feedback will be carried out by managers and department leads throughout the year. This will be in line with previous internal or external data sets or the targets that have been set by the college. Discussion and debate of this assessment will be continually captured during relevant committees as scheduled to ensure that progress of student achievement and academic standards are being met or exceeded. The College Management Committee has access to all relevant discussions and can direct the college with remedial action at any point of the year if academic and corporate expectations are not being met.

**Evaluation** of ongoing discussion, feedback and results will be formally completed over the early summer months. This considers any external audit reports that relate to the management of the college, individual departments and programmes. Additionally a evaluation and consideration of any complaints or appeals are also undertaken. Formal records are maintained as Course Self Evaluation Documents (CSED) or Service Area Self Evaluation Documents (SASED). The evaluation documents resonate with the central components of the QAA Quality Code: **Academic Standards, Quality of Learning Opportunities, Public Information and Maintenance of standards of quality.** Completion of these enable the production of the collegewide Quality Improvement Plan detailing actions and interventions that contribute to the improvement, enhancement and planning of the following academic year as the cycle is revisited. Included in this Quality Improvement Plan is the detail of how change and enhancements are communicated throughout the college community.

### **Responsibility for the Quality Cycle**

UKCBC expects all its staff to be considerate of their responsibilities in delivering a consistent and effective high-quality student experience and maintenance of academic standards. This is managed by department managers or heads in the operational delivery at the college. In support of the operational delivery of these expectations UKCBC operates regular “debate and decision” for a as represented in the UKCBC Committee Structure. This allows for dialogue and decisions to be cascaded throughout the college between strategic and operational activities. The College Committee structure is below:

- Board of governors
- College Management Committee
- Academic Standards and Quality Committee
- Operations Management Committee
- Assessment and Standards Board
- Programme Management and Standardisation Committee
- Student Experience Meeting
- Campus Committee

# UKCBC List of Updated Policies and procedures

*The documents are available on ULEARN/WEBSITE/STAFF SHARED DRIVE for reference by staff and Students.*

<b>Policies and Procedures</b>
Grievance Procedures 2019
Safeguarding Policy
Programme Design and Approval Policy
Teaching, Learning and Assessment Strategy
Staff Recruitment & Selection Policy
Employer Engagement and Work Placement Policy
Staff Training and Development Policy
Teaching and Learning Observation Policy
Equality and Diversity Policy
Supporting students with Special Educational Needs and Disabilities
Student representatives: roles and responsibilities
Library Policy and Procedures
Admissions Appeals Policy and Procedure
Admissions Policy and Procedure
Management of Student Data: Policy and Procedure
Procurement Policy and Procedures
Recognition of Prior Experiential Learning for Admission Purposes
Health and Wellbeing
Recruitment & appointment process for hourly-paid staff
Student Code of Conduct
Student Registration Policy and Procedure
Assessment Marking and Feedback Policy and Process
Academic Support and Improvement Policy and Procedure
Academic Resource Management Policy and Procedure
Academic Integrity and Student Misconduct Policy and Procedure
Freedom of Speech Policy and Procedure
Internal Verification Policy and Procedure
Student Attendance and Punctuality Policy and Procedure
UKCBC Digital Resources Strategy
Using Turnitin: A guide for UKCBC staff
UKCBC Usupport: A Statement
Whistleblowing

Student Certification, management of student records Policy and Procedure
Fitness-to-Study Policy and Procedure
Access and Participation: A Statement
Data Protection and Confidentiality
UKCBC Duties under the Consumer Rights Act: A Statement
UKCBC Guidance for Student Assignment Submission
Health and Safety Policy
Information Technology (IT) Policy
Prevent Duty
Public Information about Higher Education Provision - Policy and Procedure
Quality Manual
Student Disciplinary Policy and Procedure
Student Engagement, Retention and Progression Policy
Extensions, Extenuating and Change of Circumstances Policy
E-learn (ULearn) Resources and Security of Students Assignments and Grading through Turnitin.
Management of Timetabling: Policy and Procedure
UKCBC Partnership Due Diligence Policy
Pre-Admissions Support and Guidance Policy
Recruitment and Widening Participation: A Statement
Student Induction Policy
Disciplinary Policy & Procedure
Complaints Policy and Procedure
Academic Appeals Policy and Procedure
Sustainability Policy
Committee Strategy
Remit of Committees
Student Charter

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