

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 of London Worldwide (UoLW) 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 is part of the Collaboration Agreement that captures agreed policy, process, and operational responsibilities between 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 standards: Conditions B1 B5¹.

In addition, the following frameworks inform the policies and responsibilities:

- f United Kingdom Quality Code for Higher Education
- f Competition and Markets Authority (CMA) guidance on consumer protection law

Quality Assurance Schedules are maintained by the Quality Assurance Team and are updated annually in 80EMC EA with MC EA federation EMC EA 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)

1. PROGRAMME LIFECYCLE		
PROCESS or FUNCTION	RESPONSIBILITIES	GOVERNANCE

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		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
b.	Revision to programmes/awards 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 Proforma Major changes may include consultation/involvement of OED	Reference to Form A1: Agreement Proforma	Approved by AQAC (including sub-committees as appropriate) Reported to AB	Considered by Management Committee Approved by School of Law Learning and Teaching Committee, Faculty of Humanities and Social Sciences Executive, QMUL Taught Programmes Board, and Partnerships Board (if appropriate)
	Removal and/or addition of core (compulsory modules)	Reported through Programme Annual Monitoring		Reported to AQAC through APR	Considered by Management Committee Approved by School of Law Learning and Teaching Committee. Reported to QMUL Taught Programmes Board.

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	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 Reported through Programme Annual Monitoring	Programme Director	Signed off by AQAG with sub-committees as appropriate Reported to AB	Considered by Management Committee Approved by School of Law Learning and Teaching Committee, Faculty of Humanities and Social Sciences Executive, QMUL Taught Programmes Board, and Partnerships Board (if appropriate)
	Change to progression	Coordinated by Academic Services Manager and OED Reported through Programme Annual Monitoring	Programme Director	Reported to AQAG through APR	Considered by Management Committee and School of Law Learning and Teaching Committee. May be referred through Assistant Academic Registrar (Assessment Governance) and onward to QMUL Taught Programmes Board.
c.	Modular changes				
	Introduction of new option/elective module	Coordinated by Academic Services Manager with involvement from OED Reported through Programme Annual Monitoring			

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	Withdrawal of module	Coordinated by Academic Services Manager			

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1.10	Review and revision of learning materials	Coordinated by OED along with Publications or Learning Solutions team (subject to M specific arrangements)	Programme level	Reported to AQAG through APR	Approved by Management Committee subject to approval by the School of Law Learning and Teaching Committee.

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDON	FEDERATION MEMBER	UNIVERSITY OF LONDON	FEDERATION MEMBER
2.1	Guidelines for Examinations	Key document: Guidelines for Examinations			
2.2	Nominations (for the categories below)	Coordinated by Academic Contractors Team		The Management Committee nominates examiners. The two co-chairs of the Board of Examiners are members of the Management Committee. Approval is given by the	
	<i>f</i> Chairs of Boards of Examiners			H bymb0.001 Tc 0.001 Tw -9.0 10.18	
	<i>f</i> External and Intercollegiate Examiners				
	<i>f</i> Chief Examiners				
	<i>f</i> Examiners				
	<i>f</i> Associate Examiners				
	<i>f</i> Assessors				
	<i>f</i> Assistant Examiners				

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2.6	Approval of marking schemes	Reference Guidelines for Examinations	Chair of Board/Chief Examiner in liaison with External Examiners Reference Guidelines for Examinations		Approved by Management Committee and reported to the QMUL Taught Programmes Board
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 Sign off from External Examiner(s)	Reported to Programme Director and Management Committee
	Terms of Reference for Boards of Examiners	Coordinated by Student Registry Services Directorate			Approval is given by the Humanities and Social Sciences Faculty Dean for Taught Programmes
	Boards of Examiners Meetings	Boards of Examiners			Examiners reports and the responses to these are received by the Assistant Academic Registrar (Assessment Governance)

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 University of London Procedure for Student Complaints and Academic Appeals, 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.	Referral via the Assistant Academic Registrar (Assessment Governance).
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			

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	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 AQA CAB, VCE and sub-committees as appropriate	Referral to the Assistant Academic Registrar (Student Experience)
	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			

4. RELATIONSHIPS WITH RECOGNISED TEACHING CENTRES					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
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4.6	Protection of students when there is a change in 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 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"; 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 from Academic input required in terms of evaluation of TCRF gateway criteria		

4. RELATIONSHIPS WITH RECOGNISED TEACHING INSTITUTIONS

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