

Quality Assurance and Enhancement at London Metropolitan University

1. Academic quality and standards

- 1.1 London Metropolitan University (London Met) identifies that the quality assurance and enhancement of our courses is a key priority in ensuring a positive student experience in a thriving academic community. This includes assuring that the standards of qualifications are set at appropriate levels and that confidence can be placed on the quality of the learning experience at London Met.
- 1.2 London Met aims to ensure high quality learning experiences and courses by:
 - Ensuring that all benchmarks of quality are met through uniform and timely quality assurance and enhancement policies and processes.
 - Reviewing the course and research portfolio regularly to meet changing student expectations and research needs or opportunities,
 - Celebrating the education and research emphasis of different schools and partner institutions, whilst ensuring common high standards of pedagogy, assessment, award and publication,
 - Actively involving students as partners in our quality assurance processes at all levels.
- 1.3 Quality assurance and enhancement processes and procedures have been designed to meet the core practices of the Quality Assurance Agency (QAA) Quality Code, internal (Academic Regulations, General Student Regulations) and external reference points such as Competition and Markets Authority guidance.

2. London Met's approach to quality management

- 2.1 Overall responsibility and leadership for quality at London Met lies with the Vice Chancellor, with fulfilment of this responsibility being delegated to the Pro-Vice Chancellor (Learning and Teaching), supported by other members of the Senior Leadership Team as appropriate.
- 2.2 The oversight, management and implementation of quality assurance and enhancement procedures at university level is monitored by Academic Board and the Board of Governors, with the Learning, Teaching and Quality Committee (LTQC) ensuring and reporting on the operation of quality processes and procedures.
- 2.3 At School level, the responsibility for quality assurance and enhancement lies with all staff with management and oversight being the responsibility of the School Learning, Teaching and Quality Committees. AQD and other Professional Service Departments support the implementation and management of quality processes.

2.4 London Met's quality processes and procedures are defined and embedded in the Academic Regulations, Quality Manual, and university structures.

3. Academic Quality and Development (AQD)

3.1 Academic Quality and Development (AQD) provides a range of quality assurance and enhancement services to the Academic Schools, Professional Service Departments, and Collaborative Academic Partners of London Met.

3.2 AQD works with academic schools, departments and partners to ensure and assist in the maintenance and enhancement of the quality of the University's educational provision, including provision at Collaborative Academic Partners. AQD does this by supporting, managing, and having oversight of London Met's quality assurance and enhancement policies, processes and procedures.

3.3 AQD is responsible for the administration and management of London Met's quality assurance and enhancement processes. The key responsibilities include:

- Leading on and managing the development and implementation of London Met's quality assurance and enhancement strategies, policies and procedures;
- Supporting and advising schools through the Business Partner function on the approval of new courses, and modification, periodic review and monitoring of existing courses;
- Supporting and advising collaborative partners on the institutional and course approval, and critical review/monitoring processes;
- Providing administrative support for London Met schools and collaborative partners in relation to quality assurance and enhancement processes;
- Management and administration of London Met's' External Examiner policy and process;
- Acting as Officers to London Met's central committees including Learning, Teaching and Quality Committee (LTQ) and Academic Portfolio Committee (APC);
- Acting as Members for London Met's committees including LTQC, Academic Portfolio Committee, Academic Board, School level LTQC and validation and periodic review panels;
- Managing the implementation and reporting of course and module surveys;
- Acting as London Met's representative and key point of contact for external bodies, such as the QAA, MSCHE and PSRBs in relation to London Met's responsibilities for quality and standards.

4. Support for quality

- 4.1 Support for quality processes in schools and at collaborative partners is provided by AQD, Student Journey, and the Centre for Enhancement of Professional Development. This can be in the form of supporting course committees, logging course information or providing staff development support.