

Quality
Assurance



Overview of Quality Assurance



- | Maintain high standards of quality in Teaching & Learning
- | Continuous Improvement– developing and implementing systems to meet requirements of local regulators and overseas Academic partners
- | Programme Design/ Curriculum Development– constant review, subject to developments and changes in the external environment

- **Course Enhancement Committee and Annual Monitoring Committee** – Feedback from students, Staff, External Examiners, Professionals and Accrediting Bodies are fed back to this committee and an action plan is made in place.
- **Evaluation** (Mid Module Semester and End of Semester)
 - To identify strengths, weaknesses, overlaps and deficiencies
 - To maintain effective, up-to-date teaching practices and allow academic staff to reflect and improve on their teaching.
- **Student voice** : Staff /Student Liaison Committee and Student Focus : To capture further feedback

| Staff Development– The HR Dept is responsible for the recruitment, induction and staff development. Apart from interviews, all the academics who are recruited have to undergo a 15 minutes presentation on a relevant topic prior to embarking on the programme. Staff development is given by both our internal Senior academics and by our Partner's colleagues too.

Overview of Quality Assurance



| Assessment Process

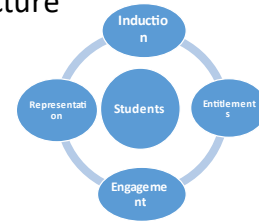
- Mitigation and extenuating circumstances
- Cheating, plagiarism and unfair practice
- External Examiners
- Moderation
- Board of Examiners and Examination Committees

| Certificates and graduation

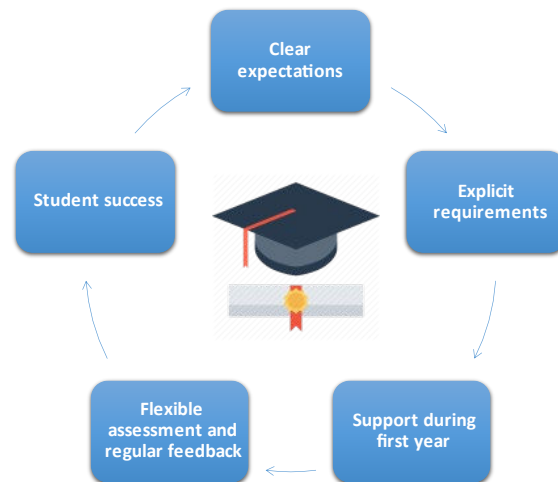
| Student appeals and complaints

Student Registration

- | Admissions– as per criteria & acknowledges offer in writing
- | Student Entitlements– Induction, prompt feedback on assignments and Safe environment.
- | Student Record: Student Management System (SMS)
- | Access to RBS VLE : ‘Moodle’
- | Course Handbook– Contacts, Course content and Structure
- | Academic Principles and Regulations
- | Support services– Pastoral Care: Personal Tutor & Surgery Hours
- | Induction
- | Student Charter– RBS’ Responsibilities & Students’ too



Start of the academic journey



Student Engagement

Mechanisms for involving students:

- | Questionnaires, e.g., Mid & End of module / year
- | Student representative structures- Class Reps & Vice Class Reps
- | Research activities– focus groups
- | Student membership of committees e.g Events Committee
- | Student involvement in new projects
- | Student dialogue with decision makers
- | Online discussion forums and participation in extra curricular activities
- | Formal quality processes, e.g., annual monitoring and review, mutual review, Student Focus Group, periodic programme review, amongst others.