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

- Clear expectations
- Explicit requirements
- Flexible assessment and regular feedback
- Support during first year
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 extracurricular activities
- Formal quality processes, e.g., annual monitoring and review, mutual review, Student Focus Group, periodic programme review, amongst others.