

## **Standards and Performance Review Process**

### **Introduction**

The continuous monitoring and enhancement of the Rushmore Business School's provision is an important activity and is conducted through Annual Review.

RBS is responsible for its academic standards and the quality of the student learning experience. It is committed to reflecting on and systematically reviewing its provision and taking action to enhance it in collaboration with its Academic partners. RBS is also accountable to a number of external regulatory bodies for the quality of its provision, namely, the Higher Education Commission (HEC), previously known as Tertiary Education Commission (TEC) and the Mauritius Qualifications authority (MQA).

The management of its academic standards and quality of the student experience is reviewed periodically by the Academic partners, the HEC and the MQA through institutional reviews.

The aim of the Annual Review is to encourage reflection on the operation of courses with a view to maintaining standards and enhancing the quality of learning and teaching.

The Annual Review process provides opportunities for reflection on and critical appraisal of courses and programmes, highlighting and sharing best practice, and for reviewing feedback from students, staff as well as internal and external agencies and the responses to any matters they have raised.

### **Purpose of annual review**

The purpose of monitoring, review and enhancement is to provide a flexible framework within which RBS continuously monitors the academic standards of its course and the quality of learning opportunities with a view to:

- Setting and maintaining academic standards
- Monitoring and enhancing the management of assessment and of feedback to students
- Monitoring student performance and progression
- Evaluating the quality of the student experience and identifying enhancements
- Evaluating the effectiveness of learning and teaching resources and identifying matters requiring attention
- Providing assurance to Academic Board that activities are being conducted consistently and effectively

### **Process of Monitoring, Review and Enhancement**

The process by which the health of each course is monitored, reviewed and enhanced on a continuous basis, taking account of core course information is based on the following information:

- Feedback obtained from students (e.g. course questionnaires and other locally used feedback mechanisms, Staff-Student Liaison Committees)

- Feedback from staff involved in the delivery and/or support of the course or programme
- Feedback and advice from external examiners
- Student performance and achievement
- The effectiveness of assessment methods
- The currency of the course or programme
- Enhancements suggested by local regulatory authorities
- Contributions from Support Staff

The Quality Department compiles a course review report for each programme and course enhancement meetings are held annually by each department within RBS. It is the responsibility of each Head of Department to ensure that each course undertakes the process of monitoring, review and enhancement effectively, including the production of a course summary report and action plan. Where relevant, the reports and action plans are discussed with the awarding body.

The Annual review reports provide factual information to support periodic institutional reviews by academic partners of RBS and regulatory bodies.