



Quality Assurance Policy

2020

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Core Quality Assurance values:

At RUSHMORE BUSINESS SCHOOL, we are committed to providing quality higher education to our students and to prepare them to be future professionals, contributing positively to the society.

Our core values are excellence, innovation, mutual understanding, integrity and professionalism and we strive to exceed our students', academic partners' and other stakeholders' expectations.

Our students and academic partners are our most valued assets. Our aim is to continually improve our high-quality teaching and learning standards through valuable feedback and achieve customer satisfaction through teamwork and dedication.

Effective student engagement forms an integral part of the quality culture at Rushmore Business School. Our commitment is to maintain a conducive environment to enhance student experience and inspire them to be future leaders.

We firmly believe in employee involvement, enrichment and empowerment and we are engaged in providing training to our staff to enhance their knowledge and build a high performing culture.

We aim to constantly enhance and upgrade our quality assurance system to add value to the organisation.

1.0 Purpose

This policy underpins the aim and commitment of Rushmore Business School to provide the best possible learning experience for all its students.

2.0 Introduction

Rushmore Business School continually seeks to keep abreast of external developments and best practice in the sector and promote a culture of self-criticism, which evaluates and enhances its quality assurance procedures to encourage that culture. To achieve this, we have embedded comprehensive and rigorous processes and procedures to enable it to review, modify and continually evaluate its academic provision to make sure that it meets students, stakeholders and market need.

3.0 Scope

This Policy and associated procedures relate to all students, employees and collaborative partners.

4.0 How do we ensure quality at Rushmore Business School?

4.1 Academic

1. The maintenance of high standards of quality in teaching and learning is one of the main concerns at Rushmore. The overall responsibility for the Quality Assurance Procedures and their role in improving the learning and teaching process within the School resides with the Director and the Head of Quality Assurance who develop and implement systems to meet the requirements of local authorities and overseas institutions.
2. The content and design of all programmes are under constant review at Rushmore in the light of subject developments and changes in the external environment. The views of external examiners, professional and accrediting bodies, employers and students, are all taken into account in the development of courses. Programme content is therefore subject to changes.
3. Routine evaluation of programmes is central to the assurance and enhancement of quality in learning and teaching. Course evaluation enables Rushmore to gather the views of students on each of the programme of study as a whole, to identify strengths and weaknesses, overlaps and deficiencies.

4. Students' evaluation on the teaching of staff (SET) is gathered through student evaluation questionnaires. The objective of this exercise is to maintain effective, up-to-date teaching practices throughout the School and to allow academic staff to reflect and improve on their teaching.
5. Students' evaluation of modules (SEM) is also carried out to gather feedback from students on modules for curriculum development. Information obtained from SEM is reported back to degree awarding bodies and institutions for necessary improvements/amendments to modules.
6. The evaluation exercises are carried out twice per semester, the first one is the Mid Module Evaluation (MME) which is carried out on the 4th- 5th week of the semester, all feedback received are treated with high confidentiality and are thus disseminated to relevant Course Coordinators and Module Leaders so as corrective actions are taken where necessary. However, the End of Semester Evaluation (EoSE) is carried out on the 8th – 9th week of the semester to ensure that all corrective actions have been taken and this feedback helps us to have an overview of the semester as a whole and the student's experience.
7. Feedback from students is considered as an important ingredient in ensuring high quality levels of teaching and learning. Students have the opportunity to elect two representatives for each course to participate in the Staff/Student Liaison Committee (SSLC). The purposes of the SSLC are to ensure that the views of students are given proper weight in the processes of course and module review, and to ensure that the concerns of students about their courses of study are represented to the academic staff throughout the academic year. This is the time where not only academic suggestions are voiced out but any other concern, be it extra-curricular activities, physical resources, assistance of our team members or any other to ensure students have a comparable and enriching experience as our Partners' students. This meeting is conducted on a Semestrial basis by the Director and the Head of Quality Assurance and together with all the Class Representatives and Vice-Class Representatives.
8. Rushmore Business School is also committed to ensure that all the quality assurance procedures of its academic partners are respected and applied besides its own.

5.0 The Curriculum

Rushmore Business School encourages continuous improvement in the quality of all its learning programmes, thereby making learning enjoyable, increasing student retention and the achievement of student goals. To achieve this, Rushmore undertakes the following:

- Learning materials are designed against a sound and robust pedagogic framework, which maximises opportunities for learning and continuous student engagement.
- Learning materials are written against Awarding Body approved assessment criteria and aligned learning outcomes.
- To ensure rigorous and consistent assessment procedures, which meet the standards of external Awarding Bodies and validating agencies.
- To provide accurate and formative and summative assessment opportunities and verification procedures.
- To provide opportunities for student feedback on the quality of delivery and support via Unit questionnaires.
- To facilitate feedback on the student experience by monitoring comments and suggestions made.
- To develop and sustain a range of accredited and non-accredited programmes which provide opportunities for progression and which provide student with experiences and qualifications suited to the learning aims.

6.0 Staff

Rushmore Business School will undertake the following in relation to staff:

- To recruit staff that have the required skills, knowledge and experience to carry out their roles effectively.
- To make sure that all staff are aware of their role in relation to the ‘Student Journey’ from initial enquiry to achievement and exit.
- To review regularly the performance, training and development needs of all staff.
- To monitor and evaluate the effectiveness of staff training and to adjust accordingly.

7.0 Support Services

Rushmore Business School will undertake the following in relation to the support services offered to students and both Fulltime & Part time staff:

- To monitor and evaluate the procedure for advice, guidance and counselling at enrolment and throughout the ‘Student Journey’.
- To make sure that students are not disadvantaged in any way when accessing or undertaking Rushmore’s services
- To provide a range of underpinning services to enhance the learning environment and maximise the potential for learning
- To continually monitor standards of service offered and available to students at all stages of engagement with Rushmore
- To ensure proper safeguarding of all students’ files and personal details
- To ensure updated files are kept safely under lock and key
- The Student Management System is updated with students’ personal details and academic records.
- Attendances for Lecturers are kept secured for quality assurance purposes
- To provide support to all students, visitors and all staff as and when required.

Thus, Rushmore Business School will continue to thrive to establish a reputation for outstanding teaching and learning. Moreover, to achieve very high satisfaction rates with all our students, staff and other stakeholders.