



Bellerbys Educational Services Ltd

Embedded College Review for Educational Oversight by the Quality Assurance Agency for Higher Education

May 2012

Annex 12: University of Stirling International Study Centre

Introduction and background

The University of Stirling International Study Centre (ISC) was established in 2007. It delivers an Undergraduate Certificate (Business and Social Studies; Sciences and Computing), an Undergraduate Diploma (Business and Management), Pre-Master's (Business and Management), and an English Language Preparation Programme. Students who successfully complete the programmes and achieve the required grades will progress to an undergraduate or master's programme at the University.

The responsibilities of the respective parties are set out in the inter-institutional agreement. The undergraduate certificate and diploma programmes are validated as awards of the University. The pre-master's is also validated by the University, which gives credit but not a named award on successful completion. Responsibility for the academic standards of programmes leading to its awards rests with the University, but this formulation does not clearly include the pre-master's, which attracts credit but not a named award. Bellerbys Educational Services Ltd, through the ISC, is responsible for the quality of learning opportunities. The University is responsible for public information.

Key findings

Academic standards

As a result of its investigations, the review team considers that there can be **confidence** that academic standards at the University of Stirling International Study Centre are managed appropriately and in accordance with the policies and procedures of Bellerbys Educational Services Ltd (and of the University where appropriate).

Quality of learning opportunities

As a result of its investigations, the review team considers that there can be **confidence** that the quality of learning opportunities at the University of Stirling International Study Centre is assured and enhanced appropriately and in accordance with the policies and procedures of Bellerbys Educational Services Ltd (and of the University where appropriate).

Public information

As a result of its investigations, the review team considers that **reliance can** be placed on the accuracy and completeness of the information that the University of Stirling International Study Centre is responsible for publishing about itself and the programmes it delivers.

Recommendations

The review team makes the following recommendations in relation to this college.

The review team considers that it is **advisable** for the University of Stirling ISC to:

- take consistently effective and timely action on issues raised through the annual reporting process (paragraph 2)
- ensure that assessment board minutes clearly identify individual students (paragraph 3).

Detailed findings

How effectively do Bellerbys Educational Services Ltd and University of Stirling ISC fulfil responsibilities for the management of academic standards at this college?

1 Bellerbys Educational Services Ltd generally fulfils its responsibilities for the management of academic standards at this ISC effectively. See main report, paragraphs 1.1 - 1.14.

2 However, Bellerbys Educational Services Ltd had not taken timely action in response to issues raised concerning the accuracy of the ISC's website. These issues had been raised by the University to the Head of Centre, who had included them in annual internal review reports to the Steering Committee, and then to Bellerbys Educational Services Ltd at corporate level, in 2010 and 2011. The review team found that the issues had not been addressed by the Steering Committee or by Bellerbys Educational Services Ltd. The team advises Bellerbys Educational Services Ltd to take consistently effective and timely action on issues raised through the annual reporting process.

How effective is the management of student assessment?

3 Bellerbys Educational Services Ltd generally fulfils its responsibilities for managing the assessment of students at this ISC effectively. See main report, paragraphs 1.15 - 1.21. However, the review team found that assessment board minutes referred to students using first names only, giving rise to a risk of serious error. Bellerbys Educational Services Ltd is advised to ensure that assessment board minutes clearly identify individual students.

How effectively are UK external reference points used in the management of academic standards?

4 UK external reference points are used effectively in the management of academic standards. See main report, paragraphs 1.22 - 1.26.

How effectively are external examining, moderation, or verification used to assure academic standards?

5 Bellerbys Educational Services Ltd makes effective use of external examining, moderation, or verification to assure academic standards. See main report, paragraphs 1.27 - 1.33.

How effectively is statistical information used to monitor and assure academic standards?

6 Bellerbys Educational Services Ltd makes effective use of statistical information to monitor and assure academic standards. See main report, paragraphs 1.34 - 1.39.

How effectively are responsibilities for managing and enhancing the quality of learning opportunities fulfilled?

7 Bellerbys Educational Services Ltd fulfils its responsibilities for managing and enhancing the quality of learning opportunities at this ISC effectively. See main report, paragraphs 2.1 - 2.4.

How effectively are external reference points used in the management and enhancement of learning opportunities?

8 Appropriate sections of the *Code of practice* are used effectively in the management and enhancement of learning opportunities. See main report, paragraphs 2.5 - 2.6.

How effectively do Bellerbys Educational Services Ltd and University of Stirling ISC assure themselves that the quality of teaching and learning is being maintained and enhanced?

9 Bellerbys Educational Services Ltd assures itself effectively that the quality of teaching and learning is being maintained at this ISC. See main report, paragraphs 2.7 - 2.11.

How is student feedback used to assure and enhance the quality of learning opportunities??

10 Bellerbys Educational Services Ltd's expectations with regard to student feedback are met through the effective use of questionnaires and students' elected representatives. See main report, paragraphs 2.12 - 2.16.

How effectively do Bellerbys Educational Services Ltd and University of Stirling ISC assure themselves that students are supported effectively?

11 Bellerbys Educational Services Ltd fulfils its obligations for the support of students at this ISC effectively. See main report, paragraphs 2.17 - 2.21.

How effectively does University of Stirling ISC manage the recruitment and admission of students?

12 Recruitment and admission of students to the ISC are managed centrally by Bellerbys Educational Services Ltd, and these processes are generally effective. See main report, paragraphs 2.22 - 2.26.

What are the arrangements for staff development to maintain and/or enhance the quality of learning opportunities?

13 Bellerbys Educational Services Ltd's arrangements for staff development are applied effectively at this ISC. See main report, paragraphs 2.27 - 2.32.

How effectively do Bellerbys Educational Services Ltd and University of Stirling ISC ensure that learning resources are accessible to students and sufficient to enable them to achieve the learning outcomes?

14 Bellerbys Educational Services Ltd, through its agreement with the University, manages the provision of learning resources effectively. See main report, paragraphs 2.33 - 2.37.

How effectively does Bellerbys Educational Services Ltd's public information communicate to students and other stakeholders about the higher education it provides at this college?

15 Bellerbys Educational Services Ltd's public information communicates effectively to students and other stakeholders about the higher education it provides at this ISC. See main report, paragraphs 3.1 - 3.3.

How effective are the Bellerbys Educational Services Ltd's arrangements for assuring the accuracy and completeness of information it has responsibility for publishing at this college?

16 Bellerbys Educational Services Ltd works effectively with the University to provide accurate information about its higher education provision at this ISC. See main report, paragraphs 3.4 - 3.7.

Action plan

University of Stirling International Study Centre action plan relating to the Embedded College Review for Educational Oversight May 2012						
Advisable	Action to be taken	Target Date	Action by	Success indicators	Reported to	Evaluation
The team considers that it is advisable for the provider to:						
5 • take consistently effective and timely action on issues raised through the annual reporting process (paragraph 2)	Updates to ensure accuracy of website	30 June 2012	Head of Centre, International Marketing Manager, online communications specialist	Website up to date and accurate since January 2012 Accuracy to continue to be reviewed regularly by Head of Centre and International Marketing Manager	Deputy Principal	
	Continued monitoring of progress against issues raised in the annual monitoring report	Ongoing from August 2012	Head of Centre, Regional Director	Monitoring of progress against issues raised in annual monitoring reports to be reviewed regularly by Regional Director and Head of Centre at six-weekly meetings,	Deputy Principal	Ongoing evaluation via annual monitoring reports to BES and University of Stirling, then to Academic Management Board, Steering Committee and

				as a standing item on their agenda, on a continuing basis		ISCQAEC
<ul style="list-style-type: none"> ensure that assessment board minutes clearly identify individual students (paragraph 3). 	Assessment board minutes to clearly identify candidates by student number and full name	30 June 2012	Head of Centre, Senior Link Tutor, Centre Administrator	Assessment board minutes to clearly state full student name and student number, on a continuing basis	Deputy Principal	Ongoing evaluation via annual monitoring reports to BES and the University; then to the Academic Management Board, Steering Committee and ISCQAEC

Key to Action Plan:

- 9 BES: Bellerbys Educational Services Ltd
ISCQAEC: International Study Centres Quality Assurance and Enhancement Committee

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