London School of Academics Short Programmes Monitoring and Review Process

London School of Academics is committed to improving the quality of the programmes it delivers and learners' learning opportunities. The college`s programme monitoring and review process is in accordance with Part B: Expectation B8 (programme monitoring and review) and informs the college`s enhancement strategy initiatives for short programmes.

Programme monitoring

Short programme monitoring is through the gathering of information which informs the programme review. To ensure the accurate gathering of information the following are involved:

Learners	Teaching Team	Management team and others	External reference points
Learners have the important role of communicating their experience from studying the programme. Learners are those that have the best insight into the difficulties the programme presents and the highlights of it. The responsibility placed on learners' includes: -Providing informal and formal feedback about the programme. -Providing feedback through an end of programme survey.	Members of the teaching team have the role of planning, delivering and assessing the course. Their responsibilities include: -Communicating changes that need to be made to the delivery of the programme and units. -Communicating changes that need to be made to resources. -Communicating changes that need to be made to policies, procedures and process in relation to the running of the programme.	Members of the management team include the Director of the college, Curriculum Manager and Student Welfare Officer. Others include Internal Quality Assurance team, Librarian and administration. The roles of these are to make record and respond to issues raised by learners. Responsibilities include: -Making accurate records of feedback provided. -Providing written responses and keeping these records. -Producing learner performance data.	City and Guilds and Society for Education and Training. The role of these are to update the college on any changes with the programme or industry. -Responsibilities include: communicating information to the college through their update services and newsletters.

Information gathered is recorded and these records are used when reviewing the programme. These can take the form of the following (non-exhaustive list):

Learners	Teaching Team	Management and others	External reference points
-Informal emails detailing concerns/complaints/good practice -Complaints -Mitigating Circumstances requests -Appeals -End of programme review survey feedback	-Teaching feedback -Minutes of meetings	-Minutes -Minutes from internal quality assurance -Admissions data -Learner performance data	-External Quality Assurance reports -Newsletters -Articles -Published information

Programme review

Programme review involves the taking account of all the information gathered for each short programme delivered. Programme reviews occur throughout the year for short programmes as programmes are run on demand. All programme review minutes are considered annually when forming the Short Programme Enhancement Strategy and Action Plan.

Process of the programme review:

The Director of the college invites the teaching team, management and relevant others to a meeting with the set agenda to discuss the following:

1.	Overall feedback on course delivery, resource design and use. The following points will be covered: -The experience of teaching team in delivering the programme according to the current structure. Strengths and areas of development. Changes that need to be made to programme planning. -Feedback on learner experience including the completion of units, difficulties and good practice. -End of Programme Review Survey from learners -Complaints -Appeals -Mitigating circumstances request -Suggestions for areas of development/improvement -Suggestions for continued good practice -CPD suggestions Action planning
2.	Internal Quality Assurance and External Quality Assurance: -Feedback on internal quality assurance -Feedback on external quality assurance including visit Action planning
3.	Learner Performance data and admissions

	-Feedback following the review of learner performance data-reasons for extension, withdrawal and non-completion -Feedback on improving learner performance data including areas of development and good practice being carried out -Feedback on admission process, areas of improvement, development and strengths Action planning
4.	Policies, process and procedures -Feedback on policies, process and procedure relating to the programme. Areas of strengths, development and improvement. -Review and feedback on programme monitoring and review for short programmes. Action planning
5.	Communication mediums -Feedback on the college's website, improvement areas, development and strengths -Feedback on the college's prospectus, improvement areas, development and strengths -Feedback on the college's leaflets, improvement areas, development and strengths Action planning
6.	Feedback and contribution to enhancement strategy for learner opportunities Action planning
7.	Programme Risk Assessment
8.	Any other business -Updates from City and Guilds, SET or other. Action planning
9.	Summary of good practice and actions to be taken in relation to the above discussion points Action planning

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