London School of Academics

Programme Monitoring and Annual Review Process for the Level 5 Diploma in Education and Training

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

Programme monitoring

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	Learner Representative Society	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' incudes: -Providing informal and formal feedback about the programme. -Providing feedback about each unit studied through an online Unit Feedback Survey. -Providing feedback about the resources provided.	The Learner Representative Society is formed of Learner Representatives. These representatives have been elected by learners on the programme and representative the voices of all learners collectively. The responsibilities placed on the Learner Representative Society includes: -Providing feedback on the collective learner experience. -Providing feedback and suggestions through the review of Unit Feedback Surveys Reports. -Attending meetings to communicate learner views and bring about	Members of the teaching team have the role of planning, delivering and assessing the course. Their responsibilities include: -Evaluating planning, teaching and resource development as well as use. -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 Welfare Officer. Others include Internal Quality Assurance team, Project Manager, Liberian 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 Unit Feedback Survey Reports.	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.

-Providing feedback through the end of programme survey on a number of points including teaching. -Providing the Learner Representative Society with suggestions on areas of strength and development regarding the programme of study delivery, assessment and anything in relation, such as policies, procedures and processes.	change to the delivery and assessment of the programme. -Producing the QAA Student Submission.	-Attending end of term meetings to communicate any areas of good practice as well as concerns.	-Producing learner performance data -Producing Alumni Database Employability reports.	

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	Learner Representative Society	Teaching Team	Management and others	External reference points
-Unit Feedback Surveys -Informal emails detailing concerns/complaints/go od practice -Complaints -Mitigating Circumstances requests -Appeals -End of programme review survey feedback	-QAA Student Submission -Minutes from meetings	-Teaching evaluations -Minutes of meetings	-Minutes -Standardisation minutes from internal quality assurance -Written feedb ack responses -Unit Feedb ack Survey Reports -Learner performance data -Alumni Datab ase Employability reports.	-External Quality Assurance reports and minutes -Newsletters -Articles and published information evidence

Programme review

Programme review involves the taking account of all the information gathered during annual monitoring. Programme review occurs after the delivery of each programme therefore in

August or September and in late December or early January as the college has two cohorts (September to July and January to December).

Process of the programme review:

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

1	Review over agenda
2	Review over minutes and meetings from the last annual monitoring and review. Update of action taken from last annual monitoring and programme review.

3	Overall feedback from the learner voice communicated through the Learner Representative Society on the following points:
	• Student Submission-strengths and areas of development of the programme and programme delivery.
	• Feedback on units, assessment and confirmation of areas of development and good practice.
	  -Unit Feedback Surveys
	• Feedback on end of programme surveys-focus on programme delivery, resources and teaching.
	• Confirmation of areas of good practice and development areas as suggested from learners.
	  -informal and formal complaints
	• Feedback and suggestions on admissions process
	
	Action planned
	The Learner Representative Society will be asked to leave

4	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 the scheme of work. -Teaching evaluations • Feedback on assessment • Feedback on learner experience including the completion of units, difficulties, and good practice. Written feedback responses following Unit Feedback Survey Reports. • Resource feedback taking account of learner feedback and Resource Policy. • Suggestions for areas of development/improvement drawing on teaching evaluations and minutes from any team meetings. • Suggestions for continued good practice taking account of peer review and observations, teaching evaluations and any team meetings. • CPD suggestions Action planning
5	Overall feedback on Internal Quality Assurance: • Feedback on standardisation meetings • Feedback on learner appeals • Feedback on good practice and areas for improvement in relation to delivery and assessment practice from the IQA team.
6	Learner Performance data and admissions: • Feedback following the review of learner performance data-reasons for mitigating circumstances (extensions), withdrawal and non-completion.

	• Feedback on improving learning performance data including areas of development and good practice being carried out. -extension requests • Feedback on admission process, areas of improvement, development and strengths. Action planning
7	Leaver employment data • Feedback on Alumni Database Employability Reports, development and strengths. Action planning
8	Policies, process and procedures • Feedback on policies, process and procedure relating to the programme. Areas of strengths, development and improvement. Action planning
9	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 • Feedback on the college's VLE, improvement areas, development and strengths Action planning
10	Feedback and contribution to enhancement strategy for learner opportunities Action planning
11	External Quality Assurance Visit: • Feedback on external quality assurance visit Action planning
12	Any other business -Industry and regulatory updates, publications, newsletters, articles and other Action Planning
13	Risk Assessment and Action Plan
14	Summary of good practice and actions to be taken in relation to the above discussion points. Action Planning
15	Next meeting

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