

Quality Assurance and Enhancement at London Met

1. Academic Quality and Standards

- 1.1. London Metropolitan University (London Met) identifies that the quality assurance and enhancement of our courses is a key priority in ensuring a positive student experience in a thriving academic community. This includes assuring that the standards of qualifications are set at appropriate levels, and that confidence can be placed on the quality of the learning experience at London Met.
- 1.2. London Met aims to ensure high quality learning experiences and courses by:
 - Ensuring that all benchmarks of quality are met through uniform and timely quality assurance and enhancement policies and processes.
 - Reviewing the course and research portfolio regularly to meet changing student expectations and research needs or opportunities,
 - Celebrating the education and research emphasis of different schools and partner institutions, whilst ensuring common high standards of pedagogy, assessment, award, and publication,
 - Actively involving students as partners in our quality assurance processes at all levels.
- 1.3. London Met's quality assurance and enhancement policies, processes and procedures are designed to ensure that our courses offer students the best possible learning experience.
- 1.4. Quality assurance and enhancement processes and procedures have been designed to meet the Office for Students Regulatory Requirements, the core practices of the Quality Assurance Agency (QAA) Quality Code, and other external reference points such as Competition and Markets Authority guidance.

2. London Met's Approach to Quality Management

- 2.1. Overall responsibility and leadership for quality at London Met lies with the Vice Chancellor, with fulfilment of this responsibility being delegated to the Deputy Vice Chancellor, supported by other members of the Senior Leadership Team as appropriate.
- 2.2. The oversight, management and implementation of quality assurance and enhancement procedures at university level is monitored by Academic Board and the Board of Governors, with the Learning, Teaching and Quality Committee ensuring and reporting on the operation of quality processes and procedures.

- 2.3. At School level, the responsibility for quality assurance and enhancement lies with all staff with management and oversight being the responsibility of the School Learning, Teaching and Quality Committees. Academic Quality and Development and other Professional Service Departments support the implementation and management of quality processes.
- 2.4. London Met's quality processes and procedures are defined and embedded in the Academic Regulations, Quality Manual, and university structures.

3. Academic Quality and Development (AQD)

- 3.1. As part of Academic Registry, Academic Quality and Development (AQD) provides a range of quality assurance and enhancement services to the Academic Schools, Professional Service Departments, and Collaborative Academic Partners of London Met.
- 3.2. AQD works with London Met schools, departments, and partners to ensure and assist in the maintenance and enhancement of the quality of the University's educational provision, including provision at Collaborative Academic Partners. AQD does this by supporting, managing, and having oversight of London Met's quality assurance and enhancement policies and processes.
- 3.3. AQD is responsible for the administration and management of London Met's quality assurance and enhancement processes. The key responsibilities include:
 - Leading on and managing the development and implementation of London Met's quality assurance and enhancement strategies, policies, and procedures,
 - Supporting and advising schools through the Quality and Standards Officer function on the approval of new courses, and modification, re-validation and monitoring of existing courses,
 - Supporting and advising collaborative partners on the institutional and course approval, and re-validation/monitoring processes,
 - Management and administration of London Met's External Examiner policies and procedures,
 - Acting as Officers to London Met's central committees including Learning, Teaching and Quality Committee (LTQC) and Collaborative Partnership Committee (CPC),
 - Acting as Members for School level LTQ meetings and as Officers/ Members for validation and re-validation panels.
 - Acting as London Met's representative and key point of contact for external bodies, such as the OfS (Office for Students), QAA (Quality Assurance Agency) and PSRBs (Professional Statutory Regulatory Bodies).

4. Support for Quality

- 4.1. Support for quality processes in schools and at partners is provided by AQD, School Offices, and the Centre for Teaching Enhancement. This can be in the form of supporting course committees, logging course information or providing staff development support.

5. ESJF (Education for Social Justice Framework)

- 5.1. The Education for Social Justice is a framework launched in 2019 to re-affirm our position and commitment to social justice and social mobility. The ESJF was introduced to ensure our curricula and practice align with principles of equity, with who our students are, and the challenges facing London and its communities. The core values which make up the ESJF are:

- Inclusive assessment
- Inclusive leadership
- Identity, personalisation, and reflection
- Critical theory and pedagogy
- Relationships and psychosocial environments
- Accessibility

- 5.2. Aspects of each core value of the ESJF are included in our quality processes to ensure appropriate steps are taken to ensure the framework is considered during the design and review stages of our courses.