



**Quality, Learning & Teaching Committee (QLTC) 3**  
**Friday, 26 April 2019**

**Minutes – Public [Confirmed]**

**PRESENT:** Dr L Amrane-Cooper (UoLW), L Barker (King's College London), S Brenton (UoLW) [from 10.55am onwards], E Burchfield (Deputy Chair, RVC), M Flynn (City), Dr M Gillies (Goldsmiths), P McKellar (UoLW), Dr J Milner (LSHTM), J Morgan (**Chair**), A Pettigrew (External Member), Dr J Rothe (LSE), Dr S Sindi (Student Member), Dr F Steinberger (Birkbeck), R Sutton (UoLW), T Wade (UoLW), E Walters (SAS), Prof G Wisker (External Member), Prof H Xanthaki (UCL)

**IN ATTENDANCE:** A Dulson (Secretary, UoLW), E Voight (Assistant Secretary, UoLW)

**APOLOGIES:** Prof F Cunningham (RVC), Dr D Koufopoulos (UoLW), Dr J S Rofo (SOAS), K Schmelzer (Student Member), Dr S Wagner (Royal Holloway)

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**PART I: PRELIMINARY ITEMS**

**Welcome**

154. The Chair opened the third meeting of the QLTC by welcoming all members. The Chair highlighted the lengthy agenda for the meeting and thanked members for engaging with the papers assigned to them.

**Minutes**

**Received:**

155. **(QLTC 3/1)**, the minutes of the second meeting of the QLTC held on 25 January 2019.

**Resolved:**

156. ***That the minutes of the second meeting of the QLTC be approved as an accurate record of the meeting.***

**Matters Arising from the Minutes**

**Minutes 80-81 (QLTC 2): Terms of Reference**

**Noted:**

157. That the Chair had reviewed the Terms of Reference in relation to the comments made by members of the Academic Committee. The amended Terms of Reference were considered and approved by Academic Committee on 1 March 2019.

## Chair's Action

### Noted:

158. That no Chair's Action had been taken since the last meeting of QLTC.

## PART II: MATTERS FOR DISCUSSION

### Assessment Quality Panel

#### Received:

159. **(QLTC 3/2)**, the minutes for the meeting of the Assessment Quality Panel (AQP) held on 7th February 2019.

#### Resolved:

160. ***That the minutes of the meeting of the AQP be accepted.***

### Centre for Distance Education

#### Received:

161. **(QLTC 3/3)**, a report on current activities from the Head of the Centre for Distance Education (CDE).

#### Noted:

162. That the CDE would be setting a new strategic vision in the coming months and was seeking guidance and input from UoL colleagues.
163. That considerable work had taken place to raise the presence and profile of the CDE. The CDE section on the UoL website now captured much more research and evaluation activity. The CDE had also been promoting the UoL federation internationally and sharing expertise in relation to distance education by presenting at international conferences and working to support international engagement particularly in Nigeria, China and India.
164. The committee commented that the extensive and commendable work being carried out by the CDE internationally could be made more explicit in the new strategic vision.
165. That inclusive academic practice may feature as part of the next project portfolio.

#### Agreed:

166. ***That members of QLTC feed their thoughts on potential priorities into the strategic review.***
167. ***That the Head of the CDE report back on the project portfolio at the next meeting of QLTC.***

## Programme Approvals

### Status of the Academic Programme Approvals

#### Received:

168. **(QLTC 3/4)**, Status of Academic Programme Approvals.

#### Noted:

169. That the date for the programme approval event for the MSc in Healthcare in Humanitarian Crises had been set for 23<sup>rd</sup> May 2019.

### Divinity and Theology

#### Received:

170. **(QLTC 3/5)**, Programme Approval Report for the redevelopment of the Divinity and Theology programmes.

#### Noted:

171. That the committee felt it appropriate to consider the Programme Approval Report together with the Annual Programme Report (APR) for Divinity and related programmes **(QLTC 3/10)**.
172. Members noted that certain issues highlighted in the APR, such as low recruitment numbers, should be monitored closely as the redevelopment moved forward. It was further noted that both the programme approval panel and members of QLTC would benefit from considering issues raised at APRs in conjunction with any proposals for redevelopment.
173. It was felt that the Programme Team should have given more consideration to conditions and recommendations of the approval panel. In particular, the requirement to incorporate more female and global south authors should be revisited. It was felt that further resources should be added to the online library to facilitate meeting this requirement, if these were not already available.
174. That the online assessment for the programme was proposed on a formative basis only and such innovations would really enhance the programme if used as a method of summative assessment. Student engagement with formative assessment should be monitored.
175. The Academic Services Manager for the programmes assured the committee that consideration was being given to alignment of award titles in the second phase of the programme redevelopment. The committee felt that market research should be conducted in order to shed light on sector norms relating to the use of 'Divinity' or 'Theology' and its impact on future recruitment.

#### Agreed:

176. ***That a paper should be submitted to the July meeting of QLTC addressing the concerns of the committee regarding consideration of conditions and recommendations. This paper should include information on the redevelopment phases and how issues raised in APRs were taken into account.***

#### Resolved:

177. ***That the approval report for the redevelopment of the Bachelor of Divinity be accepted and the programme be recommended for approval to the University of London Worldwide Academic Committee.***

## **Global MBA Health pathway**

### **Received:**

178. **(QLTC 3/6)**, Programme Approval Report for Global MBA Health Pathway.

### **Noted:**

179. That the health modules, contrary to the information provided in the report, would not be available to students until January 2020, thus alleviating any concern about the development timeline.
180. That the pathway had been well thought through and hence formed a valuable route for health professionals. Members found that overall the programme team had responded well to the conditions and recommendations.
181. That the new Innovation and Quality Improvement (IQI) module seemed to assume some knowledge from the Accounting and Finance module and as such seemed to suggest that there might be a requirement for a more formal pre-requisite, which clashed with overarching programme regulations. The committee suggested that in the absence of a formal pre-requisite, background reading should be provided to IQI students that had not previously taken the Accounting and Finance module so as not to disadvantage them in any way.
182. It was further noted that the timeline for completion of the Quality Assurance Schedule had been moved up to 31 May 2019.

### **Resolved:**

183. ***That the approval report for the Global MBA Health Pathway be accepted and the programme be recommended for approval to the University of London Worldwide Academic Committee.***

## **Annual Programme Reports**

### **Status of the 2017-18 Annual Programme Reports**

#### **Received:**

184. **(QLTC 3/7)**, an update on the status and completion of the 2017-2018 (2018) of Annual Programme Reports.

#### **Noted:**

185. No concerns were raised by the committee.

## **International Foundation Programme**

### **Received:**

186. **(QLTC 3/8)**, the Annual Programme Report and action plan for the International Foundation Programme (IFP).

### **Noted:**

187. That the report was very positive and highlighted lots of improvements made across the programme.

188. The committee suggested that if Teaching Centres were asked to develop their own syllabi and teaching materials, UoLW could aim to facilitate collaboration between centres.
189. Members of the committee noted the quantitative and qualitative growth of the programme, as well as plans for further expansion.
190. One member noted that a consolidated paper on issues raised by External Examiners and the programme team's response to these would be very useful and could be put to the committee instead of reviewing the complete reports and responses.

**Resolved:**

191. ***That the APR be accepted.***

**EMFSS**

**Received:**

192. **(QLTC 3/9)**, the Annual Programme Report and action plan for the EMFSS suite of programmes

**Noted:**

193. A general decline in new registrations had been observed across all programmes within the portfolio. In particular, the student numbers across the Graduate Diplomas had shown a downward movement in the year under review.

*[Secretary's note: Minute 193 was amended following feedback from Academic Committee to represent the facts more accurately.]*

194. Members noted that a more fine-grained analysis of data would be necessary and helpful to identify issues within specific programme streams. The Director of Strategic Projects informed members that the new Head of Management Information and Business Intelligence had recently taken up their post, and that considerable work was being undertaken to make the data available across the organisation more meaningful and useful to stakeholders.
195. Some members questioned whether it would be useful to look at a longer timespan of data to determine trends. Furthermore, it was noted that information on how many new courses or modules were being introduced per year would be useful in relation to student performance statistics.

**Resolved:**

196. ***That the APR be accepted.***

**Divinity and Theology**

**Received:**

197. **(QLTC 3/10)**, the Annual Programme Report and action plan for the Divinity and Theology programmes

**Noted:**

198. That no further consideration of the report was required given the discussion above.

**Resolved:**

199. ***That the APR be accepted.***

**Business Administration**

**Received:**

200. **(QLTC 3/11)**, the Annual Programme Report and action plan for the BSc Business Administration.

**Noted:**

201. That although the External Examiner reports and the Programme Director's commentary were very positive the results of the Student Experience Survey (SES) highlighted a significant lack of student satisfaction. However, the response rate to the SES for this programme was only 26% and the survey was conducted over 18 months ago, prior to the current redevelopment.
202. The committee recognised that many issues had probably be dealt with as part of the redevelopment.
203. That the actions do however raise some wider UoLW issues, in particular relating to Management Information and reporting of accurate data.

**Agreed:**

204. ***That the new Head of MI be invited to present a paper to a later meeting of QLTC as to how UoLW data and reporting issues will be taken forward and how any changes will affect Member Institutions.***
205. ***That the programme team be invited to provide updates on how the action plan has been taken forward.***

**Resolved:**

206. ***That the APR be accepted.***

**Global MBA**

**Received:**

207. **(QLTC 3/12)**, the Annual Programme Report and action plan for the Global MBA.

**Noted:**

208. That the programme team, and particularly the Programme Director, exhibited a very positive attitude and an active management approach, which should be commended.
209. Members further commended the programme on the good start this new programme had made and that the offer to applications ratio had improved.
210. It was further noted that steps had been taken to address the gender balance issues in the student demographics.

**Resolved:**

211. ***That the APR be accepted.***

## OPHRM

### Received:

212. **(QLTC 3/13)**, the Annual Programme Report and action plan for the MSc in Organisational Psychology and the MSc in Human Resource Management.

### Noted:

213. That there was a particularly low conversion rate as well as a reduced pass rate in comparison to previous years for these programmes.
214. That although the report mentioned a proposal to introduce coursework into the assessment for this programme, no further update had been provided as to how this had been taken forward.
215. The Director of Student and Academic Services noted that three points of assessment in a year provided for high overheads and there seemed to be little evidence that the increase in assessment points had led to greater pass or completion rates. It was suggested that some of the negative statistics might be attributed to the demands of this model.
216. It was further noted that active expectation management was necessary with regards to expected response times from the SAC in comparison to response times from the programme team.

### Resolved:

217. ***That the APR be accepted.***

## Educational and Social Research

### Received:

218. **(QLTC 3/14)**, the Annual Programme Report and action plan for the MRes in Educational and Social Research.

### Noted:

219. That this was a closing programme and the pedagogy had been revised accordingly in order to adapt to the lower student numbers.
220. That the programme could be identified as an example of good practice in running out a programme and ensuring adequate support and engagement with remaining students.
221. That the programme had scored over 80% on the student satisfaction question in the Student Experience Survey as well as scoring above the UoLW postgraduate average on 25 out of 28 questions.

### Resolved:

222. ***That the APR be accepted.***

## Refugee Protection and Forced Migration Studies

### Received:

223. **(QLTC 3/15)**, the Annual Programme Report and action plan for the MA in Refugee Protection and Forced Migration Studies.

### Noted:

224. That the External Examiner reports particularly commended the programme and quality of feedback provided to students on all formative and summative assessments including exams.
225. That a very high number of distinctions had been awarded on this programme.
226. Some concerns regarding accessibility on the VLE were raised.
227. It was also noted that the marking criteria were to be clarified following feedback in the SES.

### Resolved:

228. ***That the APR be accepted.***

## Human Rights

### Received:

229. **(QLTC 3/16)**, the Annual Programme Report and action plan for the MA in Human Rights

### Noted:

230. That given the programme remained in its infancy the action plan was adequate and appropriate.
231. Members noted again that data provided as part of the APR was not as meaningful as could be expected, but that this would be addressed across the portfolio of UoL Worldwide programmes.

### Resolved:

232. ***That the APR be accepted.***

## Periodic Programme Reviews

### Status of Periodic Programme Reviews

### Received:

233. Status of Periodic Programme Reviews **(QLTC 3/17)**

### Noted:

234. No concerns were raised by the committee.



## Status of SOAS Periodic Programme Reviews

### Received:

235. Status of SOAS Periodic Programme Reviews (**QLTC 3/18**)

### Noted:

236. That the Chair wanted to keep the committee informed of the efforts which were underway in order to get back on track with the PPRs for the programmes offered through the Centre for Financial and Management Studies and the Centre for Development, Environment and Policy.
237. That high level discussions were taking place between UoLW SLT and SOAS colleagues.

### Agreed:

238. ***That the committee endorsed the plan set out in the paper and encouraged the Chair of QLTC to stress the importance quality assurance processes and to take action as necessary to ensure compliance with the requirements laid out in the paper.***

## Undergraduate Laws

### Received:

239. (**QLTC 3/19**), the report from the 2018 PPR for the undergraduate Laws programmes.

### Noted:

240. That there seemed to be some differences between independent students and those based at Teaching Centres and that further data should be provided to the programme team so that it can be ensured that independent learners were adequately supported.
241. That the programme had retained around 17,000 students over previous years with only three core academics which was very impressive and should be celebrated.
242. Members supported the view of the PPR panel that reflective time and space for the programme team was needed in order to step back and consider both what had happened and what innovations would be taken forward.
243. Members further noted the positive interactions with regards to sharing best practice between the UG Laws and PG Laws programmes.

### Resolved:

244. ***That the report be accepted.***

## Global Health Policy

### Received:

245. (**QLTC 3/20**), the report from the 2017 PPR for the MSc in Global Health Policy under academic direction from LSHTM.

### Noted:

246. That a significant period of time had lapsed since the PPR in 2017 and that the committee had not been informed of any further updates on actions at this point. It was noted that there was a lack of a distinct action plan that adequately addressed the recommendations.

247. In particular, that no further information or updates were provided on the curriculum planning activity which was conducted two years ago.
248. It was highlighted by the programme team that there was currently no institutional level policy to allow for review of currency of learning materials. However, this was in direct conflict with the Public Health report (**QLTC 3/21**), a programme also under academic direction from LSHTM.
249. It was noted in the report that LSHTM were piloting a new approach to study materials but no reference to this was made in the action plan.

**Agreed:**

250. ***That, in order for the report to be accepted, the LSHTM Programme Team provide a paper to the July 2019 meeting of QLTC with further details on how the PPR recommendations are being taken forward within the Global Health Policy programme.***

**Public Health**

**Received:**

251. (**QLTC 3/21**), the report from the 2017 PPR for the MSc in Public Health under academic direction from LSHTM.

**Noted:**

252. That an issue with resources was adequately addressed in the action plan.

**Resolved:**

253. ***That the report be accepted.***

**Veterinary Epidemiology and Public Health and Livestock Health and Production**

**Received:**

254. (**QLTC 3/22**), the report from the 2018 PPR for the MSc in Veterinary Epidemiology and Public Health and Livestock Health and Production under academic direction from the Royal Veterinary College (RVC).

**Noted:**

255. That there was strong evidence of good practice in formative assessments and live webinars.
256. That the report noted that UoLW QA processes were not well integrated into RVC processes and where recommendations had been made in previous PPRs, these had not been followed up adequately by the college.
257. Furthermore, it was noted in the report that there seemed to be no formal recognition of or allocation to teaching time for staff involve in the programme.
258. It was noted that there were useful discussions about pedagogy and the need for updates to modules, however, as no response had yet been provided by the programme team, it was unclear how this would be addressed. Members of the committee felt that overall there was not sufficient information available to approve the report.

**Agreed:**

259. ***That the Veterinary Epidemiology and Public Health and Livestock Health and Production PPR should be re-submitted to the July meeting of QLTC including the programme team's response outlining how the recommendations of the review panel would be addressed.***

**Information Security**

**Received:**

260. **(QLTC 3/23)**, the report from the 2018 PPR for the MSc Information Security under academic direction from Royal Holloway, University of London.

**Noted:**

261. That the format of the report made it hard to distinguish between the distance and on campus programmes, although the parts of the report relating to the UoLW provision were highlighted. The UoLW programmes were considered amongst a cluster of programmes and the comments did not seem very full in relation to the distance learning courses alone. It was suggested that it would have been easier to read if the part of the report relating to distance learning had been separated at least for reporting purposes at UoLW or alternatively, an upfront summary could have been provided. QLTC suggested that examples of good practice could perhaps be provided to the Programme Team.
262. That the response provided by the Programme Director did not address some of the issues raised in the report particularly around regulations, student voice and level 6 and 7 learning outcomes.
263. Particularly relating to the point about regulations; it is implied that these are not always being applied correctly. QLTC regarded this as an urgent and live issue.

**Agreed:**

264. ***That further details should be provided by the Programme Team at Royal Holloway, particularly addressing the concerns raised by the committee and submitted to the July meeting of QLTC.***

**Royal Holloway, University of London, School of Management**

**Received:**

265. **(QLTC 3/23)**, the report from the 2018 PDR for the RHUL School of Management.

**Noted:**

266. That the action plan adequately addressed the recommendations as they were set out, however, not many seem to relate particularly to the distance and flexible learning provision.
267. That as above, the format of the report made it hard to distinguish between the distance learning and on campus programmes.
268. Members noted that they had expected to see evidence of discussion of more recent issues regarding the BSc Business Administration that were raised in the APR. The Secretary of QLTC, who had attended the review meeting, informed members that the main focus of discussions for the BSc in Business Administration had been the redevelopment of the programme, which would launch later this year.

269. Members suggested that there was a lack of audit trail to show that these programmes had been adequately reviewed and on this basis, the redeveloped BSc in Business Administration might need an early first PPR, also to ascertain that the redevelopment was yielding the expected improvements.

**Agreed:**

270. ***That where Member Institutions conduct periodic programme reviews of UoLW programmes alongside their on-campus provision, they should be encouraged to provide a summary of the meaningful data and relevant action points for reporting purposes.***
271. ***That further detail should be provided by the Programme Teams at Royal Holloway, particularly addressing the concerns raised by the committee about the School of Management PDR and submitted to the July meeting of QLTC.***
272. ***That a response be provided to Royal Holloway with regards to the action on advice to students on the closing MBA/MSc programmes.***

**Any Other Business**

273. The Chair encouraged the committee, given the extensive agenda, to consider any common threads from discussions had throughout the meeting.

**Reporting of APRs**

**Noted:**

274. That many of the APRs were written long before they were reported at QLTC and progress might have already been made on many of the action points.
275. That the APRs were often quite lengthy, particularly in terms of the appended items. These papers had already been discussed in detail at the APPR meeting and could make further consideration by QLTC quite an onerous task.
276. Given the rising number of programmes offered through UoLW, it was questioned whether it was an efficient use of time and resource in considering these for a second time or whether the APRs could be more efficiently reported.

**Agreed:**

277. ***That Academic Service Managers provide updates on the APR action plan where appropriate at the point at which they are reported to QLTC. It should also be made more explicit where actions had been carried over from previous years.***
278. ***That the Academic Services Management team consider the APR reporting format and discuss with the Secretary of QLTC as to how they can more efficiently be presented going forward.***

**Further Noted:**

279. That some papers would be more efficiently considered if they were scheduled for discussion consecutively on the agenda and assigned the same readers, particularly where an APR and PPR for a programme were reported to the same meeting of QLTC.

**Agreed:**

280. ***That the Secretary and Assistant Secretary to QLTC review the agenda for the July meeting of QLTC and ensure that papers relating to particular programmes are considered together, where appropriate.***

**Dates of Next Meetings**

281. The dates for the meetings of the QLTC for the 2018-19 academic year:

Friday, 12 July 2019

282. The provisional dates for the meetings of the QLTC for the 2019-20 academic year:

Friday, 27 September 2019

Friday, 24 January 2020

Friday, 24 April 2020

Friday, 10 July 2020