

IBCM Policy Statement on the enhancement of student learning opportunities

1.0 OVERVIEW

International Business College Manchester is committed to quality provision throughout its operations and seeks to provide an environment where all students are welcomed, supported and encouraged to reach their full potential, both academically and personally.

College policies including the Teaching and Learning Policy and the Assessment and Verification Policy outline the quality standards which can be expected in all aspects of teaching & learning and assessment within the programmes offered. A range of policies and procedures also exist which outline specific support available for students, in relation to both academic and personal issues. Students can be confident that every aspect of their student experience is subject to robust monitoring and evaluation, with a focus on continuous improvement. As part of the monitoring and evaluation process, the views and contributions of students are sought and taken into account, using a variety of methods and at module and programme level as detailed in (3) below. Feedback from external bodies is regularly obtained and used to inform future direction.

Quality assurance and enhancement relate to what is done within the day to day college life ie good teaching and improvements to help students. Quality assurance and enhancement help the college know what is happening and where it needs to provide support to help staff make improvements or introduce innovations. It also helps the college show externally that what we do meets national and international expectations. The College maps its policies against the requirements of the QAA Quality code to ensure that the required standards are maintained throughout all College activities.

2.0 IBCM Practices and procedures to enhance the student learning experience

- Comprehensive induction ensuring knowledge and awareness of all polies/procedures and the provision of an Individual Learning Plan to ensure tailored and specific support
- Small class sizes enabling close contact and 1 to 1 support with students
- Regular tutorials and Learner reviews

- Regular staff meetings to discuss and review all aspects of programme delivery
- A programme of observation, support and CPD for all staff
- Standardisation activities to ensure quality in all assessment practice
- The use of appropriate and relevant external reference points including the QAA and relevant awarding bodies
- An “open door” policy from management and staff enabling student concerns to be discussed at the earliest opportunity, confidentially if required
- A full range of policies and procedures outlining quality standards which must be maintained and a range of support mechanisms available for students
- Course approval process which ensures that all new programmes are subject to a full validation process.

3. Student involvement

The QAA Quality Code Chapter B5 Student Engagement:

“Higher duration providers take deliberate steps to engage all students, individually and collectively, as partners in the assurance and enhancement of their educational experience”.

IBCM seeks to increase the involvement of students in quality assurance and enhancement processes. Approaches to this include:

- Comprehensive student induction to ensure students have opportunity to discuss their aims and goals and advise the college of any specific requirement at the beginning of their programme
- One to one support as needed, with regular reviews and tutorials enabling students to share any concerns about their programme/work with their programme leader
- The “open door” approach as outlined in (2) above, also gives students the opportunity on an ongoing basis to discuss any concerns or issues with a member of management/staff.
- A social calendar with a full range of different activities is provided for all students from both IBCM and Berlitz to participate in.
- Student forums will be put together whenever student numbers permit and a student representative elected
- Focus groups may be put together for specific projects and issues
- Student surveys provided for all students

4.0 External contribution to the enhancement of the student learning experience

The College seeks and welcomes external participation and contributions in their quality assurance and enhancement activities.

- Standards verification visits and academic management reviews take place on a regular basis and all feedback is cascaded through regular staff meetings
- Membership of relevant professional bodies enables teaching staff to keep knowledge current and relevant for delivery to students
- Opportunities for external evaluation, for example by the QAA, are viewed as positive opportunities for dialogue and interaction. All Audits and inspections enable the college to receive feedback and recommendations for improvements to its services