

Production schedule

Provider: **International Business College Manchester Limited**

Date(s) of visit: **24/10/2017**

Coordinator: **Brenda Hodgkinson**

Review Support Officer: **Sarah James**

Week(s) after visit	Draft	Due date	Actual date	Progress of the report	Responsibility	Comments
0		24/10/17	24/10/17	<ul style="list-style-type: none"> On-site visit to the provider 	Coordinator/ Reviewer	
1	1	31/10/17	31/10/17	<ul style="list-style-type: none"> Coordinator and Reviewer creates Draft 1 of the report using report template from method site Coordinator alerts RSO that report is ready for editing Updates production schedule 	Coordinator/ Reviewer	
2	2	2/11/17	2/11/17	<ul style="list-style-type: none"> RSO edits report and informs the outcome to a moderation meeting. 	RSO	
	2	7/11/17	6/11/17	<ul style="list-style-type: none"> RSO informs Coordinator of moderation outcome. 		
3	3	9/11/17	8/11/17	<ul style="list-style-type: none"> Coordinator finalises draft 3 and emails it to provider and awarding body/ies and/or awarding organisations for checking 	Coordinator	
4	3	21/11/17		<ul style="list-style-type: none"> Provider returns comments on factual accuracy, incorporating any comments from awarding partner(s), to the Coordinator 	Provider	
5	4	28/11/17		<ul style="list-style-type: none"> Coordinator and Reviewer consider comments from the provider and produces Draft 4. Alerts Marketing & Production (MAP) by emailing reports@qaa.ac.uk 	Coordinator/ Reviewer	
6	Final	5/12/17		<ul style="list-style-type: none"> MAP undertakes proofread MAP publishes report on QAA website 	MAP	



Educational Oversight: report of the monitoring visit of International Business College Manchester, October 2017

1 Outcome of the monitoring visit

1 From the evidence provided in the annual return and at the monitoring visit, the review team concludes that the International Business College Manchester (the College) is making progress but improvement is required with implementing the action plan from the October 2016 Higher Education Review (Alternative Providers) HER(AP)).

2 Changes since the last QAA review/monitoring visit

2 There are currently no students registered on any of the College's higher education (HE) programmes. The College reported on the day of the monitoring visit that there is one student who has recently registered on the SQA HNC Petroleum Engineering for a January 2018 start. For the academic year 2016 – 17 one student completed the SQA HNC Petroleum Engineering and one student completed the HND Petroleum Engineering but is awaiting certification **[AMF]**

3 The College is approved to deliver 7 other Pearson HE programmes however recruitment to these programmes has been halted whilst the College reassesses its future recruitment strategy. **[M1]** Senior management report that the College has received some enquiries for January 2018 starts. A Business Development Manager has been contracted to focus on admissions and to improve student numbers. The Principal is pursuing other curriculum development opportunities. **[M1]**

3 Findings from the monitoring visit

4 The College has made progress but improvement is required. The good practice identified at the HER(AP) relating to feedback to students is being maintained. SQA reports for academic year 2016/17 identify that feedback is timely and adequate. **[paragraph 5]** The College has reviewed its policies and made them available to all stakeholders via its website and in the Student Handbook. **[paragraphs 6 & 7]** Whilst it has not been possible in the last academic year to carry out any reflection or evaluation of teaching and learning practice, there are procedures in place to effect this in the future. **[paragraph 8]** An improvement and development plan has been compiled but no systematic review of programmes has been undertaken **[paragraph 9]** Again no strategic approach has been possible in the past academic year to enhance student opportunities but the College has demonstrated a willingness to be responsive to student needs in the choice of units for delivery. **[paragraph 10]**

5 The HER(AP) identified as good practice the provision of prompt and helpful feedback on assessment outcomes supporting student progress and achievement. Unfortunately there are no students currently registered at the College from whom the monitoring team could ascertain confirmation of this continuing. However the SQA reports are clearly confident in the quality and timeliness of this provision. **[10]**

6 The first recommendation from the HER(AP) required the College to ensure that clear and comprehensive complaints and appeals policies and procedures are accessible for

prospective and current students. The College has made some progress on this recommendation and staff have considered the policies at a Staff CPD day. **[32]** They have discussed the policies against the Quality Code. Staff noted that the Appeals Policy applied only to assessment therefore a new Admissions Appeals Policy has been produced and published. **[M1; Website]**

7 In addition the College were asked to review and update College policies and the Student Handbook to ensure they are fit for purpose. As noted at paragraph 6, further consideration has been given to the policies by staff. The policies are appropriately referenced in the Student Handbook and are set out in full on the web site. **[6; screen shot 24.10.17]**

8 The HER (AP) recommended the College articulate a strategic approach to learning and teaching practice, informed by robust reflection and evaluation. A Learning and Teaching Strategy has been developed and published. **[13 L&T Strat]** Lesson plans are held centrally and used by staff to review and evaluate their delivery as an aid to development **[M1; 26; 36]** The College has implemented a structured staff appraisal process. Records of teaching observations are kept centrally and staff are asked to review their own CPD record to maintain currency. Although these actions have allowed a limited review of teaching and learning due to the fact that only 2 students have been taught in the academic year 2016/17 and there are no programmes running at the time of the visit there has been no comprehensive reflection and evaluation of teaching and learning on a College-wide basis **[1;12; 39 ; M1]**

9 The College has not implemented a systematic internal review process for the review of its programmes. The Principal has compiled a College-wide improvement and development plan **[7]**. Programme review is undertaken at staff meetings; this is not analytical but qualitative based on individual staff views regarding student progress **[staff meetings]**. Action planning is clearly recorded at staff meetings and monitored at subsequent meetings **[all meeting minutes; 7]** In the future if and when programmes are being delivered a scheduled and structured process will have to be developed.

10 The fifth recommendation from the HER(AP) asked the College to clearly articulate its strategic approach to the enhancement of student learning opportunities. No evaluation of the College's approach to the enhancement of student learning opportunities has taken place. The College's learner review form provides an opportunity for a student to comment individually on their experience. There are no results, for example of student questionnaires, on which to make a proper evaluation or programme internal review and so the College is not able currently to assess areas where student learning opportunities can be enhanced. **[23-25]**

11 The College has amended programme design to reflect the needs of individual students; however, this has resulted in the accidental inclusion in the HND Petroleum Engineering of some units that had not been approved by SQA. The College is awaiting final approval but is confident that this will be forthcoming. **[M1; 30; 14]** Students on petroleum engineering programmes are encouraged to join the Society of Petroleum Engineers as this gives them access to resources and initiatives within the industry. **[M1]**

12 As noted in section 1 of this report, the College has experienced difficulties with admissions.

13 Because of student numbers there are no statistics available to evaluate. For the academic year 2016 – 17 one student completed the SQA HNC Petroleum Engineering and one student completed the HND Petroleum Engineering but is currently awaiting certification. **AMF]**

4 Progress in working with the external reference points to meet UK expectations for higher education

14 Staff have engaged on a number of occasions with SQA for approval of the delivery of further HND Petroleum Engineering units. [10] The College's petroleum engineering staff meet regularly to discuss recommendations from SQA and are responsive to these. Units for delivery are reviewed on an on going basis by the College internally. [27-31] As noted at paragraph 10, staff also ensure students are aware of industry developments through engagement with professional societies.[M1]

15 A comprehensive exercise to familiarise staff with the Quality Code was undertaken at the CPD staff day. [3] A mapping exercise demonstrated how the College policies and procedures align with the Code. [32]

5 Background to the monitoring visit

16 The monitoring visit serves as a short check on the provider's continuing management of academic standards and quality of provision. It focuses on progress since the previous review. In addition, it provides an opportunity for QAA to advise the provider of any matters that have the potential to be of particular interest in the next monitoring visit or review.

17 The monitoring visit was carried out by Sue Miller, Reviewer, and Brenda Hodgkinson, Coordinator, on 24 October 2017.

6 List of evidence

(This will be deleted before publication)

- 1 Flow chart for reviewing learning and teaching practice
- 2 Flowchart for programme review
- 3 Minutes of CPD/meeting and programme review
- 4 Induction checklist
- 5 Admissions appeals policy
- 6 Student handbook
- 7 Development and Improvement Plan
- 8 Induction process flowchart
- 9 Learner Progress Review form
- 10 SQA reports
- 11 HND Petroleum team Meeting 12 Oct 2016
- 12 Learning and Teaching Strategy
- 13 IBCM meeting 15 June 2016
- 14 IBCM meeting 5 Oct 2017
- 15 IBCM meeting 16 March 2017
- 16 IBCM meeting 19 January 2017
- 17 IBCM meeting 3 Nov 2016
- 18 IBCM meeting 8 Dec 2016
- 19 IBCM meeting and CPD activity 18 August 2017-10-24
- 20 IBCM Recognition of Prior Learning Policy
- 21 IBCM Staff Handbook
- 22 Guy progress update July 2017
- 23 Mohammed progress update July 2017
- 24 Omar progress update July 2017
- 25 Learner progress review example

- 26 Lesson 1 – Working with & leading people April 2016
- 27 Minutes of petroleum Meeting 28 Feb 2017
- 28 Minutes of petroleum Meeting 2 Feb 2017
- 29 Minutes of petroleum Meeting 3 Nov 2017
- 30 Minutes of petroleum Meeting and standardisation 10 May 2017
- 31 Minutes of petroleum Meeting 26 Jan 2017
- 32 Quality Code activity for CPD training day August 2017
- 33 Staff Meeting and CPD day August 2017
- 34 Staff Meeting and standardisation for HND 2 Feb 2017
- 35 Standardisation activity Nov 2016
- 36 Topic List Process Safety Engineering
- 37 Additional staff meeting for HND Petroleum 2 Feb 2017
- 38 Lesson Plan Quality Management
- 39 Staff Appraisal information x 3

M1 : Meeting 1 – with senior staff 24 Oct 2017
Screen shot of web site policies page 22 Oct 17

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