Quality Assurancae Policy

Introduction

Kingsmere College London is committed to maintaining high standards of academic quality, integrity, and student experience across all of its provision. This Quality Assurance sets out the College's approach to assuring and enhancing the quality of its academic programmes, with particular regard to the requirements of distance learning delivery.

The purpose of this policy is to describe clearly how academic standards are established, maintained, monitored, and reviewed, and how continuous improvement is embedded within the College's academic operations. It demonstrates that quality assurance at the College is systematic, evidence-based, and integrated into everyday academic practice rather than treated as a purely administrative or compliance-driven activity.

This policy should be read in conjunction with the College's Academic and other associated institutional policies. Together, these documents form a coherent framework governing academic provision, decision-making, and accountability.

Scope and Application

The Quality Assurance framework applies to all academic provision delivered by the College, including programmes delivered fully through distance learning. It covers all stages of the academic lifecycle, from programme design and student recruitment through to assessment, progression, completion, and award.
The framework applies to:
- All academic programmes and modules
- All academic, quality assurance, and administrative staff
- All enrolled students
- All academic and quality-related processes
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The College recognises that distance learning presents specific quality considerations, particularly in relation to learner engagement, assessment integrity, and consistency of delivery. These considerations are embedded throughout the quality assurance processes described in this policy.

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Quality Assurance Aims and Principles

The overarching aim of the College's quality assurance framework is to ensure that academic standards are appropriate to the level of study and that students are supported to achieve their academic potential in a fair, transparent, and academically rigorous environment.

The College's approach is underpinned by the following principles:
- Academic standards are clearly defined, consistently applied, and regularly reviewed
- Assessment is fair, transparent, and aligned with learning outcomes
- Teaching and learning are student-centred and appropriate for distance delivery
- Students are active partners in quality assurance and enhancement
- Continuous improvement is informed by evidence and evaluation

These principles guide all academic decision-making and quality-related activity.

Governance and Management of Quality Assurance

Academic quality and standards are overseen through a clearly defined governance and management structure that ensures accountability and effective oversight.
Senior academic leadership holds overall responsibility for academic quality and standards. This includes approval of academic policies, oversight of programme quality, and ensuring that the College meets external expectations and requirements.

Operational responsibility for quality assurance is delegated to designated quality leadership roles. These roles are responsible for:
- Coordinating quality assurance processes and cycles
- Monitoring academic standards and performance indicators
- Ensuring policies are implemented consistently
- Reporting on quality and standards to senior leadership

Programme Leaders are responsible for the academic integrity and coherence of individual programmes.Their responsibilities include oversight of curriculum delivery, assessment practices, student experience, and programme-level monitoring and review.
Teaching staff are responsible for delivering learning and assessment in line with College policies and for engaging actively with quality assurance processes, including moderation, feedback, and review activities. Academic administration supports quality assurance through accurate record-keeping, assessment processing, and data management.

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Programme Design, Approval, and Review

All academic programmes are subject to a formal design and approval process prior to delivery. This process ensures that programmes are academically coherent, appropriately resourced, and aligned with institutional objectives.

Programme approval considers, among other factors:
- The clarity and appropriateness of intended learning outcomes
- The structure and academic depth of the curriculum
- The alignment of assessment methods with learning outcomes
- The suitability of delivery methods for distance learning
- The availability of appropriately qualified staff and learning resources

Once approved, programmes are subject to ongoing monitoring to ensure that academic standards are maintained and delivery remains effective. Ongoing monitoring draws on a range of evidence, including student engagement data, progression and achievement outcomes, assessment results, and feedback from students and staff.

In addition, programmes undergo periodic review at defined intervals. Periodic review provides an opportunity for a more holistic evaluation of programme quality, relevance, and effectiveness. The outcomes of programme reviews are documented formally, and action plans are developed to address any identified issues or opportunities for enhancement. Progress against action plans is monitored and reviewed to ensure that improvements are implemented and sustained.

Teaching, Learning, and Distance Learning Delivery

The College's Teaching and Learning Strategy underpins the assurance of teaching quality and recognises the distinct pedagogical requirements of distance learning. Teaching approaches are designed to support independent learning, critical engagement, and academic depth, while ensuring that students are appropriately supported throughout their studies.

Quality assurance of teaching includes:
- Clear expectations for teaching delivery, communication, and availability
- Structured review and updating of learning materials and online content
- Monitoring of student engagement and participation
- Evaluation of teaching effectiveness through feedback and reflective practice

Staff delivering distance learning are supported through induction, training, and ongoing professional development to ensure consistency and effectiveness of delivery across programmes.

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Assessment Quality, Integrity, and Standards

Assessment practices are governed by the College's Assessment Policy and Academic Regulations and are designed to ensure fairness, transparency, and academic rigour.

Assessment quality is assured through a range of processes, including:
- Alignment of assessment tasks with intended learning outcomes
- Use of clear assessment briefs and marking criteria
- Internal moderation and review of assessment decisions
- Provision of timely, constructive feedback to support learning

The College places strong emphasis on academic integrity. Students receive guidance on good academic practice and referencing, and clear procedures are in place for the identification and investigation of suspected academic misconduct. All cases are handled in a fair, consistent, and transparent manner, with outcomes recorded and reviewed to support ongoing integrity and improvement.

Student Engagement and the Student Voice

Student engagement is central to the College's approach to quality assurance and enhancement. The College actively seeks and values student feedback on all aspects of the learning experience.

Student feedback is gathered through:
- Module and programme evaluations
- Student surveys
- Student Representatives having a ongoing dialogues with tutors and Programme Leaders

Feedback is reviewed systematically at programme and institutional level. Where issues are identified, actions are agreed, implemented, and monitored. Students are informed of outcomes and improvements, ensuring that the student voice has a meaningful and visible impact on quality enhancement.

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Learning Resources and Student Support

Kingsmere College London is committed to ensuring that students have access to appropriate learning resources and support services to enable academic success in a distance learning environment.

Support arrangements include academic guidance, study skills development, and pastoral support. The effectiveness of learning resources and support services is monitored through usage data, feedback, and review processes. Enhancements are implemented where necessary to maintain quality, accessibility, and relevance.

Staff Recruitment, Induction, and Development

The quality of academic provision is underpinned by the expertise and professionalism of staff. The College ensures that academic staff are appropriately qualified and experienced for the level of provision delivered.

Quality assurance in relation to staff includes:
- Structured recruitment and selection processes
- Comprehensive induction covering academic policies and quality procedures
- Ongoing professional development related to teaching, assessment, and quality assurance
- Regular review of teaching and assessment practice

Staff are encouraged to engage in reflective practice and to contribute to enhancement activities across the College.

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Continuous Improvement and Enhancement

Quality assurance at Kingsmere College London operates as a continuous cycle of evaluation, reflection, and enhancement. Evidence from programme monitoring, assessment outcomes, student feedback, and staff review is used to identify strengths and areas for improvement.

Enhancement actions are documented through formal action plans, monitored for effectiveness, and reviewed to ensure that improvements are embedded and sustained over time. This approach supports a culture of continuous improvement and academic excellence.

Monitoring, Review, and Evaluation of the Quality Framework

The Quality Assurance framework itself is subject to regular monitoring and review to ensure that it remains effective, current, and aligned with institutional priorities and external expectations. Formal review of this handbook takes place at least annually, or more frequently where required by strategic or regulatory change.

Document Control and Approval

This Quality Assurance Handbook is approved through the College's academic governance processes and is made available to all staff and students.