Accreditation Service for International Colleges

Final Report

College: West London College of Business and Management Sciences
                      Khosla House
                      Park Lane
                      Cranford
                      Hounslow
                      TW5 9WA

and at

                       Vista Business Centre
                       50 Salisbury Road
                       Hounslow, Middlesex
                       TW4 6JQ

Principal: Dr M J Iqbal

Date of inspection: Re-accreditation visit: 11 December 2013

ASIC Inspector: Reporting Inspector: Dr Lawrence Watson

Accreditation decision: Accredited for 4 years
Date of decision: 21 January 2014

1 Introduction

1.1 Historical background and links with other colleges

The College was founded on 29 September 2005 as a company limited by shares (Companies House 5577864). The College has been BIS-designated for the delivery of funded programmes to UK and EU students, and is subject to normal approval from QAA for this purpose, but no longer persists as a Tier 4 Highly Trusted Sponsor. It has just retaken premises (inspected by ASIC on an earlier occasion) at its previous location in Vista Centre to add to those at Khosla House, It has no overseas campuses, but is planning an operation in Dubai for late 2014. This report principally refers to Khosla House, but re-equipping the Vista Centre premises was clearly being carried out appropriately at the time of the inspection and these will not require re-inspection. The College has an Executive Committee which oversees quality assurance standards and the fulfilment of its mission. This incorporates an external advisory function headed by Professor J Mason.

1.2 Location

The College is a short walk from several bus routes connecting with Hounslow West underground station. The College is located in a modern three-storey office and training building of which it has exclusive use. There are many cafes nearby. (Vista Centre has its own shared full catering and recreational facilities).

1.3 Academic provision

The College's current delivery consists of BTEC Edexcel programmes from Level 4 to Level 7, and Chartered Institute of Legal Executives (CILEX) courses at Levels 3 and 6. It is registered by Trinity as an ESOL provider.

1.4 Current student numbers (all students are full-time)

Full-time international students requiring a visa	0
Full-time international students not requiring a visa	0
Full-time/ Part-time UK/EU students	651/28

Predominant countries of origin

By far the largest group is from the UK.

1.5 Personnel
Owners (all UK nationals)

Dr M J Iqbal
Dr M A Natt
Mr A M Khan

Principal

Dr M J Iqbal

Management *(names and job titles)*

Dr M Natt, Director of Studies
Mr A M Khan, Registrar
Dr N Ramjohn, Programme Manager
Mr Philip Lewis, Quality Assurance Manager
Miss A Javed, Administration Manager
Mr R Raza, Admission Manager

Current staff numbers

Teaching staff: under 10 hours	0
Teaching staff: 10-20 hours	9
Teaching staff: 20 hours and over	10
Management staff: FT	6
Management staff: PT	1
Support staff (administrative/technical): FT	1
Support staff (administrative/technical): PT	3

1.6 Meetings held at Stage 2 and Stage 3

The main meetings during the Stage 2, Stage 3, and re-accreditation inspections were held with the Principal and managers. During the re-accreditation inspection, there were meetings with groups of teaching and administrative staff, and with students.

1.7 Statutory requirements met   Yes x   No

1.8 Significant features/changes since original Accreditation

The College has realigned its business plan to focus on UK-funded courses.

2 Areas of Assessment

A Premises and Health and Safety

Area A documentation
Floor plan of each site being inspected, showing classrooms and other teaching facilities, offices, toilets, student study areas, refreshment areas, residential areas, emergency exits: Yes x   No

List of teaching rooms showing capacities and any specific teaching resources: Yes x   No

A.1
A.1.1   Lease agreement or evidence of ownership (originals)   Yes x   No
A.1.2   Confirmation from the local authority that the college has permission to use the premises for educational purposes (D1 planning approval or equivalent)   Yes x   No

Comments:
There is a new five-year renewable lease commenced on 1 December 2013from Khosla Enterprises Ltd. D1 planning approval was granted on 14 October 2011 by the London Borough of Hounslow. (There is a new renewable two-year lease with Mr Virani Zul for the Vista Centre premises which also have D1 consent).

A.2

Comments:
There are several fully operational fire exits and very effective emergency signage. External signage is clear. Internal general signage is of good quality throughout. Course affiliations and logos are on display.

A.3*

> Comments:
>
> The College occupies the ground floor and first floor of Khosla House. These premises provide: a reception area, two offices, a staff room, a records room, a data room, two computer laboratories, a library, six classrooms, a student common room with 8 computer workstations, and a kitchen. There are several sets of toilets, including one with wheelchair access on each floor. The building is appropriately decorated and clean (the toilets exceptionally so) and in a good state of repair. There is effective air conditioning. The toilets have full hand washing and drying facilities. (The Vista Centre premises on the fourth and fifth floors are to the same standard; these have eight classrooms, two computer rooms, a library, seven offices, and two kitchens).
>
> *Commendable: the premises are very well furnished; standards of maintenance and cleanliness (including in the toilets) are very good throughout.*

A.4

A.4.1 Local Authority certificate showing compliance with health/sanitary regulations   Yes ☐ No ☐ n/a

OR satisfactory inspection reports by Environmental Health Dept (if food is prepared on site) (originals)   Yes ☐ No ☐ n/a

> Comments:
>
> There is no food preparation on the premises.

A.5*

> Comments:
>
> The library is available for independent study. There is a student common room (seating ten) with access to refreshment facilities. There is free access to internet and email facilities.
>
> *Commendable: there is appropriate provision for independent study and students have access to refreshment facilities in the kitchen and via vending machines.*

A.6*

> Comments:
>
> All administrative staff have their own workspaces with IT stations. Teachers share workspaces and IT facilities in the staff room. Staff are provided with lockers for their personal belongings. Refreshment facilities for staff are available in the kitchen shared with students.
>
> *Commendable: all staff have workspaces equipped with IT facilities, and have access to refreshment and personal storage facilities.*

A.7*

> Comments:
>
> There are six classrooms, each with seating for around 30 students, providing 180 places in total, with a further 24 seats available in the computer laboratories. There is a pool of appropriate portable projection equipment and smartboards sufficient to supply all classrooms.
> The students and staff considered the facilities in general to be outstanding and were very happy with the teaching and learning resources available. The computer rooms have up-to-date facilities. (The same level of teaching facilities applies to the Vista Centre premises).
>
> *Commendable: all classrooms have appropriate projection facilities.*

A.8

A.8.1	Health and safety declaration (Appendix 2 to AF)	Yes	x	No		
A.8.2	Health and safety risk assessment, with all recommendations met using HSE guidelines	Yes	x	No		
A.8.3	External fire risk assessment, with all essential recommendations met	Yes	x	No		
A.8.4	Health and safety policy	Yes	x	No		
A.8.5	Staff training records in relation to first aid, fire and emergencies, safety in areas of hazard	Yes	x	No		
A.8.6	List of qualified first-aiders and their certificates	Yes	x	No		
A.8.7	Health and safety law poster **(on display)**	Yes	x	No		
A.8.8	HSE approved accident report book	Yes	x	No		
A.8.9	Fire precautions declaration (Appendix 3 to AF)	Yes	x	No		
A.8.10	Records of testing of fire detection equipment, extinguishers, alarms and emergency lighting	Yes	x	No		
A.8.11	Fire notices and emergency/fire exit signs	Yes	x	No		
A.8.12	Records of timed fire drills including any hazards encountered and remedial action taken	Yes	x	No		
A.8.13	Safety rules applicable to areas of hazard	Yes	-	No		n/a
A.8.14	Records of portable appliance testing (PAT)	Yes	x	No		
A.8.15	Gas and electrical safety certificates provided by qualified contractors	Yes	x	No		
A.8.16	Carbon monoxide detector is appropriately sited and operational	Yes	x	No		
A.8.17	Fire extinguishers correctly wall or floor mounted	Yes	x	No		
A.8.18	List of fire marshals	Yes	x	No		

Comments:
All policies, risk assessments and safety certificates are up to date. Staff and students interviewed had all participated in fire drills. There are records of health and safety training for staff, and of the regular testing of smoke alarms and other safety equipment. There are three trained first aiders, and three trained fire marshals. All fire exits are clear and fully operational.

B Management and Staff Resources

B.1

B.1.1	Diagram of staffing structure (all staff) with names	Yes	x	No	

Comments:
Staffing levels were considered to be satisfactory. Staff found the management supportive and ready to discuss requests for additional resources.

B.2*

B.2.1	Minutes of staff meetings	Yes	x	No	
B.2*	Minutes recording actions, individuals responsible, audit trail	Yes	x	No	

Comments:
There are committees related to quality assurance at both programme and institutional level. All meetings show clear evidence of actions carried through and recorded. There appears to be easy and effective communication among staff.

Commendable: there are formal minutes of staff meetings at all levels with an audit trail confirming that actions noted have been carried out by named individuals.

B.3

B.3.1	Employer's Liability Insurance Certificate (**original on display**)	Yes	x	No	
B.3.2	Public Liability insurance	Yes	x	No	
B.3.3	Equal opportunities policy relating to employment	Yes	x	No	
B.3.4	Written procedures for: staff promotions	Yes	x	No	
	staff discipline	Yes	x	No	
	complaints/grievances	Yes	x	No	

Comments:
Joint liability insurance, with AMLIN UK, is next due for renewal on 2 March 2014. Staff expressed their satisfaction with working conditions and contractual arrangements. The policy and procedures relating to B.3.3 and B.3.4 are included in the Staff Handbook.

B.4*

B.4.1	CVs of staff who manage courses and/or subject areas	Yes	x	No	

Comments:
The CVs of course leaders are strong in terms of both qualifications and experience.

Commendable: there are designated persons, one of whose principal roles is to take responsibility for the delivery of the courses.

B.5

B.5.1	Course and room timetables	Yes	x	No	

Comments:
The programmes follow the relevant ASIC guidelines for attendance, with students present on at least three days per week. There are clear course and room timetables. The class schedule is considered suitable by both staff and students.

B.6

B.6.1	Written procedures for the production of test papers	Yes		No		n/a
B.6.2	Written procedures for the conduct of assessments	Yes	x	No		
B.6.4	Approval as an awarding body test/examination centre (originals)	Yes	x	No		

Comments:
The College is an approved examination centre for Edexcel and Trinity. Papers are kept in a safe, and completed scripts sent to the awarding body by secure mail. Written procedures are in place,

B.7*

B.7.1	Staff Handbook specific to the college	Yes	x	No	
B.7.2	Records of staff having signed for the Staff Handbook	Yes	x	No	
B.7.3	Written staff induction programme	Yes	x	No	
B.7.4	Documented appraisal system	Yes	x	No	

B.7*	*Formal records of appraisals with agreed targets*	Yes	x	No	
B.7.5	*Staff development policy*	Yes	x	No	
B.7.6	*Records of staff development activities*	Yes	x	No	

Comments:

All written procedures and policies are in place, and appraisals have been correctly conducted and outcomes kept on record. The Staff Handbook is given to new members of staff upon their appointment; it is considered to be useful by staff. Staff development activities have included familiarisation with new course developments, as well as health and safety training.

Commendable: there is a constructive link between appraisal and staff development; appraisals are formally recorded and agreed performance targets are actioned.

B.8*

B.8.1	*Written procedures for the observation of teaching*	Yes	x	No	
B.8.2	*Records of observation of teaching*	Yes	x	No	
B.8*	*Written procedures for addressing issues identified during the observation of teaching and for monitoring improvements*	Yes	x	No	

Comments:

There are extensive written procedures for classroom observation, usually conducted by internal and external verifiers or programme directors, as well as records of appropriate written and oral feedback, and of follow-up actions.

Commendable: there is a fully operational system for classroom observation and related quality enhancement.

B.9

B.9.1	*CLA licence (equivalent)*	Yes	x	No	
	Copyright notices at photocopiers and printers	Yes	x	No	

Comments:

Copyright protocols are scrupulously followed and there is a current CLA licence.

B.10

B.10.1	*Registration with the Information Commissioner's Office* (***original***)	Yes	x	No	

Comments:

ICO registration Z114358X has recently been renewed.

C Learning and Teaching: Course Delivery

C.1

C.1.1	*Pre-enrolment information*	Yes	x	No	

Comments:

There is full information, including entry requirements, fee charges, refund policy, and details of documents to be brought to enrolment.

C.2

C.2.1	*Course handbooks/course descriptions*	Yes	x	No	

Comments:
Comprehensive course descriptions are distributed at student induction and were found to be helpful by the students.

C.3*

C.3.1	*CVs of teaching staff detailing:*				
	Academic and professional qualifications	Yes	x	No	
	Summary of academic career and other relevant employment	Yes	x	No	
	Recent staff development activities	Yes	x	No	
	Responsibilities within the college	Yes	x	No	

Comments:
All CVs show a range of relevant qualifications and/or experience, including relevant teaching qualifications.
Commendable: teachers have relevant pedagogic qualifications.

C.4*

C.4.1	*Lesson plans for observed classes*	Yes	x	No	
C.4.2	*Written procedures for teachers on providing feedback on students` work*	Yes	x	No	
C.4.3	*Samples of marked student work*	Yes	x	No	

Comments:
Sample lesson plans were clear and appropriate. Student submissions and classroom observation reports show clearly commendable levels of teaching quality across all of the College's programmes, with effective interaction with students. Appropriate use is made of teaching facilities. There are written procedures for providing feedback on students` work. Two HND classes observed, one in Managing Business Activities, and the other in the Physiological Principles of Health and Social Care. Both were deemed to be commendable. Students confirmed that they found the teaching effective. Staff considered student workloads to be appropriate for their programmes.
Commendable: the classes observed were characterised by an appropriate range of pedagogic approaches, and excellent interaction with students, and hand-out materials were of high quality.

C.5

Comments:
Students are provided with all necessary study materials. The library has around 500 volumes and other learning resources and ten study places. Information on careers and further study is available. There are nearby public libraries.

D Quality Assurance and Enhancement

D.1*

D.1.1	*Written procedures for course review*	Yes	x	No	
D.1.2	*Records of course review meetings, including action points*	Yes	x	No	
*D.1**	*Minutes showing effective action is taken as a result of the course review process*	Yes	x	No	

Comments:
There is a full annual programme review, with more frequent standardisation meetings. Student feedback is crucial in this process in which student representatives also participate. There are extensive written procedures.

Commendable: there is a fully developed system of course review and consequent quality enhancement.

D.2*

D.2.1	Examination results from awarding bodies	Yes	x	No	
D.2.2	Written analyses of student performance by course and cohort	Yes	x	No	
D.2*	Statistical analysis is made of examination results, making comparisons across modules assessed at a given time and with earlier results, together with evidence of any action taken	Yes	x	No	
D.2*	Cohort analyses are made showing the progression of all students who enrol on each course at a given time and gain a formal award	Yes	x	No	

Comments:
There is comprehensive analysis of student performance data.

Commendable: performance analysis is undertaken for cohorts and across modules and graphic tables are kept.

D.3*

D.3.1	Completed feedback questionnaires and documented action taken	Yes	x	No	
D.3.2	Records of meetings involving students	Yes	x	No	

Comments:
Feedback questionnaires are used extensively, and analysed in order to assist in the ongoing improvement of teaching and learning. Students are informed of response to feedback via group email. Student feedback is a recurrent item at staff meetings. Issues involving particular staff members are dealt with in individual meetings with the Principal. There are positive reports from external examiners.

Commendable: there is documentary evidence that student feedback is responded to effectively as in the case of increased attention to reviewing individual students' examination performance.

D.4

D.4.1	Written procedures covering the following:				
	Course delivery and review	Yes	x	No	
	Teaching and learning	Yes	x	No	
	Formative assessment	Yes	x	No	
	Monitoring student progress	Yes	x	No	
D.4.2	Records of:				
	Timely completion of programmes by students	Yes	x	No	
	Retention rates	Yes	x	No	
	Completion rates	Yes	x	No	
	Pass rates	Yes	x	No	
	Attendance rates	Yes	x	No	
D.4	Written record that college policies and procedures are formally recorded and updated annually	Yes	x	No	

Comments:
Staff showed awareness of the written procedures. The Principal is responsible. There is a comprehensive Quality Manual.

D.5

D.5.1	Written procedures for course design and curriculum development	Yes		No	n/a
D.5.2	Records of course development meetings	Yes		No	n/a
D.5.3	Course descriptions, including:				
	Outline of curriculum	Yes		No	n/a
	Learning outcomes	Yes		No	n/a
	Teaching approaches	Yes		No	n/a
	Assessment details	Yes		No	n/a
D.5.4	Course approval documentation	Yes		No	n/a
D.5.5	Evidence of external validation	Yes		No	n/a

Comments:
There are no internal programmes.

E Student Welfare

E.1*

E.1.1	Pre-arrival information for international students, including advice on:				
	living in the UK	Yes	x	No	
	police registration	Yes	x	No	
	registration for NHS treatment	Yes	x	No	
	banking	Yes	x	No	
	travel cards	Yes	x	No	

Comments:
The advice, previously prepared for Tier 4 students is comprehensive and accurate and will also be largely suitable for student visitors if these are recruited in the future.

E.2*

Comments:
There are two dedicated student welfare officers whose services were much appreciated by students.
Commendable: welfare support is provided by trained student welfare officers.

E.3

E.3.1	Written student induction programme	Yes	x	No	
E.3.2	Student handbook specific to the college	Yes	x	No	
E.3.3	Records of students having signed for the student handbook	Yes	x	No	

Comments:
There is a comprehensive student induction programme from which students clearly benefit. The Student Handbook is distributed and discussed at induction. There is a receipt form for students to sign.

E.4

E.4.1	*Child protection policy (under 16)*	Yes		No		n/a
E.4.2	*Staff list recording CRB checks (under 18s)*	Yes		No		n/a
E.4.3	*Staff list recording enhanced CRB checks (under 18s plus personal tutoring/mentoring system)*	Yes		No		n/a

Comments:
There are no students aged under 18.

E.5

E.5.1	*Disability strategy, including advice to seek guidance from bodies such as UKCISA where special needs cannot be met by the college*	Yes	x	No	
E.5.2	*Written documentation where students have the opportunity to declare special learning, medical or physical needs*	Yes	x	No	

Comments:
The application form makes provision for students to declare any special needs. There is viable wheelchair access to all areas.

E.6

E.6.1	*Written guidance to homestay students and providers, including a recommendation that adults also living in the homestay are CRB checked*	Yes		No		n/a
E.6.2	*Records of homestay inspections by the college, including compliance with legislation*	Yes		No		n/a

Comments:
There is no homestay provision.

E.7

E.7.1	*Written student complaints and grievance procedure*	Yes	x	No	

Comments:
There is a clear procedure describing both informal and formal routes overseen by the Principal.

F Awards and Qualifications

F.1

F.1.1	*Appendix 4 to AF for each approved external course*	Yes	x	No		
F.1.2	*Confirmation of collaborative arrangements with UK universities signed by a person empowered with the necessary authority (originals)*	Yes		No		n/a
F.1.3	*Confirmed centre status of recognised UK awarding bodies (originals)*	Yes	x	No		

List of courses and awarding bodies and date of agreements:

BTEC Edexcel (centre 07498), ongoing for HNC/HND in Busines(Management), in Computing and Systems Development, and in Health and Social Care Management, as well as for Level 7 Extended Diploma in Strategic Management and Leadership

CILEX annual registration renewable in July 2014 for Level 3 Professional Diploma in Law and Practice, Level 6 Higher

Professional Diploma in Law and Practice, and Level 6 Graduate Fast-Track Diploma

Trinity (centre 30872) ongoing for ESOL

The College is also a recognised Ascentis centre.

		Yes		No		n/a
F.1.4	*Evidence that foreign awards are recognised by their own government and have been authorised to be delivered overseas, and by UK NARIC at the appropriate academic level*	Yes		No		n/a
F.1.5	*Written evidence that students are registered with the awarding body*	Yes	x	No		
F.1.6	*Written evidence that the awarding body follows QA procedures in its relationship with the college*	Yes	x	No		

Comments:
Al student files contain evidence of registration. All external awarding bodies are Ofqual approved.

F.2

		Yes		No		n/a
F.2.1	*Appendix 4 to AF for each approved internal course*	Yes		No		n/a
F.2.2	*Documentation confirming educational institution or awarding body recognition of the internal courses (**originals**)*	Yes		No		n/a
	List of courses and their approving organisation:					

Comments:
There are no internal courses.

F.3

		Yes		No	
F.3.1	*Written guidance for staff on the scheduling and content of:*				
	formative assessment (all courses)	Yes	x	No	
	summative assessment (internal courses)	Yes	x	No	
F.3.2	*Written summative assessment regulations for internal awards (where the summative assessment is not provided by the validating body)*	Yes	x	No	

Comments:
There are written procedures for formative and summative assessment.

F.4

		Yes		No	
F.4.1	*Written guidance on academic misconduct*	Yes	x	No	

Comments:
There is extensive written guidance on academic misconduct and associated penalties, reinforced during induction and regularly thereafter.

G Marketing and Recruitment

G.1*

		Yes		No	
G.1.1	*Ethics policy in relation to the marketing of the college and the recruitment of students; the ethical practice of staff and agents*	Yes	x	No	
G.1.2	*Written administrative procedures/process diagram for processing student enquiries*	Yes	x	No	

Comments:
The Principal is responsible for the implementation of the ethics policy. The promotion of the College follows clear ethical guideline with effective guidance to staff. Students were extremely satisfied with the efficiency in dealing with their enquiries.

Commendable: implementation of the ethics policy is monitored at a senior level and the College takes responsibility for training and updating its staff.

G.2*

G.2.1	Written criteria for the appointment of agents	Yes		No	n/a
G.2.2	Written briefing documents for agents	Yes		No	n/a
G.2.3	Sample agent agreement	Yes		No	n/a
G.2.4	List of active agents and their contact details	Yes		No	n/a
G.2.5	Evidence of monitoring the performance of agents:				
	Records of agents` student recruitment data	Yes		No	n/a
	Student satisfaction questionnaires	Yes		No	n/a
	Procedures for dealing with unprofessional and unethical agents	Yes		No	n/a

Comments:
Agents are not used.

G.3

G.3.1	Website	Yes	x	No	
G.3.2	Prospectus	Yes	x	No	
G.3.3	Approvals/licences for the use of images on the website and hard copy literature	Yes	x	No	
G.3.4	Sample advertisements and other marketing literature	Yes	x	No	

Comments:
The website and prospectuses are of high quality, and found by students to be both informative and accurate.

G.4

G.4.1	Written admissions requirements (on course summary)	Yes	x	No	
G.4.2	Written English language requirements (on course summary)	Yes	x	No	
G.4.3	Equal opportunities policy in relation to student selection	Yes	x	No	

Comments:
Students are counselled to ensure they will benefit from courses. Staff and students both considered that students had been placed on appropriate courses.

H Compliance with UK Border Agency Regulations

H.1

H.1.1	Student application form	Yes	x	No	
H.1.2	Written administrative procedures for processing applications/process diagram including establishing a student's true intention to study	Yes	x	No	
H.1.3	Sample offer letter	Yes	x	No	
H.1.4	Written administrative procedures/process diagram for monitoring	Yes	x	No	

	the number of offers made and accepted				
H.1.5	*Confirmation of students` professional background and English language competence prior to joining the course (in student files)*	Yes	x	No	
H.1.6	*Written administrative procedures for checking the student`s financial status*	Yes	x	No	
H.1.7	*Enrolment form*	Yes	x	No	
H.1.8	*Written administrative procedures/process diagram for student admission and enrolment*	Yes	x	No	
H.1.9	*Written administrative procedures/process diagram for handling deposits, fee payments and refunds and for maintaining records of these transactions*	Yes	x	No	
H.1.10	*College policy for the refund of deposits*	Yes	x	No	
H.1.11	*List of students showing:* *Course; date of first enrolment in the college; date of enrolment on current course; nationality; plus, sight of passport and visa details*	Yes	x	No	
H.1.12	*Written information for students about their rights and obligations under the Tier 4 regulations*	Yes		No	n/a

Comments:
There are flowcharts as well as descriptions for several procedures. There is a clear awareness on the part of relevant staff of the key processes. There is a review process for the refund policy. Students' financial viability is assessed by checking bank and loan statements. The enrolment form is comprehensive.

H.2

H.2.1	*Written administrative procedures/process diagram for creating and maintaining student files*	Yes	x	No	
H.2.2	*Sample student files containing all required documents*	Yes	x	No	
H.2.3	*Evidence of a self service system for students to update their personal details or a change of circumstance form*	Yes	x	No	
	Historical record of contact details	Yes	x	No	

Comments:
The Registrar is responsible for these processes. Student files are securely held in the administrative office. The staff are fully aware of the processes.
Students are aware of the update form for personal contact details which can also be uploaded electronically.

H.3

H.3.1	*Written administrative procedures/process diagram for investigating a no show and reporting to UKBA*	Yes	x	No	

Comments:
The Registrar is responsible for these processes. The relevant staff clearly understand the processes. This will only be applicable if the College resumes recruiting overseas students using visitor visas.

H.4

H.4.1	*Written procedures/process diagram for recording and monitoring student attendance*	Yes	x	No	
H.4.2	*Completed student attendance registers*	Yes	x	No	
H.4.3	*Sample records of cumulative attendance and contact points*	Yes	x	No	
H.4.4	*Course timetables*	Yes	x	No	

Comments:
The College uses electronic systems to record and monitor student attendance.

H.5

H.5.1	*Written administrative procedures/process diagram dealing with student absences*	Yes	x	No	
H.5.2	*Sample warning letters to students regarding unsatisfactory attendance*	Yes	x	No	

Comments:
The Registrar is responsible for these processes. The staff have a clear grasp of these procedures; warning letters follow the ASIC traffic light system.

H.6

H.6.1	*Written administrative procedures/process diagram for monitoring academic progress*	Yes	x	No	
H.6.2	*Sample student assessment records*	Yes	x	No	
H.6.3	*Student files incorporating progress records*	Yes	x	No	
H.6.4	*Sample warning letters to students regarding unsatisfactory progress*	Yes	x	No	

Comments:
The Director of Studies is responsible for the oversight of student progress. Student progress is monitored via ILPs which are reviewed at least weekly with individual students.

H.7

H.7.1	*Written administrative procedures/process diagram for dealing with withdrawals and deferrals*	Yes	x	No	

Comments:
The Registrar is responsible.

H.8

H.8.1	*Written staff appointment procedures/process diagram*	Yes	x	No	
	Job descriptions	Yes	x	No	
	Person specifications	Yes	x	No	
H.8.2	*Sample job advertisements*	Yes	x	No	
	Is Jobcentre Plus used?	Yes	x	No	
H.8.3	*Sample contracts for management, academic and support staff*	Yes	x	No	
H.8.4	*Written evidence that staff qualifications have been verified*	Yes	x	No	
H.8.5	*A list of staff (including owners and directors) showing their visa status*	Yes	x	No	
	Written evidence of verification that staff have the right to work in the UK	Yes	x	No	

Comments:
The Principal is responsible for procedures relating to employment. Staff files were in good order with appropriate verifications based on sight of original documents. Staff had been shortlisted and interviewed, where appropriate giving a short presentation as part of the process. All have the right to work in the UK and all have contracts of employment.

H.9

H.9.1	*Written administrative procedures/process diagram for creating and*	Yes	x	No	

	maintaining staff files				
H.9.2	*Sample staff files containing all required documents*	Yes	x	No	
H.9.3	*Evidence of a self service system for staff to update their personal details or a change of circumstance form*	Yes	x	No	
	Historical record of contact details	Yes	x	No	

Comments:
The Administration Manager is responsible for staff records. Staff files are held securely in his office, and, as previously, comply with ASIC requirements. Update forms for personal contact details are available. Staff were aware of this facility.

H.10

H.10.1	*Written administrative procedures/process diagram for notifying ASIC of change of premises or extension of existing premises*	Yes	x	No	

Comments:
The Principal understands this process.

3 Areas of Strength and Good Practice

The College is congratulated on:

- the strong support from staff and students;

- its effective administrative systems and databases;

- the quality of its premises and its teaching facilities;

- the informal facilities for students;

- the office facilities for staff;

- its internal communications, including regular, minuted staff meetings;

- its attention to course management;

- its support for staff development;

- its systems for the observation and enhancement of teaching delivery;

- its well-qualified staff;

- the quality of the teaching observed;

- its procedures for course review and the involvement of students in this process;

- its analysis of student performance data;

- its rapid and constructive response to student feedback;

- the attention paid to students' academic and pastoral needs;

- its ethical approach to student recruitment

- its careful monitoring of the promotion of the College by staff.

Dr Lawrence Watson   12 January 2014

Lee Hammond
CEO

Notes:
1. *This indicates that the Sub-Area may be deemed commendable.
2. Where staff and student views are stated in the report, these refer to the views expressed by those individuals whom the Inspectors met.