

# WHITECHAPEL COLLEGE

2<sup>nd</sup> March 2014

## **QUALITY MANAGEMENT POLICY**

All staff at Whitechapel College have a responsibility to do all they can to ensure that the highest possible standards are adhered to and maintained in the management, administration and teaching of all academic programmes at the College. In that widest sense, all colleagues contribute to the establishment and enhancement of the student learning experience at the College.

The College continually liaises with the external bodies whose programmes it operates eg University of Cambridge International Examinations, EDEXCEL, City & Guilds, CIEH, ILEX, CLC and with external institutions with which external collaboration is being proposed eg the universities. The College is in regular contact with like-minded private international colleges in London and shares best practice with them as a mutual process.

Failures or lack of communication can serve as a barrier to the quality of management and the College is doing all possible to improve its formal and informal systems of communication among staff members and to and from students. Written correspondence and email messages are used to convey information but in a small, intimate environment like Whitechapel College, most communications on quality management as well as other matters can be issued and reinforced by word of mouth on a personal basis.

Much time and effort is spent in the recruitment, induction and continuing development and retention of the best available academic and administrative staff. Staff are encouraged to attend appropriate external workshops, conferences, seminars and training sessions and internal staff development and training sessions, eg on health & safety are also provided.

Peer Observation and Staff Appraisal schemes have been introduced and are being implemented and all staff appraisal interviews have so far readily produced agreements to support specific staff development activities; buddying and mentoring is encouraged; and Investors in People accreditation status is being sought. Teaching staff are being encouraged to seek membership of the Higher Education Academy and two staff members have already achieved membership. Academic staff meet regularly in the Teachers' Room where they discuss and share best teaching and learning practices. Teachers share their assessment practices with colleagues and double-marking, anonymous marking (where possible); verification and moderation / sample marking takes place as a matter of course. A policy statement on internal verification processes is available.

At a recent verification committee meeting three senior staff conducted one-third sampling of scripts exercise. An Awards Board has been created at the College and it will meet each term. An institutional scrutiny committee has been created to oversee the appropriateness of students' assignments and this committee complements the work of the various programme scrutiny committees.

Students' complete questionnaires at the end of every term/course and their comments and suggestions are used to influence the direction of policy and practice. In this regard a new fit-for-purpose questionnaire has been designed. Students are constantly reminded of the need to uphold accepted academic standards and practices and are repeatedly warned against academic malpractices like plagiarism and collusion. There are written 'Regulations on Student Unfair Practices'. The College has installed the Viper software system to detect unfair academic practices. Students are offered intensive classes aimed at improving their English language and their study skills in order that they can extract maximum benefit from their subject-based class interactions. It is intended that in future no student will be enrolled at Whitechapel College on an academic programme at HND level or above without an IELTS score of 5.5 or more. A statement of the English language requirement has been featured prominently in the College's literature

and on its website. Substantial emphasis is placed on the student experience, its enhancement and the quest for value-added.

Detailed records of past and present students are kept and management is quickly alerted when specific students are considered to be failing in their class attendance requirements or their academic attainment.

Each individual file contains following information:

- a. completed application form
- b. academic qualifications
- c. references taken up
- d. offer letter
- e. visa letter (if applicable)
- f. evidence of English language ability
- g. fee payment schedule
- h. copy of passport and visa
- i. warning letters (where relevant) and any other relevant information concerning the student.

The College maintains both on-line and a hard-copy filing system of students that together provide a comprehensive and up-to-date profile of each student.

Student committees have been created to give students an appropriate voice in the operation of the College with the student members being directly elected by their peers to serve on these committees as student representatives.

For each academic programme in operation eg HND in Business, HND in Hospitality Management, HND in Computing, EDSM and ILEX there is an ongoing programme monitoring process culminating each year. In a meeting chaired by the appropriate Course Leader or Head of

Department. At these meeting each module is evaluated and each student's academic progress and attendance record is monitored.

External Verifiers / Examiners / Assessors are contacted at any appropriate time to provide guidance and clarification and their oral comments and written reports are studied and implemented. Such reports are agenda items at the respective programme committee meetings.

All students attend Induction week addresses from the Senior Management Team (SMT). During the most recent Induction addresses to over 20 different classes of students, SMT – the Chief Executive, the Academic Director, the President and the Head of Business – separately and together emphasised the importance of new students getting off to the best possible start to their courses by being punctual, by striving for 100% attendance and by being full participants in class activities. Many other aspects of good academic and administrative practice were also painstakingly pointed out by SMT and the sever consequences for students and the College that result from bad practice.