Valid from 202- in collaboration agreements that detail the division of responsibilities between the UOLW and Member Institutions. The Quality Assurance Schedule forms part of the Collaboration Agreement. It reflects policy and operational responsibilities between the UOLW and Member Institutions. The following frameworks inform the policies and responsibilities:

- United Kingdom Quality Code for Higher Education
- Competition and Markets Authority (CMA) guidance on consumer protection law and the framework for higher education qualifications in England, Wales and Northern Ireland.

Quality Assurance Schedules are maintained by the Quality Team, Student Services Directorate of the UOLW and are updated annually in consultation with the Member Institution.

For any queries please contact qualityteam@london.ac.uk

Common acronyms

AB Academic Board
APRVoice Group
Teaching Centre Committee

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	**RESPONSIBILITIES**		**GOVERNANCE**	
		UNIVERSITY OF LONDO	**MEMBER INSTITUTION**	**UNIVERSITY OF LONDO**	**MEMBER INSTITUTION**
	A new named award within an existing programme (e.g. pathways, exit awards)	Reference to Programme Approval Process Reference to Form A1: Agreement Pro forma Major changes may include consultation/involvement of OED	Reference to Programme Approval Process Reference to Form A1: Agreement Pro forma	Approved by AQA (including sub-committees as appropriate) Reported to AB	Approval by Faculty Education Committee Noted by Programme Development and Approval Sub-committee
b.	Revision to programmes/awards Changes to the structure of a programme which have the potential to impact on the programme's aims, level, learning outcomes or award title.	Reference to Form A1: Agreement Pro reference to Form			

FECYCLE				
r FUNCTION	RESPONSIBILITIES		GOVERNANCE	
	UNIVERSITY OF LONDO	MEMBER INSTITUTION	UNIVERSITY OF LONDO	MEMBER INSTITUTION
he overall assessment strategy o ward				

1. PROGRAMME LIFECYCLE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDO	MEMBER INSTITUTION	UNIVERSITY OF LONDO	MEMBER INSTITUTION
	Appointment of External Assessors of learning materials	Appointment/contract	Nomination		
	Consideration and follow-up of External Assessors' comments on draft learning materials	Reported through Annual Monitoring			

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1. PROGRAMME LIFECYCLE

2. ASSESSMENT					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDO	MEMBER INSTITUTION	UNIVERSITY OF LONDO	MEMBER INSTITUTION
2.1	Guidelines for Examinations	Key document: Guidelines for Examinations			
2.2	Nominations (for the categories below) ƒ Chairs of Boards of Examiners ƒ External and Intercollegiate Examiners ƒ Chief Examiners ƒ Examiners ƒ Associate Examiners ƒ Assessors ƒ Assistant Examiners	Coordinated by Academic Contractors Team	Programme Director		
2.3	Appointments				

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDO	MEMBER INSTITUTION	UNIVERSITY OF LONDO	MEMBER INSTITUTION

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	RESPONSIBILITIES		GOVERNANCE	
		UNIVERSITY OF LONDO	MEMBER INSTITUTION	UNIVERSITY OF LONDO	MEMBER INSTITUTION
3.10	**Student appeals and complaints (incorporating appeals concerning decisions of Boards of Examiners)**	Coordinated by the Student Affairs Team in accordance with the University of London Procedure for Student Complaints and Academic Appeals, as follows: Stage 1: Informal stage – response/resolution managed by the relevant department. Stage 2: Formal complaints managed under the delegated authority of the Pro-Vice Chancellor (International, Teaching and Learning) Stage 3: Review stage managed on behalf of the			

3. STUDENT LIFECYCLE/EXPERIENCE					
	PROCESS or FUNCTION	**RESPONSIBILITIES**		**GOVERNANCE**	
		UNIVERSITY OF LONDO	**MEMBER INSTITUTION**	**UNIVERSITY OF LONDO**	**MEMBER INSTITUTION**
	Committee Membership	Coordinated by the Surveys and Student Voice Team Student members are recruited annually to UOLW governance All appointed student members also sit on Student Voice Group (SVG)		Members of the Sub-Committees are appointed annually by the Chair of the AQAC SVG reports to SLTEG	
	Quality Assurance Panel Membership e.g. PP Programme Approvals	Coordinated by the Surveys and Student Voice Team in liaison with the Quality Team	Programme Team		

6. REVIEW

APPENDIX 1

POLICY, PROCEDURES AND REGULATIONS

This section contains documentation drawn up by the University of London to set expectations and responsibilities on quality assurance on the development and delivery of UoLW programmes in collaboration with member institutions.

Please contact qualityteam@london.ac.uk for information on documents not available via the University of London website.

ITEM	DOCUMENT
1.	

APPENDIX 2

ANNUAL REPORTS

Common acronyms

AB	Academic Board
AQAC	Academic Quality Assurance Committee
SLT	Senior Leadership Team

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ITEM	DOCUMENT	COMMITTEE