QUALITY & STANDARDS WORKPLAN

The following workplan sets out a six-year schedule for review of different aspects of the School's quality assurance procedures.

- This is essentially a plan of 'thematic reviews', parallelling the periodic review process for courses. Staff or committees responsible for reviewing each topic are indicated.
- The aim is to ensure that all relevant areas of LSHTM policies and practice remain current, fit for purpose, and aligned with national best practices (particularly QAA's Quality Code).
- Reviews initiated under the workplan may be light-touch or more in-depth, as felt appropriate to the matter at hand when a review becomes due. The Dean and Associate Dean of Studies can advise on what level of consideration may be best in each case. The essential requirement is that existing School practice and documentation be reviewed, including against QAA's Quality Code, and any gaps or areas for improvement, enhancement or streamlining identified.
- In each case, any appropriate further actions should be put forward to relevant School committees for agreement, implementation and follow-up.

The workplan was first developed as a five-year plan agreed by QSC in July 2007; with a schedule for the following six years agreed by QSC in October 2011, as the initial five years drew to a close. Key items from the workplan addressed in each year have been reported to QSC at the end of each year – most recently, to QSC 04 July 2012 regarding the 2011-12 year – and the workplan kept updated accordingly.

RD
Last updated following QSC 04-Jul-12

Area / Task	*Prior update*	*Recent update*	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
OVERARCHING ELEMENTS										
Education strategy – overarching plan for development of learning & teaching at LSHTM (as sub-strategy of LSHTM 5-year strategy 2012-17). *Last update: consulted on and finalised in 2011-12 further to publication of overall School strategy.*	01-02	n/a	✔					***		DoS – for LTC & QSC
Student charter – setting out mutual rights and responsibilities of students and the School. *Last update: developed in 2010-11 further to national guidance and UoLIP student charter; set up so as to require annual updates and signoff by LSHTM and SRC.*	n/a	10-11					***			DoS (with SRC Chair) – for LTC & QSC

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Area / Task	*Prior update*	*Recent update*	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
Quality assurance & enhancement code of practice – setting overarching quality policies. *Last update: 'quality strategy' agreed by QSC 30-Jun-10; as at summer 2012 being converted to a standing code of practice, supplementing Education strategy.*	n/a	09-10	✓			***				ADoS, QM – for QSC
Committee processes – to review currency and efficiency of structures and practices. *Last update: Major Teaching and Research Degrees Management Review in 2005-06 led to subsequent implementation of new structures from 2006-07; main committee Terms of Reference updated in 2009-10.*	05-06	09-10	Deferred	***						DoS, ADoS, Asst.Sec. – for QSC and Senate
Management information systems – to review any outstanding requirements or development needs once SITS e-Vision is substantively in place. *Last update: implementation of SITS e-Vision agreed by SMT, 2005-06. Implementation has been ongoing since then, along with various other/related MIS developments inc. replacement of TSO student database by Registry SITS database in 2011.*	05-06	>>	>>		***					DoS, HRS – for QSC
RESEARCH DEGREES										
QAA Code on postgraduate research programmes (CoP #1 pub. by QAA Sept-04; updated Quality Code Ch.B11 pub. Jan-12). *Last LSHTM review: comprehensive scrutiny and follow-up in 2011-12 further to publication of draft new Code and to aid preparations for QAA review.*	05-06	n/a	✓					***		DoS – for RDC
Research degrees procedures and practice – synoptic review of the School's Research Degrees quality arrangements. *Last update: comprehensive scrutiny and follow-up in 2011-12 further to publication of draft new QAA Code and to aid preparations for QAA review.*	05-06	n/a	✔					***		DoS – for RDC

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Area / Task	Prior update	Recent update	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
COLLABORATION AND ACCREDITATION										
QAA Code on collaborative provision and flexible and distributed learning, including e-learning (CoP #2 pub. by QAA Sept-04, updated Nov-10; now part of Quality Code Ch.B10, which QAA are due to update in autumn 2012). *Last LSHTM review: reviewed on publication in 2004-05, with brief consideration of updates in 09-10, and again as part of QAA Review preparations in 2011-12.*	04-05	(09-10)	>>	***					***	DoS – for LTC
Collaborative agreements – update and standardise practice across individual agreements. *Last update: Individual agreements have been put in place and reviewed on a variable basis; regular overall review now appropriate, along with updates to specific elements identified through periodic course review. Work for new GMH joint course in 2010-11 should feed into development of more generic guidance.*	Var	(10-11)		***						HRS – for QSC
Distance learning quality framework / schedule of responsibilities – consider any strategic changes to be made (inc. following review of QAA's Quality Code on Collaborative Provision). *Last update: established for launch of DL programmes in 1998 and updated annually, with a wide-ranging update in 2007-08 specifically. Further changes likely to be prompted by new contract arrangements.*	06-07	07-08			***					DoS, DEPDO – for QSC
Accreditation register – processes and checks in relation to accreditation schemes/requirements applicable to LSHTM courses. *Last update: Register created in 2010-11 for purposes of QAA mid-cycle review reporting.*	n/a	10-11					***			ADoS – for QSC
COURSE APPROVAL										

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Area / Task	*Prior update*	*Recent update*	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
QAA Code on academic standards (pub. by QAA as Quality Code Chs.A1, A2, A3; also Ch.5). *Elements of old QAA Academic Infrastructure (FHEQ, subject and qualification benchmarks, programme specification requirements) moved to new Quality Code from 2011-12, and reviewed as part of QAA review preparations in 2011-12. Ch.5 on Externality currently published by QAA as a placeholder only.*	Var	Var	✓				***			ADoS – for QSC
Programme specifications *Last update: new Course Map template was introduced in 2004-05; further developed into more comprehensive Programme Specifications in 07-08, with course versions (inc. for research degrees) developed in 08-09 and 09-10. A further revised template was launched in 10-11; plus module specifications in 11-12*	04-05	10-11					***			ADoS, QM – for QSC
QAA Code on programme design & approval, (CoP #7 pub. by QAA Sept-06; now part of Quality Code Chs.A4 and B1). *Last LSHTM review: overview carried out in 2005-06; follow-up undertaken in 08-09, feeding into update of LSHTM procedures in 10-11. Reviewed in brief as part of QAA review preparations in 2011-12.*	05-06	08-09, 10-11	>>				***			ADoS – for QSC
Course approval and amendment procedures *Last update: procedures revised in 2010-11 to bring together processes for both approval and revision of award-bearing courses, short courses and modules.*	96-97	10-11					***			ADoS, QM – for QSC
COURSE MONITORING AND REVIEW										
QAA Code on external examining (pub. by QAA autumn 2011 as Quality Code Ch.B7). *Last LSHTM review: National report and then new QAA Code on external examining reviewed in 2010-11 and 11-12. Recommendations made to QSC on how to adapt LSHTM processes accordingly. Previous QAA*	02-03	06-07, 07-08, 10-11	✔					***		ADoS – for QSC

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Area / Task	Prior update	Recent update	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
CoP #4, pub. Aug-04, was fully reviewed in 2006-07 and 07-08 as part of work by the Assessment Review Group.										
QAA Code on programme monitoring and review (CoP #7 pub. by QAA Sept-06; now part of Quality Code Ch.B8). *Last LSHTM review: overview carried out in 2005-06; follow-up checks undertaken in 08-09. Reviewed in brief as part of QAA review preparations in 2011-12.*	05-06	08-09	>>		***					ADoS – for QSC
Annual monitoring policies and procedures – key documentation including Annual Monitoring Code of Practice, module moderation policy, etc. *Last update: Annual course monitoring procedures and forms revised for 2006-07 reporting; module moderation policy substantially updated and extended to cover Distance Learning in 08-09; annual module monitoring procedures and forms updated in 09-10; forms and procedures re.external examining updated in 11-12 further to new QAA Code.*	06-07	08-09, 09-10	✓		***					ADoS, QM – for QSC
Periodic course review procedures. *Last update: Quinquennial review process introduced in 2004-05 and updated annually, with substantive update in 2007-08.*	04-05	07-08			***					ADoS, QM – for QSC
INFORMATION PROVISION										
Regulations – review, update and streamline the School's body of regulations. *Last update: work has been and will remain ongoing in this area, but with a specific focus in the years indicated.*	Ongoing	Ongoing	>>	***						HRS, ADoS – for SEG
QAA Code on public information (pub. by QAA spring 2012, as Quality Code Part C). *Reviewed on publication by QAA in 2011-12, to confirm LSHTM alignment and input to QAA Review submission.*	n/a	n/a	✔						***	ADoS, HRS, – for LTC and QSC

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Area / Task	*Prior update*	*Recent update*	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
Teaching quality information provision – review with respect to staff, students, prospective students, external stakeholders, etc. *Last update: reviewed in 2007-08, further to suggestions from audit and audit preparation work in 2006-07.*	06-07	07-08	>>	***					***	ADoS, QM – for QSC
Quality assurance guidelines – review how information about School QA procedures is presented across documents/ regulations/ policies/ procedures etc. Further to review in 2007-08, long-term intention is to draw these together into a 'QA handbook'. *Last update: reviewed in 2007-08, further to suggestions from audit and audit preparation work in 2006-07.*	06-07	07-08	>>	***					***	ADoS, HRS, QM – for QSC
GUIDANCE FOR TEACHING										
Teachers' handbook – comprehensive review alongside Teaching Policies and Codes of Practice and following "bedding in" of CILT programme. *Last update: updated annually; basis of current handbook dates to Sept-04, with somewhat wider update having been made in Sept-06.*	05-06	n/a	>>	***						DoS, SEDM – for LTC
Staff development and training strategy for teaching – review following updates to Teaching Policies and Codes of Practice and Teachers' handbook plus "bedding in" of CILT programme. *Last update: covered in Learning & Teaching Strategy produced in July 2002; various strategic and policy documents in this area have been created under Staff & Educational Development team remit from 2005.*	05-06	*	>>	***						DoS, SEDM – for LTC
LEARNING & TEACHING										
QAA Code on learning & teaching (to be pub. by QAA in autumn 2012 as Quality Code Ch.B3).	n/a	n/a		***						DoS – for LTC

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Area / Task	*Prior update*	*Recent update*	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
New section of QAA Quality Code.										
QAA Code on student support (once revised by QAA from 2013, or later as Quality Code Ch.B4). *Revised section of QAA Quality Code will draw together previous material on disability and careers (see later in this workplan) with new material on learning resources.*	n/a	n/a			***					DoS – for LTC
Student support code of practice – review and update, alongside Teachers' handbook. *Last update: basis of current policy developed in May 2000, with small updates annually and a somewhat wider update in Sept-06. Working group on non-academic student support met in 2009-10 and published report in 2010-11; recommendations implemented, but need to include in formal School code of practice.*	05-06	10-11		***						DoS, TMG – for LTC
Orientation and induction code of practice – review and update, alongside Teachers' handbook. *Last update: basis of current policy developed in May 2000, with small updates annually inc. a somewhat wider update in Sept-06.*	05-06			***						DoS, TMG – for LTC
Study skills provision – review and compile as formal code of practice. *Last update: reviewed as a specific area for the first time by ADoS in 2008-09, with report and recommendations arising.*	n/a	08-09				***				ADoS – for LTC
STUDENT REPRESENTATION										
QAA Code on student engagement (pub. by QAA spring/summer 2012 as Quality Code Ch.B5). *New section of QAA Quality Code.*	n/a	n/a		***					***	DoS – for LTC
Student representation and engagement – review School structures supporting this, inc. SRC Constitution and committee operations.	n/a	n/a		***					***	DoS (and SRC Chair) – for LTC

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Area / Task	*Prior update*	*Recent update*	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
ASSESSMENT										
QAA Code on assessment of students (CoP #7 pub. by QAA Sept-06; now part of Quality Code Chs.A6 and B6). *Last LSHTM review: 2006-07 and 07-08, as part of work of Assessment Review Group. Reviewed in brief as part of QAA review preparations in 2011-12.*	06-07	07-08	>>		***					ADoS, QM – for QSC
Policies and procedures for assessment – all key documentation including Teaching Policy & Code of Practice on Assessment, Award Schemes, question-setting processes, examination conduct, re-sits etc. to be comprehensively reviewed (normally via an Assessment Review Group). *Last update: Major revision in 2008-09, following from report and recommendations of Assessment Review Group in 07-08. Significant further updates put in place in 10-11 and 11-12 as part of credit framework (inc. revisions to award schemes), and further to working groups on re-sits and extenuating circumstances.*	02-03	08-09, 10-11	✓		***					ADoS, HRS, QM – for QSC
Assessment irregularities procedure *Last update: major revision of regulations, definitions and procedures for dealing with assessment irregularities, 2007-08 and 08-09.*	01-02	08-09				***				ADoS, HRS, QM – for QSC
Plagiarism policy and guidance *Last update: working group convened to look at this area in 2008-09 following agreement of new Assessment Irregularities procedure; recommendations made and implemented in 09-10.*	01-02	09-10				***				ADoS, QM – for QSC
PROJECTS AND OFF-SITE LEARNING										
QAA Code on placement learning (CoP #9 pub. by QAA Jan-08; now part of Quality Code Ch.B3) *Last LSHTM review: on publication in 2007-08, by*	03-04	07-08	>>			***				ADoS – for LTC

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Area / Task	Prior update	Recent update	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
ADoS; and in brief as part of QAA review preparations in 2011-12.										
MSc summer project processes – review guidance, handbooks, procedures, supervision, identifying/sharing good practice, etc. *Last update: major review by ADoS and TCDs in 2008-09, with further follow up in 09-10.*	n/a	08-09				***				ADoS, TMG – for LTC
APPEALS AND COMPLAINTS										
QAA Code on student complaints and appeals (CoP #5 pub. by QAA Oct-07; now part of Quality Code Ch.B9). *Last LSHTM review: on publication in 2007-08, by HRS; and as part of development of new School complaints and appeals procedures in 2011-12.*	03-04	07-08	✔						***	HRS – for QSC
Complaints and appeals procedures *Last update: reviewed in 2002-03 as part of Audit preparation. Elements reviewed again in 03-04 following creation of OIAHE. Major update undertaken by HRS in 2011-12, inc. advice from the School's solicitors.*	03-04	n/a	✔						***	HRS – for QSC
ADMISSIONS										
QAA Code on admissions to higher education (CoP #10 pub. by QAA Sept-06; now part of Quality Code Ch.B2). *Last LSHTM review: on publication in 2007-08, by HRS; and in brief as part of QAA review preparations in 11-12.*	01-02	07-08	>>			***				HRS – for LTC
Admissions policy and procedures *Last update: reviewed in 2002-03 as part of Audit preparation, with elements updated in 03-04 following creation of OIAHE. Comprehensively updated in 08-09.*	03-04	08-09				***				HRS – for LTC
DISABILITY										

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Area / Task	Prior update	Recent update	11-12	12-13	13-14	14-15	15-16	16-17	17-18	Responsibility
QAA Code on students with disabilities (CoP#3 pub. by QAA Oct-99, updated draft released 08-09, new version pub. Feb-10; now part of Quality Code Ch.B4). *Last LSHTM review: implications of SENDA legislation 2001 reviewed and followed up by HRS and Disability Manager during 2003-06. QAA Code reviewed again in 2007, identifying some remaining gaps. Review of draft new code carried out by Disability Manager in May-09. Reviewed again in brief as part of QAA review preparations in 2011-12.*	06-07	08-09	>>				***			HRS – for EOC
Disability policy and procedures. *Last update: policies developed by HRS and Disability Manager during 2003-06; substantive updates made by new Disability Manager in 09-10; Student Adviser took on responsibility for students with disabilities in 10-11.*	06-07	10-11					***			HRS – for EOC
CAREERS										
QAA Code on career education, information and guidance (CoP#8 pub. by QAA Jan-01, updated draft released 08-09, new version pub. Feb-10; now part of Quality Code Ch.B4). *Review of new code carried out by Careers Adviser, Feb-10, with confirmation that School is fully compliant. Reviewed again by new Careers Adviser in May-12, feeding into development of Careers strategy.*	06-07	09-10	✔						***	HRS – for LTC
Careers development strategy – plan for ongoing development. *Last update: LSHTM careers support provision is reported on annually to LTC and developed in collaboration with the University of London Careers Service. Work and consultation has been in progress in 2011-12 to develop a formal LSHTM careers strategy.*	n/a	n/a	>>	***						HRS – for LTC

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