NELSON COLLEGE LONDON NCL

HND BUSINESS
REVIEW AND ENHANCEMENT PROCESS REPORT
FOR MAY 2015 ACADEMIC TERM

DATE OF THE REPORT	**SEPTEMBER 2015**
PERIOD COVERED:	MAY 2015 - AUGUST 2015
PROGRAMME :	HND BUSINESS (L5)
AWARDING BODY:	PEARSON EDEXCEL
PROGRAMME LEADER(S):	AAMIR MEHMOOD & RAHAT KHAN
REVIEWED & APPROVED BY	PROGRAMME COMMITTEE ON 28-10-2015

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INTRODUCTION

Nelson College London is committed to the continuous enhancement of the quality of programme it delivers and to meet the requirements of the UK Quality code for programme monitoring and review.

This REP Report covers the period starting from May 2015 to August 2015. It looks into the management of the HND Business programme across both campuses. This term was the last academic term for HND Business programme at Gants Hill Campus however HND Business students of Ilford Campus will still have access to the facilities of Gants Hill Campus.

During the Academic term May – August 2015, there were two cohorts undertaking this course:-
  ➢ September 2013 Intake
  ➢ September 2014 intake

The report aims to provide detailed information about the management and delivery of the programme and to identify areas for further enhancement. The REP Report is thoroughly reviewed by the Programme Committee which passes it to the Academic Board for final approval.

This edition of the report includes an additional section of matters arising from the Business Programme Committee.

MANAGEMENT OF PROGRAMMES

	ILFORD CAMPUS	GANTS HILL CAMPUS
Programme Leader	Aamir Mehmood	Rahat Khan
Teaching hours per week per unit	3 Hours	3 Hours
Group tutorial hours per week per cohort	3 Hours	3 Hours
Hours allocated for individual tutorial	Average 2	Average 2
Skills workshop available for the students	5	3
No. of students of this programme who attended skills workshop	92	89
No. of field trip(s) available for the students.	1	1

COMMENTS:

This academic term was delivered over a period of 10 weeks, where first 8 weeks were taught to cover the course syllabus and last 2 weeks were dedicated for revision. Guided lectures for each module are taught for three hours every week during the academic term along with group tutorial classes of 3 hours per week for all the units. These group tutorial classes are designed to guide students in order to understand the relevant learning outcomes.

In addition to traditional lectures, students also benefit from dedicated personal tutors, student support advisors for one to one academic support and guidance.

The College also arranged a number of functional and study skills workshops to equip students with relevant information and knowledge to enhance their learning.

Focus groups are carried out by the Programme Administrators to understand students' perspective on the assignment briefs. Information obtained from discussion is analysed and necessary actions are taken. Information is also shared with the Module Leaders so that future assignment briefs can incorporate any areas of improvement identified.

INTERNAL VERIFICATION SCHEDULE

May 2015 to August 2015 Term

UNIT	IV OF ASSESSMENT BRIEFS	DISTRIBUTION OF ASSESSMENT BRIEFS	DEADLINE OF ASSIGNMENTS	IV OF ASSESSMENT DECISIONS
Employability Skills	WC 04/05/2015	WC 18/05/2015	09/08/2015	WC 15/09/2015
Business Strategy	WC 04/05/2015	WC 18/05/2015	09/08/2015	WC 15/09/2015
Human Resources Management	WC 04/05/2015	WC 18/05/2015	09/08/2015	WC 15/09/2015
Personal & Professional Development	WC 04/05/2015	WC 18/05/2015	09/08/2015	WC 15/09/2015
Research Project	WC 04/05/2015	WC 18/05/2015	09/08/2015	WC 15/09/2015

COMMENTS:

IV schedule is prepared every term to ensure that all academic assessment tasks are carried out within a specified time.

The Module Leaders were responsible to produce the draft assignment briefs with the assistance of module specialists. All of the assignment briefs were internally verified and approved by the lecturers from both campuses.

All of the assignment briefs were distributed to the students during the first teaching week. The deadline was extended based on the recommendations from the Academic Board and Programme Committee.

IV sampling rate of the assessment decisions was reduced from 40% to 30% as per the Standards Verifier's recommendation which shows an increased confidence by the External Examiner on the robustness of the internal verification system.

REVIEW OF EXTERNAL EXAMINER REPORT

The SV attended a scheduled visit, details of which are as follows:-

Date of the visit	29th May 2015
Name of the external examiner	Melvyn Hopkins
Report date	20-07-2015
Date of response to external examiner	22-07-2015

GOOD PRACTICES HIGHLIGHTED IN THE REPORT

- ✓ Study skills to support student development
- ✓ Robust Internal verification and marking standards
- ✓ Use of variety of assessment methods for student assessment
- ✓ Formal and informal tutorials to support learners
- ✓ Introduction of student support advisors
- ✓ Tutors meeting to share best practices amongst themselves
- ✓ Concise and detailed student handbook
- ✓ Culture of continues improvement

WEAKNESSES HIGHLIGHTED IN THE REPORT

SV report did not identify any material issue and therefore no essential action(s) were required. However the following recommendation was made

"Feedback to the learners needs to be more systematic and offer both reflective (of the work completed) and offer developmental advice (for improving future assignments). Conversations with learner suggest this happens verbally however, this needs to be made more formal. Supportive and developmental annotation should be provided within learner scripts to aid development in future assignments."

ACTION PLAN BASED ON EXTERNAL EXAMINER'S REPORT

The College took immediate steps to ensure that developmental feedback is provided to learners in writing. In order to ensure that all assessors are consistently providing constructive feedback which covers both reflective and developmental areas, a new section was added onto the Summative Feedback Form to ensure that each assessor provides adequate developmental advice to the students on their coursework.

Beside the above, during the markers' training and standardization meeting, lecturers were also provided with further guidance and training to ensure reflective and developmental feedback is provided to each student.

REVIEW OF STUDENTS FEEDBACK

	ILFORD CAMPUS	GANTS HILL CAMPUS
Date of the feedback	JULY 2015	July 2015
Number of students participated	60	54

FEEDBACK STATISTICS- ILFORD CAMPUS

	ILF -01	ILF -02	ILF -03	ILF -04	ILF -05	ILF -06	ILF -07
Ability to make topics interesting	4.54	4.63	4.11	4.16	5.00	4.45	4.91
Ability to relate theory to practice	4.54	4.49	3.78	4.26	4.92	4.42	4.82
Level of guidance on assessment	4.65	4.56	4.00	4.11	5.00	4.52	4.82
Level of feedback to enhance your knowledge	4.58	4.46	4.00	4.21	5.00	4.58	4.73
Use of case study and practical examples	4.65	4.46	3.78	4.11	4.92	4.39	4.91
Overall feedback	4.62	4.46	4.11	4.32	4.77	4.58	4.91
AVARAGE SCORE	4.60	4.51	3.96	4.19	4.94	4.49	4.85
PERCENTAGE	92%	90%	79%	84%	99%	90%	97%

	ILF -08	ILF -09	ILF -10	ILF -11	ILF -12	ILF -13	
Ability to make topics interesting	4.78	4.33	4.43	4.68	5.00	4.67	
Ability to relate theory to practice	4.78	4.44	4.48	4.50	4.86	4.67	
Level of guidance on assessment	4.67	4.78	4.43	4.50	5.00	4.81	
Level of feedback to enhance your knowledge	5.00	4.44	4.52	4.64	4.86	4.71	
Use of case study and practical examples	4.89	4.56	4.38	4.55	5.00	4.81	
Overall feedback:	4.89	4.33	4.62	4.77	4.86	4.67	
AVARAGE SCORE	4.83	4.48	4.48	4.61	4.93	4.72	
PERCENTAGE	97%	90%	90%	92%	99%	94%	

Total Score = 30   Excellent = **5**   Very Good=**4**   Good =**3**   Poor = **2**   Very Poor = **1**

- ➢ Score for **11** Lecturers out of **13** was in between 90% – 100% Extremely satisfied
- ➢ Score for **1** Lecturers out of **13** was in between 80% – 89% Highly Satisfied
- ➢ Score for **1** Lecturers out of **13** was in between 70% – 79% Very Satisfied
- ➢ Score for **0** Lecturers out of **13** was in between 50% – 69% Satisfied
- ➢ Score for **0** Lecturers out of **13** was in between 0% – 49% Not Satisfied

FEEDBACK STATISTICS- GANTS HILL CAMPUS

	GH L1	GH L2	GH L3
Ability to make topics interesting	4.3	4.1	4
Ability to relate theory to practice	4.1	3.9	4
Level of guidance on assessment	4.1	4	4.1
Level of feedback to enhance your knowledge	4.1	4.1	4.1
Use of case study and practical examples	4.2	4.3	4.3
Overall feedback	4.1	4.3	4.2
AVARAGE SCORE	**4.2**	**4.1**	**4.1**
PERCENTAGE	**83%**	**82%**	**82%**

Total Score = 30   Excellent = **5**   Very Good=**4**   Good =**3**   Poor = **2**   Very Poor = **1**

➢ Score for 3Lecturers out of **3** was in between   80% – 89%   Highly Satisfied

COMMENTS ON STUDENT FEEDBACK ACCROSS BOTH SITES

Student feedback is collected every term to discover the satisfaction level of students and to obtain their views on lecturers, programme delivery and the College administration.

Feedback received from students across both campuses indicates that the majority of students who participated in the survey are satisfied from the performance of lecturers. The average score for 15 lecturers out of 16 was between 80% and 99% and only 1 lecturer out of 16 scored less than 80%.

MATTERS ARISING FROM STUDENT REPRESENTATIVES COMMITTEE AFFECTING THIS PROGRAMME

The Student Representatives Committee meeting was held in Ilford campus where students from both campuses were in attendance. Following are the matters raised by the committee members:-

1. Communication about workshops across Gants Hill and Ilford should be clearer
2. Students with attendance of 80% or above shall receive a certificate. Students with attendance of 100% should receive an award
3. Student representatives to submit event proposal
4. Student representatives to be a part of the induction delivery team
5. Email or text to be sent to students regarding their contribution to the upcoming newsletter
6. To encourage students to utilise Emerald insight and other E-Resources available at College E-Library
7. To work with students together to run the 'Courtesy and Consideration' Campaign

COMMENTS

The updated action plan for the Student Representatives Committee confirms that issues raised above have been dealt with except point one which is classed as WIP due to ongoing nature.

MATTERS ARISING FROM PROGRAMME COMMITTEE AFFECTING THIS PROGRAMME

The Programme Committee members met to discuss the day-to-day academic quality and standards of HND Business course. The committee puts forward its recommendations to the Academic Board considering the views of lecturers, student representative and the programme management team. During the meeting following main points were identified for action and are also part of committee minute's action plan:

1. Make REP report available to students
2. Communication across both sites to be clearer for students, use of texts, emails, newsletter, notice boards
3. Extended library opening hours
4. Arrange for English speaking and writing skills and IT workshops if there is enough interest from students
5. Look into possibility of changing assignment submission schedule and academic calendar
6. To ensure that students are informed at least 3 days before submission deadline if the submission deadline is extended
7. To provide a report to the Programme Committee on the action taken by the College in order to combat low submission
8. Head of Academic Services and Head of Marketing to work collaboratively to ensure published information is kept up to date and to produce a report on findings

COMMENTS

The updated action plan confirms for the Programme Committee that the issues raised above has been dealt with except point 1 & 6 which are classed as WIP due to ongoing nature.

STATISTICS ON PEER REVIEWS/OBSERVATION RELATED THIS PROGRAMME - ILFORD

LECTURER NAME	ILF -01	ILF -02	ILF -03	ILF -04	ILF -05	ILF -06	ILF -07
TERM	SEP	SEP	SEP	SEP	SEP	SEP	SEP
Ability to make topic interesting	5	4	5	5	5	5	5
Ability to relate theory to practice	5	5	5	5	5	5	4
Usage of white board/ Power point slides	5	4	5	5	5	4	5
Ability to engage learners	5	5	5	4	4	5	5
quality of lecture material	5	4	4	5	4	4	5
Overall feedback	5	5	5	5	4	5	5
Score	30	27	29	29	27	28	29
Total Score	30	30	30	30	30	30	30
Percentage	100%	90%	97%	97%	90%	93%	97%

LECTURER NAME	ILF -08	ILF -09	ILF -10	ILF -11	ILF -12	ILF -13	
TERM	SEP	SEP	SEP	SEP	SEP	SEP	
Ability to make topic interesting	5	5	5	5	5	5	
Ability to relate theory to practice	5	5	5	5	5	5	
Usage of white board/ Power point slides	4	5	5	4	5	4	
Ability to engage learners	5	5	5	5	4	5	
quality of lecture material	5	5	5	4	5	4	
Overall feedback	5	5	5	5	5	5	
Score	29	30	30	28	29	28	
Total Score	30	30	30	30	30	30	
Percentage	97%	100%	100%	93%	97%	93%	

COMMENTS:

Peer reviews are organised every term to provide lecturers with an opportunity to review their colleagues. This process ensures that the best practices are identified and feedback is also given for further development.

As shown in the table above, the ratios vary from 90% - 100%. Overall, all the lecturers received highly satisfactory scores from their peers. Each peer review form contains an action plan which is mutually agreed between the reviewer and reviewee.

STATISTICS ON PEER REVIEWS/OBSERVATION RELATED THIS PROGRAMME - GANTS HILL

LECTURER NAME	GH L1	GH L2	GH L3
Ability to make topics interesting	5	5	0
Ability to relate theory to practice	4	5	0
Usage of white board/ PowerPoint slides	5	4	0
Ability to engage learners	4	4	0
Quality of lecture materials	5	5	0
Overall feedback	5	5	0
Score	28	28	0
Total Score	30	30	0
Percentage	93%	93%	0

COMMENTS: -

As shown in the table above, all 3 lecturers are doing extremely well. Two lecturers have shown improvements compared to the previous term and raised their standard. GH L3 was on sick leave during the peer review period therefore review could not be carried out.

TEACHER OBSERVATIONS - ILFORD

	AREA OF OBSERVATION	ILF L1	ILF L2	ILF L3	ILF L4	ILF L5
1	Clear opening and closing of the session	4	5	5	4	5
2	Planning and organisation of the lecture	5	4	5	4	5
3	Suitability of teaching methods / approach used	4	5	4	4	5
4	Delivery and pace of teaching	5	4	5	4	4
5	Knowledge and command over the subject taught	4	4	5	5	5
6	Student participation during lecture	5	5	5	3	4
7	Appropriate utilisation of learning resources	5	4	4	5	5
8	Use of accommodation and equipment	4	4	4	4	4
9	Overall teaching style	5	5	5	4	5
10	Acknowledgement of learners' special needs					
	Score	**41**	**40**	**42**	**37**	**42**
	Total Score	**45**	**45**	**45**	**45**	**45**
		91%	**89%**	**93%**	**82%**	**93%**

	AREA OF OBSERVATION	ILF L6	ILF L7	ILF L8	ILF L9	ILF L10
1	Clear opening and closing of the session	4	4	4	5	5
2	Planning and organisation of the lecture	5	4	4	5	4
3	Suitability of teaching methods / approach used	4	4	3	5	4
4	Delivery and pace of teaching	3	5	4	4	5
5	Knowledge and command over the subject taught	4	4	4	4	5
6	Student participation during lecture	3	4	5	4	5
7	Appropriate utilisation of learning resources	4	3	4	3	4
8	Use of accommodation and equipment	4	3	4	4	3
9	Overall teaching style	4	4	4	5	5
10	Acknowledgement of learners' special needs					
	Score	**35**	**35**	**36**	**39**	**40**
	Total Score	**45**	**45**	**45**	**45**	**45**
		78%	**78%**	**80%**	**87%**	**89%**

	AREA OF OBSERVATION	ILF L11	ILF L12	ILF L13		
1	Clear opening and closing of the session	3	4	5		
2	Planning and organisation of the lecture	4	3	5		
3	Suitability of teaching methods / approach used	4	4	5		
4	Delivery and pace of teaching	4	5	4		
5	Knowledge and command over the subject taught	5	5	5		
6	Student participation during lecture	4	4	4		
7	Appropriate utilisation of learning resources	4	4	5		
8	Use of accommodation and equipment	4	3	4		
9	Overall teaching style	4	5	5		
10	Acknowledgement of learners' special needs					
	Score	**36**	**37**	**42**		
	Total Score	**45**	**45**	**45**		
		80%	**82%**	**93%**		

TEACHER OBSERVATIONS - GANTS HILL

AREA OF OBSERVATION	GH L1	GH L2	GH L3
Clear opening and closing of the session	5	5	5
Planning and organisation of the lecture	5	5	5
Suitability of teaching methods / approach used	5	5	5
Delivery and pace of teaching	5	5	4
Knowledge and command over the subject taught	5	5	5
Student participation during lecture	4	5	4
Appropriate utilisation of learning resources	5	4	5
Use of accommodation and equipment	4	5	4
Overall teaching style	5	5	5
Acknowledgement of learner's special needs	5	4	4
Score	45	48	46
Total Score	50	50	50
Percentage	90%	96%	92 %

ANALYSIS

PERFORMANCE	SCALE	ILFORD	GANTS HILL	TOTAL	%
Outstanding	90% - 100%	4	3	7	44%
Excellent	80% - 89%	6		6	38%
Very Good	70% - 79%	3		3	19%
Good	60% - 69%			0	0%
Satisfactory	50% - 59%			0	0%
Poor	0% - 49%			0	0%

COMMENTS

All lecturers for HND Business programme were observed during the term by the Programme Leaders and Programme Administrators to assess the performance of the lecturers over a full session. As per the analysis, 81% of the lecturers across both campuses have either excellent or outstanding performance which shows that the quality of academic delivery team is high.

RESULTS, PROGRESSION AND AWARDS

SEPTEMBER 2013 INTAKE

UNITS	RP	PPD
PASS	44%	37%
MERIT	2%	10%
DISTINCTION	1%	1%
REFFERED	5%	4%
NOT SUBMITTED	48%	48%
RESULT BLOCK	0%	0%

RATE OF SUBMISSION	52%	52%
SUCESS RATE (From submitted)	91%	93%
FAILURE RATE (From submitted)	9%	7%
RESULTS WITHHELD (From submitted)	0%	0%

SEPTEMBER 2014 INTAKE

UNITS	ES	BS	HRM
PASS	16%	21%	26%
MERIT	14%	6%	4%
DISTINCTION	2%	6%	2%
REFFERED	2%	2%	3%
NOT SUBMITTED	64%	65%	64%
RESULT BLOCK	1%	1%	1%
TOTAL	**100%**	**100%**	**100%**

RATE OF SUBMISSION	36%	35%	36%
SUCESS RATE (From submitted)	91%	92%	88%
FAILURE RATE (From submitted)	7%	6%	9%
RESULTS WITHHELD (From submitted)	2%	2%	3%

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COMMENTS

September 2013 Intake

The submission rate across this intake was 52% on average. The pass rate on average amongst those who submitted was 92% and referral rate was 8% and there were no instances of suspected of academic offences. This was the final academic term for this cohort and there were 97 students who achieved a HND Business qualification and there are other 70-80 students who have from 1-5 units to complete to achieve their Higher National Diploma.

September 2014 Intake

This was the second term of the programme for this cohort. The average submission rate for this cohort was 35% and it has improved by 2% compared to the previous term. The average success rate amongst those who submitted was 90%, referral rate was 7% and the results for 3% of the students were withheld due to suspected breaches of academic regulations.

ASSESSMENT METHODS

Units	Total Parts	Essay	Report	Presentation	Portfolio	Literature Review
Employability Skills		✓				
Business Strategy			✓	✓		
Human Resources Management		✓				
Personal & Professional Development		✓	✓		✓	
Research Project			✓			✓

COMMENTS

This term, greater emphasis was given to segmenting the assignment briefs and dividing assessment criteria into several sections rather than keeping it as a whole. Most of the assignments consisted of 2-4 parts, in the form of academic essay and report writing. Merit and Distinction criteria were contextualised and simplified for better understanding of the learners.

It is suggested that lecturers should look into mapping the assessment criteria to practical activities like events, classroom discussions that would be anchored by lecturers with grades awarded and case study analysis so that students can complete some of their coursework by doing practical activities.

It is imperative that the enhancement suggested to assessment methods not only contributes to a higher rate of assignment submission, but also facilitate the students' understanding of their vocational course.

FACILITIES AND LEARNING OPPORTUNITIES

NCL LEARNING CENTRE
A new learning centre will be opening during the month of November 2015, which will have 35 latest workstations for students. The student will have access to Wifi, photocopying, printing and scanning facilities free of cost.

The new learning centre will also have a collection of printed books covering Business and Hospitality Management topics. There will also be a seating area for students to read and refer to reference-only books and journals.

Unit Manual
The College provides study manuals to all students for all 16 units taught. The manuals are compiled in a book format for students' ease of use. The manuals provide adequate knowledge and information on each learning outcome across all units. These manuals are popular among students. The Academic Reviewer of Pearson AMR (Annual Monitoring Review) team praised the College's efforts in preparing these study manuals.

Moodle VLE (Virtual Learning Environment)
The College uses Moodle 2 platform as its Virtual Learning Environment (VLE). The VLE enables students to view and download their lecture materials, course notes, handouts, etc. The students also submit their final coursework through Turn-It-In via Moodle and can view their feedback once results are announced.

E library
The College now has 800 E-Books and more than 250 journal articles are also available on its E-Library. Students can access E-Library after logging into the VLE.

Emerald Insight – E Journals
The College has subscribed to Emerald Insight for its students and academic team to provide access to latest E-journals relevant to HND Business programmes. The students can view or download the subscribed journals whilst on college premises.

Student Support Advisors

There are now two dedicated student support advisors available to provide guidance on academic matters. Students can seek guidance on current academic matters and their future education.

Newspapers / Magazines

The College library now has the Economist and the Financial Times available for the students in its libraries across both sites.

YouTube channel

The College has an official YouTube channel for students where video lessons are uploaded regularly; these video lessons will help the students to understand the subject matter visually and works as a supplement of their learning resources.

PROGRESS ON PREVIOUS ACTION POINTS

Action points brought forward from last report dated June 2015

NO	ACTION POINT	PERSON RESPONSIBLE	DEADLINE	STATUS
1	To include a section of matter arising from Business Programme Committee Meeting	Aamir	30-09-2015	Done
2	To explore options for further improving the assignment submission rate	Programme Leaders	30-09-2015	WIP (Lecturer has been assigned the task to encourage students coursework submission)
3	To organise workshops delivered by the external guest speakers	Principal	25-03-2016	Work in progress
4	To provide students guidance on careers and further studies	Head of Marketing	31-01-2016	Work in progress
5	To promote NCL YouTube Channel to students	Lecturers	15-10-2015	Done

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Action points brought forward from last report dated September 2014

NO	ACTION POINT	PERSON RESPONSIBLE	DEADLINE	STATUS
1	To provide detailed feedback to lecturers with less than 70% Student feedback to improve themselves	Rahat	30-04-2015	Done
2	Look into mapping the assessment criteria to practical activities like events / tours, so that students can complete some of their coursework by doing practical activities.	Lecturers	29-01-2016	Work in progress
3	Organise specialist training for lecturers to bring innovation and creativity within the Assignment briefs	Academic Managers	30-09-2015	Workshop on blended learning was held on 17-09-2015

COMMENTS

Action point numbers 1-3, from previous reports are carried forward as those require regular efforts and are therefore considered "ongoing.

NEW ACTION POINTS

NO	ACTION POINT	PERSON RESPONSIBLE	DEADLINE	STATUS
1	To attract greater audience for workshops	Academic Administrators	30-01-2016	Ongoing
2	Monitor the quality of written developmental feedback provided to the learners	Programme Leaders	20-04-2016	Ongoing
3	Create awareness of the new NCL Learning Centre	Programme Administrator	10-02-2016	DONE
4	Monitor the performance of video lessons.	Programme Leaders	29-02-2016	Work in progress
5	Provide additional support to September 2013 Cohort to achieve their HND Qualification	Programme Leaders	15-03-2016	DONE