

# UEL QUALITY MANUAL

## PART 1

# QUALITY ASSURANCE AND ENHANCEMENT PRINCIPLES

1. UEL's Vision 2028 includes focus on delivering high quality inclusive courses which prepare our students for the jobs and opportunities of the future. To achieve our vision, UEL has established a framework of quality assurance and enhancement procedures. These are underpinned by a set of principles which inform our approach. Clear understanding and acceptance of these principles by all staff will ensure that our quality assurance and enhancement system works effectively and that internal and external requirements are met.

## 2. Principles

### 2.1. ***We aim to assure the quality of the total student experience***

The focus of our quality assurance and enhancement procedures is not just on maintaining the academic standard of our courses, although this is a vital to ensure we meet the needs of our students. We aim to assure the quality of all students' experiences while they are studying at UEL. We recognise that all areas of UEL's operation have a direct or indirect impact on the quality of that experience and may ultimately have an impact on student achievement.

### 2.2. ***All staff are responsible for quality***

Quality is the responsibility of every member of staff and everybody has a contribution to make. For this approach to be successful, there must be clear lines of responsibility and accountability for each area of operation and adequate support to enable staff to achieve their quality objectives.

### 2.3. ***We aim to improve quality whenever possible***

Within the constraints of the resources available, we aim to provide the best possible student experience and enhance quality at all levels.

### 2.4. ***We are committed to the principle of external peer involvement in assuring quality***

We recognise that assuring quality also involves a constant re-examination of our own approach against those of our peers. In this way, we can assure ourselves that we are maintaining appropriate standards and demonstrate accountability to external bodies for the use of public funds and student fees. We are therefore committed to the involvement of external peers in our quality assurance procedures (in this context, the term 'peer' is broadly defined to incorporate academic staff and specialists within the sector, practitioners and future employers).

2.5. ***We take into account the views of our students***

We recognise that students make a valuable contribution to the assurance and assessment of quality within UEL. We are therefore committed to seeking the views of our students and using the feedback that we gain to improve the quality of their experience. Student input must be a key factor in course design, modification, monitoring and review processes. We will work collaboratively with the UEL Students' Union and student representatives operating in different fora. We will also promote student engagement with the UEL's boards, committees and quality assurance activities.