

Part 1

Quality Assurance & Enhancement Principles

1. In order to achieve our vision, UEL has established quality assurance and enhancement procedures. Underlying these is 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.

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 output standard of our courses (although this is a vital element if we are to meet the needs of our students). We aim to assure the quality of the students' experience while they are studying at UEL. We recognise that all areas of UEL's operation affect (directly or indirectly) 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. Everybody has a contribution to make. In order 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 to foster quality improvement at all levels.

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

We recognise that one important factor in assuring quality involves 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 also demonstrate accountability to external bodies for the use of public funds.

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, practitioners and future employers).

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

We recognise that students can 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.