

Events Management and Events Management with Placement Year

Final award	BA (Hons) Events Management BA (Hons) Events Management with Placement Year
Intermediate awards available	BA, DipHE, CertHE
Mode of delivery	UEL on campus
UCAS code	N290
Details of professional body accreditation	NA
Relevant QAA Benchmark statements	Hospitality, Leisure, Sport and Tourism; Business and Management
UEL Academic School	Royal Docks Business School
Date specification last up-dated	June 2014

Alternative locations for studying this programme

Location	Which elements?	Taught by UEL staff	Taught by local staff	Method of Delivery
NA	NA	NA	NA	NA

The summary - UCAS programme profile-

BANNER BOX:

BA (Hons) Events Management is a vocational programme, with an emphasis on the art and culture industries. The programme is designed to you set up your own business or undertake freelance work but also designed to equip you with the skills sought by companies in sports, leisure and cultural industries, PR and publishing, museums and tourism industries, as well retail, conferencing and exhibition sectors. It offers you valuable knowledge and skills and culminates in the organisation by you of a real public event while obtaining the background to the history, stakeholders and current provisions of the marketplace.

ENTRY REQUIREMENTS

For admission to undergraduate Tourism, Hospitality and Entertainment Management programmes, applicants normally need to have either:

- 240 Tariff points with at least two A2 passes or equivalent
- 24 points (pass) International Baccalaureate
- Pass in a recognised Access Course or International Foundation Programme

In addition to the above, we require GCSE Maths and English at, as a minimum, grade C or equivalents, unless competency is part of the qualification gained.

We also welcome mature student applicants with relevant professional qualifications, and these will be dealt with on an individual basis and may require an interview. Students that apply to enter Level 5 or 6 of the programme may be admitted through normal Accreditation of Experiential Learning (AEL) or Accreditation of Certificated Learning (ACL) processes, or through an approved articulation agreement. Therefore such applicants must be able to demonstrate evidence that they have the required learning outcomes as listed in the modules for which they are seeking exemption.

In the case of applicants whose first language is not English, the University's English Language requirements as detailed on the website at time of application must be met – see <http://www.uel.ac.uk/international/application/english-language-requirements/>

In the case of applicants whose first language is not English, then an IELTS score of at least 5.5 in all components (or equivalent) is required. International qualifications will be checked for appropriate matriculation to UK Higher Education undergraduate programmes.

At UEL we are committed to working together to build a learning community founded on equality of opportunity - a learning community which celebrates the rich diversity of our student and staff populations. Discriminatory behaviour has no place in our community and will not be tolerated. Within a spirit of respecting difference, our equality and diversity policies promise fair treatment and equality of opportunity for all. In pursuing this aim, we want people applying for a place at UEL to feel valued and know that the process and experience will be transparent and fair and no one will be refused access on the grounds of any protected characteristic stated in the Equality Act 2010.

ABOUT THE PROGRAMME

What is BA (Hons) Events Management?

BA (Hons) Events Management is a global growth industry. According to recent British Government and Industry based sources, the British Event Industry contributes at an estimated £36 Billion to GDP. The sector provides nearly one million jobs in the UK economy. The UK conference and meeting sector is currently valued at £18.8 billion annually. In addition trade shows [£9.3 billion], sporting events £2.3 billion; music events £1.4 billion; festivals and cultural events £1.1 billion; and corporate hospitality [£1.1 billion] comprise the remainder of the major sectors of within industry. The current size and expected growth potential of the events management industry indicates that there is a demand globally for skilled employees who are able to oversee the planning, development and management of events and event organisations.

In addition, the hospitality industry, which is closely associated with the events market, alone employs 1.9 million people and is shaking off its image of long hours and poor pay. It is an exciting industry to work in and recent research by the Hotel Catering and International Management Association showed that 93% of employees were happy in their jobs. The career opportunities are extensive and vary across industry sectors. Within each of these industry sectors graduates can work in food and beverage, marketing, human resources, finance and project management.

The programme provides a broad understanding of events management and the opportunity to focus on specific areas including project management, art and culture industries, sports and event tourism, event development and planning and finance. It prepares graduates for employment in a wide range of public, private and not-for profit organisations in events management and related industries such as culture, sport, music, hospitality and leisure. Job opportunities in the UK and abroad will range from managers, researchers and marketers to planners, agents and consultants.

BA (Hons) Events Management at UEL

The programme delivered at UEL's state of the art campuses differs from similar programmes offered elsewhere in several ways.

First, a dedicated and enthusiastic team of permanent and guest lecturers who are experts in their field delivers the programme. They draw on their experience from a wide range of countries and some continue to work in the sector.

Second, our students come from a variety of ethnic backgrounds that enhances classroom discussion and interaction as they contribute their views and experiences from a wide range of countries and cultures.

Third, in addition to discussing the overarching guiding principles and practice of events management students will be exposed to their application in specific growth sectors such as business events, corporate hospitality, the music industry as well as the sports sector and event tourism.

Fourth, the opportunity to incorporate field trips to tourism facilities that cater for local, regional, national and international tourists.

Finally students are able to select to complete a placement year or study abroad as part of the BA (Hons) Events Management with Placement Year programme.

Programme structure

The BA (Hons) Events Management programme is normally completed in 3 years full-time study. This programme can also be studied on a part time mode which is normally completed in 6 years.

BA (Hons) Events Management with Placement Year is offered as a Single Honours award and is normally completed in four years of full-time study. This programme can also be studied on a part time mode which takes approximately 6 years. On this programme students' skills in the workplace are developed on a placement of twelve months duration is available between Levels 5 and 6.

All RDBS undergraduate students undertake a combination of 30 credit modules over two terms, and 15 credit modules over a single term. The core modules introduce, evaluate and discuss management principles relevant to business management and are based on disciplines such as organisation theory, economics, and other social sciences.

The programme incorporates a range of field trips, guest speakers and case studies that highlight the practical application of the theoretical concepts covered in class.

Learning environment

The programme is delivered at our campuses where you can take advantage of our modern lecture theatres and seminar rooms, contemporary and well-stocked library and wireless networking facilities. We will teach you how to maximise your potential and benefit from these powerful resources. Student learning is supported by our virtual learning environment which has the added benefit of improving your technology skills.

We take great pride in assisting you to develop your academic and professional skills including researching, professional writing, team working and presentation techniques. Our programme encourages you not only to develop theoretical knowledge about tourism planning, development and management but we also emphasise the practical application of that knowledge, especially in the areas of art and culture. Therefore we offer a range of field trips, invite industry guest speakers and discuss case studies to truly base your learning in the 'real world' so that you can demonstrate a broad range of skills when you enter employment.

Assessment

A range of assessment methods will be used to evaluate students' learning and progress on the programme. The majority of assignments will be completed individually but some group work will also be undertaken to simulate the requirements of the work environment. Assessment formats include exams, presentations, reports, essays, case analyses, business plans, critical reviews of academic literature and business reports, and moderated online discussions.

Each module is assessed separately, and assessment requirements and marking criteria are communicated to students at the start of each module. The University of East London is required to ensure that research conducted by staff and students adhere to the principles of good research practice and recognised codes of ethical conduct. To ensure that the School is compliant with the relevant commitments under *The Concordat to Support Research Integrity* (Universities UK, 2012), and other University regulations pertaining to research ethics, it is imperative that any research to be conducted by students, where it involves the use of human subjects and data, is submitted for ethical review prior to commencement. To this end, it is the responsibility of the School Research Ethics Committee (SREC) to consider and approve applications for ethical approval for proposed research by undergraduate and taught postgraduate students (including professional doctorate programmes returned to HESA as taught) involving the use of human participants and/or sensitive personal data of any kind.

Work experience/placement opportunities

A key feature of the RDBS BA (Hons) Events Management programme is that we offer all students the opportunity to broaden and deepen their educational experience by taking advantage of the following:

- Working with a small group of other students on an exciting Social Enterprise project and bringing it to fruition by travelling abroad on our unique Global Scholars Programme.

- Undertaking an Internship with a carefully selected business partner in order to gain valuable work experience;

For the BA (Hons) Events Management with Placement Year:

- Broadening your horizons and travelling overseas to study for a term with one of our International University partners and undertaking a six month internship;

Project work

An important Graduate Employability skill is that of being able to design an individual research project, develop an appropriate method to answer the research question (s), collect relevant data, conduct analysis and present the results in a business-like way. All Graduates acquire develop and refine these valuable skills over the duration of their study and put them into practice in their final year when they undertake a supervised project under the guidance of an expert in the field.

Added value

Students may compete for a place on the Global Scholars Programme in which students work with those of an International Partner on a Social Enterprise Project which culminates in travelling abroad to bring the project to fruition.

All students will discuss current issues relating to Events and Management in the UK and beyond with classmates from a wide range of cultural backgrounds under the guidance of experienced lecturers and tutors who have worked in various countries.

You will benefit from our extensive Library resources which are available 24 hours a day, seven days a week.

The programme incorporates a distinctive skills curriculum that is specifically designed to develop your skills for work and life and to improve your employment prospects after graduation.

To further enhance your attractiveness to future employers, you have the opportunity to obtain academic credits for practical work in an events-related volunteering activity or workplace.

You will discuss current issues of events management, planning and development and in the UK and beyond with students from a wide a range of cultural backgrounds under the guidance of lecturers and tutors who have worked in various countries.

The programme offers you a real chance of future employment within the sector.

Additionally for the BA (Hons) Events Management with Placement Year;

- Have the option to gain valuable work experience by undertaking a placement between levels 5 and 6 with a carefully selected RDBS Business Partner.

- Have an option of studying with an accredited RDBS International University Partner (Study Abroad) for a term.

IS THIS THE PROGRAMME FOR ME?

If you are interested in...

- the management of events, event businesses and facilities
- the influence of events on economic development, social change and the environment
- the role of events for urban and regional regeneration
- how events are marketed
- project planning events
- how art, commerce and culture are all related in the current marketplace

If you enjoy...

- the challenges of understanding, synthesising and applying ideas, models and principles from a range of different disciplines;
- the challenge of reading, evaluating and discussing concepts, theories and practical applications from different subject areas, such as marketing, sustainability, planning, human resources and customer service
- listening to and working with others
- finding viable solutions to business problems
- communicating and working with people from different countries and cultural backgrounds
- evaluating interactions and relationships between public, private and not-for profit organisations

If you want...

- to work in a global industry that offers opportunities for cultural exchange and be prepared to find employment in events management in the public, private or not-for profit sector, then this programme is for you.

Your future career

The BA (Hons) Events Management programme is designed to support future careers in the business and leisure sectors. The programme provides a broad understanding of events and the opportunity to focus on specific areas including project management, hospitality and tourism event management, sports and music management. It prepares graduates for employment in a wide range of public, private and not-for profit organisations in tourism and related industries such as corporate business, culture, sport, events, hospitality and leisure.

Event Management is recognised globally as one of the largest industries and is expected to continue to grow in the future, thus offering many job opportunities in the UK and abroad ranging from managers, researchers and marketers to planners, agents and consultants.

How we support you

Academic

- A personal tutor will be allocated to you for the duration of your degree who can advise you on academic and personal development matters.
- Module leaders and seminar tutors provide feedback on your progress in each module to assist with your learning.
- The programme team can help if you have any programme-related issues.
- The subject librarian is available for any queries regarding the use of library resources for your research and can advise you on locating sources for relevant materials.
- The student representatives who study Business Management in the same year as you can raise any concerns regarding the programme or individual modules with the teaching team on behalf of your student cohort.

Administrative

- The staff at the School Helpdesk will be able to answer the queries you may have about the operation of your degree
- The Student Services team can assist with financial matters, health and wellbeing as well as offering support for students with a disability.

Employability:

- The School offers a range of opportunities to engage with industry through its lecture series.
- The School offers a mentoring scheme where you can benefit from the experience of a personal business mentor.
- Our employability team will recommend opportunities for work placements and volunteering positions, assist with writing your CV and advise you on your interview skills and technique.

Bonus factors

Global Scholars

Students will have the opportunity to work on a social enterprise project with one of UEL's international partner institutions. The final stage of the project students will travel to the partner institution to see how the project comes to fruition. Students may compete for a place on the Global Scholars Programme.

The Global Scholars Programme gives students the opportunity to undertake a 15 credit bearing enterprise project with overseas partners under the direct supervision of a dedicated member of academic staff. The Global Scholars Programme is taken during Term C at Level 5.

Library

Our library is open 24 hours a day, 7 days a week during the semester, allowing you to undertake your guided and independent research and reading when it is most suitable for you. We hold a wide range of Tourism, Business and Management journals that enable you to engage with relevant materials for your degree and beyond, thus supporting you in developing an extensive knowledge base. Many of the Tourism journals and books are available electronically, so that you do not have to rely on hardcopies being available to

borrow from the library and you can undertake your studies from home or anywhere you have access to the internet.

Field Trips & Guest Speakers

Many modules offered on the programme include a range of field trips to tourist sites in and around the London area. Others invite experts who work in public, private and not-for profit organisations to share their knowledge and experience with students. Both types of activities are used to highlight management practise in a wide range of tourism sub-sectors and serve as examples of the practical application of theoretical concepts covered in class. As London is a popular destination for visitors from the UK and abroad, you will be able to experience and discuss issues that are relevant for domestic and international tourism.

Programme aims and learning outcomes

What is this programme designed to achieve?

This programme is designed to give you the opportunity to:

The BA (Hons) Events Management combines rigorous academic study of tourism from multi-disciplinary perspectives, with practical knowledge and applied field work. The individual modules as well as the structure of the programme have been designed to reflect the requirements outlined in the Framework for Higher Education Qualifications in England, Wales and Northern Ireland (FHEQ)[1]. The aims, content and learning outcomes for each module and the entire programme are taking into consideration the "Descriptors for a higher education qualification at level 6: Bachelor's degree with honours"[2]. Graduates of the proposed programme will have demonstrated the following knowledge, thinking skills, subject-based practical skills and general skills as outlined in the programme specification:

[1] QAA (2008) *The framework for higher education qualifications in England, Wales and Northern Ireland*. Gloucester: Quality Assurance Agency for Higher Education. Available at <http://www.qaa.ac.uk/Publications/InformationAndGuidance/Documents/FHEQ08.pdf>

[2] Ibid, p. 18

What will you learn?

Knowledge

You will be able to

- understand and comment on key business principles as they relate to the event management, and management of event organisations and services,
- recognise and consider the diversity of disciplines that influence management theory and practice in event management,
- Appreciate and reflect on the changing business environmental in which events organisations, services and destinations operate.

Thinking skills

You will be able to

- critically evaluate the relevance of diverse theories and concepts for the management of businesses that provide for Hospitality, Leisure and non-leisure tourism.
- apply these theories and concepts in practical management situations.
- compare, contrast and evaluate management and marketing principles employed by different types of hospitality and tourism businesses and organisations.
- analyse, evaluate and apply theories and models related to hospitality management and operations.

Subject-Based Practical skills

You will be able to

- critically evaluate the relevance of diverse theories and concepts for the management of businesses that provide for the delivery of events and apply these theories and concepts in practical management situations,
- discuss the relationship between the wider economic context, government strategies and the events industry,
- compare, contrast and evaluate management and marketing principles employed by different types of events and leisure businesses and organisations.
- analyse, evaluate and apply theories and models related to events management and operations.

Skills for life and work (general skills)

You will be able to

- identify gaps in your own knowledge and proactively undertake steps to fill these.
- identify, interpret and synthesise a range of theoretical and empirical data to develop a sophisticated and reasoned argument.
- undertake independent research and make practical recommendations based on the evaluation of different data sources.
- communicate effectively in written and oral form to specialist and non-specialist audiences.

The programme structure

Introduction

All programmes are credit-rated to help you to understand the amount and level of study that is needed.

One credit is equal to 10 hours of directed study time (this includes everything you do e.g. lecture, seminar and private study).

Credits are assigned to one of 5 levels:

3 equivalent in standard to GCE 'A' level and is intended to prepare students for year one of an undergraduate degree programme

- 4 equivalent in standard to the first year of a full-time undergraduate degree programme
- 5 equivalent in standard to the second year of a full-time undergraduate degree programme
- 6 equivalent in standard to the third year of a full-time undergraduate degree programme
- 7 equivalent in standard to a Masters degree

Credit rating

The overall credit-rating of this programme is 360 credits.

Typical duration

The expected duration of this programme is 3 years when attended in full-time mode and 6yrs in part time mode. The expected duration of this programme with Placement Year is 4 years when attended in full-time mode and 6 years in part time mode.

It is possible to move from full-time to part-time study and vice-versa to accommodate any external factors such as financial constraints or domestic commitments. Many of our students make use of this flexibility and this may impact on the overall duration of their study period. A student cannot normally continue study on a programme after 4 years of study in full time mode unless exceptional circumstances apply and extenuation has been granted. The limit for completion of a programme in part time mode is 8 years from first enrolment.

How the teaching year is divided

The teaching year begins in September and normally ends in June.

A typical student, in full time mode of study, will register for a 120 credits in an academic year. A student in a part time mode of study may register for up to 90 credits in any academic year.

What you will study when

A student registered in a full-time attendance mode will take 120 credits per year. Typically this will be comprised of four 30 credit modules. The exact number may differ if the programme is comprised of 15, 45 or 60 credits modules. An honours degree student will complete modules totalling 120 credits at level four, modules totalling 120 credits at level five and modules totalling 120 credits at level six.

Level	Module Code	Module Title	Distance learning Y/N	Credits	Status*
4	TM4005	The Events Industry	N	30	Core

4	TM4004	The Business Environment for the Leisure and Cultural Industries	N	30	Core
4	TM4006	Service Sector Marketing: Principles & Practice	N	30	Core
4	HR4001	People, Organisations and Management	N	30	Core
5	TM5002	Accounting and Finance for the Cultural industries	N	30	Core
5	TM5001	Leading and Managing People in the Leisure and Creative Industries	N	30	Core
5	TM5010	The Law for Live Events	N	15	Core
5	TM5003	Celebration, Ritual and Culture in the Events Industry	N	15	Core
5	TM5004	Hospitality, Organisation and Management	N	15	Core
5	TM5011	Destination Marketing	N	15	Option
5	MK5XXX	Global Scholars	N	15	Option
P	HR6666	Long Placement	N	120P	Optional**
P	HR6667	Short Placement	N	60P	Optional**
6	HR6004	The Business Professional	N	30	Core
6	TM6001	Exhibition and Conference Management	N	30	Core
6	TM6013	Sports & Event Tourism	N	15	Core
6	TM6009	Strategic Management for Events	N	15	Core
6	TM6010	Niche Marketing for Events and Leisure	N	15	Core
6	TM6012	Culture, Mobility and the Tourist Landscape	N	15	Option
6	TM6011	Heritage, Museums and Cultural Tourism	N	15	Option
6	TM6008	Food and Beverage Management	N	15	Option
6	TM6005	Artist Management	N	15	Option

**Please Note – A core module for a programme is a module which a student must have passed (i.e. been awarded credit) in order to achieve the relevant named award. An optional module for a programme is a module selected from a range of modules available on the programme.*

*** These modules are part of the BA (Hons) Events Management with Placement Year programme.*

Requirements for gaining an award

In order to gain an Honours degree you will need to obtain 360 credits including:

- A minimum of 120 credits at level four or higher
- A minimum of 120 credits at level five or higher
- A minimum of 120 credits at level six or higher

In order to gain an Honours degree with Placement Year you will need to obtain 360 credits including;

- A minimum of 120 credits at level four or higher
- A minimum of 120 credits at level five or higher
- A minimum of 120 credits at level P or higher.

- A minimum of 120 credits at level six or higher

In order to gain an Ordinary degree you will need to obtain a minimum of 300 credits including:

- A minimum of 120 credits at level four or higher
- A minimum of 120 credits at level five or higher
- A minimum of 60 credits at level six or higher

In order to gain a Diploma of Higher Education you will need to obtain at least 240 credits including a minimum of 120 credits at level four or higher and 120 credits at level five or higher

In order to gain a Certificate of Higher Education you will need to obtain 120 credits at level four or higher

Teaching, learning and assessment

Teaching and learning

Knowledge and understanding is developed through

- Directed and general reading in the Subject Area
- Participation in lectures, tutorials, seminars, workshops
- Primary research using interviewing, surveys or case study approaches and the use of information technology to undertake secondary research

'Thinking' skills are developed through

- preparing tasks set for tutorials, seminars and workshops
- satisfactorily completing the continuous assessment process including essays, presentations, multiple choice assessment
- Preparation for examinations or major assignments such as the Project

Practical skills are developed through

- The use of Information Technology
- The preparation of presentations on selected topics
- The completion of group based or individual assignments

General skills are developed through

- Managing time so that assignment deadlines are met, whether working in groups or individually.
- Presenting ideas or arguments in a clearly structured manner
- Being able to produce clearly argued solutions when problem solving

Assessment

As outlined above the Hospitality Management degree is multi-disciplinary. Therefore it is appropriate that we use many different assessment techniques as different disciplines use different forms of assessment.

It is the policy of the Royal Docks Business School to include information on assessment criteria in Module handbooks

Therefore during your studies and dependent upon the Module you choose, you will be assessed by many different techniques which may include, either conducted either individually or in groups

- essays
- reports
- individual and/or group presentations, (using PowerPoint or a short video)
- preparation of a case study
- analysis of an existing case study
- modelling using Excel, Access presented using Powerpoint and Publisher
- time constrained tests
- open book tests
- data base searches
- critical self-assessment analysis
- role play
- preparation of a portfolio
- preparation of a seminar paper
- multiple choice tests
- A final year project
- closed book examinations
- examinations based upon previously distributed case studies

As appropriate knowledge, thinking skills, practical skills and skills for life and work will be assessed as follows:

Knowledge and understanding is assessed by

- evidence of comprehensive reading in the Module being assessed
- ability to explain, identify, describe, discuss, draw upon (as appropriate) the ideas in the Module in the context of the piece of assessment for the Module

'Thinking' skills are assessed by

- the ability to compare, examine, contrast, question, debate, distinguish between (as appropriate) the ideas in the Module and how they are relevant to the piece of assessment for the Module.
- the ability to develop, elaborate, redefine, propose alternatives, re-conceptualise, integrate, establish new connections between, (as appropriate) the ideas in the Module in response to the assessment for the Module
- the ability to assess, judge, appraise, criticise (as appropriate) the ideas in the Module in addressing the Module's assessment.

Practical skills are assessed by

- the ability to prepare an assignment using appropriate resources, including Information Technology, to address the issue or question in the assessment
- evidence of logical planning and management of time in preparing the assessment.

General skills are assessed by

- evidence of team or group working
- the ability to work in time constrained environments
- the use of appropriate problem solving skills

How we assure the quality of this programme

Before this programme started

Before this programme started, the following was checked:

- There would be enough qualified staff to teach the programme;
- Adequate resources would be in place;
- The overall aims and objectives were appropriate;
- The content of the programme met national benchmark requirements;
- The programme met any professional/statutory body requirements;
- The proposal met other internal quality criteria covering a range of issues such as admissions policy, teaching, learning and assessment strategy and student support mechanisms.

This is done through a process of programme approval which involves consulting academic experts including some subject specialists from other institutions.

How we monitor the quality of this programme

The quality of this programme is monitored each year through evaluating:

- External examiner reports (considering quality and standards);
- Statistical information (considering issues such as the pass rate);
- Student feedback.

Drawing on this and other information, programme teams undertake the annual Review and Enhancement Process which is co-ordinated at School level and includes student participation. The process is monitored by the Quality and Standards Committee.

Once every six years an in-depth review of the whole field is undertaken by a panel that includes at least two external subject specialists. The panel considers documents, looks at student work, speaks to current and former students and speaks to staff before drawing its conclusions. The result is a report highlighting good practice and identifying areas where action is needed.

The role of the programme committee

This programme has a programme committee comprising all relevant teaching staff, student representatives and others who make a contribution towards the effective operation of the

programme (e.g. library/technician staff). The committee has responsibilities for the quality of the programme. It provides input into the operation of the Review and Enhancement Process and proposes changes to improve quality. The programme committee plays a critical role in the quality assurance procedures.

The role of external examiners

The standard of this programme is monitored by at least one external examiner. External examiners have two primary responsibilities:

- To ensure the standard of the programme;
- To ensure that justice is done to individual students.

External examiners fulfil these responsibilities in a variety of ways including:

- Approving exam papers/assignments;
- Attending assessment boards;
- Reviewing samples of student work and moderating marks;
- Ensuring that regulations are followed;
- Providing feedback through an annual report that enables us to make improvements for the future.

The external examiner reports for this programme are located on the UEL virtual learning environment (Moodle) on the school notice board under the section entitled 'External Examiner Reports & Responses'. You can also view a list of the external examiners for the UEL School by clicking on the link below.

<http://www.uel.ac.uk/qa/externalexaminersystem/currentexaminers/>

Listening to the views of students

The following methods for gaining student feedback are used on this programme:

- Module evaluations
- Programme evaluations
- Student representation on programme committees (meeting 2 times year)
- Annual student satisfaction questionnaires

Students are notified of the action taken through:

- circulating the minutes of the programme committee
- providing details on the programme/module intranet (Moodle) sites
- Individual responses to students as required

Listening to the views of others

The following methods are used for gaining the views of other interested parties:

- The School Advisory Board
- Placements Officer

- As appropriate, being informed by relevant Professional bodies

Where you can find further information

Further information about this programme is available from:

- The UEL web site (<http://www.uel.ac.uk>)
- UEL Manual of General Regulations (<http://www.uel.ac.uk/qa/policies/manual/>)
- UEL Quality Manual (<http://www.uel.ac.uk/qa/policies/qualitymanual/>)
- School web pages (<http://www.royaldocksbusiness.com/>)
- Quality Assurance Agency for Higher Education (<http://www.qaa.ac.uk/>)
- Regulations for the Academic Framework (<http://www.uel.ac.uk/academicframework/>)
- UEL Guide to Undergraduate Programmes