

Recognition Scheme for Educational Oversight: report of the monitoring visit of CAPA The Global Education Network Ltd, June 2022

Outcome of the monitoring visit

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Progress in working with the external reference points to meet UK expectations for higher education

12 To meet UK expectations for higher education, CAPA London continues to align internal policies and procedures with the [UK Quality Code for Higher Education](#) (the Quality Code) where relevant and applicable to US Study Abroad programmes - for example, policies relating to academic appeals and to plagiarism as set out in the Academic Standards and Policies Handbook. In addition, CAPA London has appointed an external examiner to act as a critical friend, although this is not required for US programmes, and instituted formal examination boards at the end of every term to review assessors' results, prior to confirming final marks.

13 CAPA London also ensures that the provision meets the standards set by higher education institutions in the US. Key among these is the University of Minnesota, CAPA London's designated School of Record (SOR), which exercises responsibilities for accrediting and reviewing courses, maintaining records, issuing transcripts and ensuring that standards align with the US Higher Learning Commission. Other prominent bodies include the Academic Advisory Board (AAB), which provides advice on programme development and academic affairs, individual university partners which initiate, monitor and provide feedback on module content, delivery methods and course outcomes, and the Forum on Education Abroad (the Forum), which is responsible for ensuring that organisations delivering American study programmes abroad meet the criteria set for Quality Improvement Standards (QUIP).

14 The Forum, AAB and SOR conduct periodic reviews to ensure that CAPA programmes are managed effectively, standards are maintained, and students continue to benefit from learning experiences provided. The most recent review was the AAB's remote, paper-based exercise carried out in January 2022 as an interim measure for the delayed full site review expected in 2022-23. In response to the AAB reviewer's recommendation that CAPA provide greater transparency about grading criteria and global internship course materials, CAPA London's Senior Leadership Team has agreed to monitor student feedback to resolve the issues identified. In 2020, the Forum on Education Abroad conducted a full QUIP review via Zoom. The report identified efforts to use SLDOs as a basis for unifying CAPA's entire range of programmes as a significant strength. On the basis of positive findings, the Forum has confirmed CAPA's continuation with QUIP status. The SOR also undertakes comprehensive reviews of CAPA's London programmes, but dates for the next full review have yet to be confirmed.

Background to the monitoring visit

15 The monitoring visit serves as a short check on the provider's continuing management of academic standards and quality of provision. It focuses on progress since the previous review. In addition, it provides an opportunity for QAA to advise the provider of any matters that have the potential to be of particular interest in the next monitoring visit or review.

16 The monitoring visit was carried out by Dr Tommie Anderson-Jaquet, Reviewer, and Dr Neil Casey, QAA Officer, in June 2022.

