

Educational Oversight for Embedded Colleges: report of the monitoring visit of Kaplan International Colleges UK Ltd, April-May 2018

1 Outcome of the monitoring visit

1 From the evidence provided in the annual return and at the monitoring visit, the monitoring team concludes that Kaplan International Colleges UK Ltd (Kaplan) is making acceptable progress with continuing to monitor, review and enhance its higher education provision since the June 2016 [Higher Education Review \(Embedded Colleges\)](#).

2 Changes since the last QAA review

3 Findings from the monitoring visit

5 This monitoring visit follows the 2016 Higher Education Review (Embedded Colleges) of Kaplan HQ. This review identified four areas of good practice, namely the

9 Kaplan HQ manages student recruitment and admissions centrally, and all Colleges work closely with the central Admissions and Marketing departments on recruitment and admissions. The Admissions department oversees potential students from the point of enquiry, through application, to arrival, supporting potential students via the website, telephone or web chat. Potential students are also supported overseas by a network of agents and Kaplan overseas marketing teams. The Admissions department checks applicants qualifications, educational background, compliance with UK Home Office regulations, and evidence of meeting the English language requirements. Admissions may offer conditional acceptance subject to an applicant meeting these before joining the course. Students may apply to a number of Kaplan Colleges and receive guidance on the most appropriate programmes through the Admissions department. While many students enquire or apply directly to partner universities and/or one of the international colleges, the formal applications, their consideration and responses are the responsibility of the central Kaplan Admissions Department. Some potential students who may have non-standard entry qualifications or who require a portfolio of work to be reviewed, for example, may be referred by Admissions to a College and/or the partner University for a decision. Admissions staff receive a 3-month induction programme, training, regular updates and access to a fully comprehensive and detailed Admissions Manual to ensure they are aware of any changes to programme and non-academic arrangements across the partnerships. Kaplan HQ also has overall responsibility for marketing and promotional materials, involving integral production processes with dedicated software that enables Colleges to provide local contextual information on their programmes and the broader environment and, with their partner Universities, supply details for the College-specific Prospectuses, and then to check content accuracy. Kaplan uses enhanced videos and webinars in addition to detailed and regularly updated web-based information which signposts applicants to chat, print and phone contacts. It also manages a pre-arrival section on the website, and general cross-network information to applicants and prospective students.

10 Annual programme monitoring is undertaken by the Kaplan Colleges who follow prescribed Kaplan policies and procedures and use Kaplan templates for the annual programme reports (APRs) and for the College's Annual Report. The APR template includes sections on key changes; programme specifications; cross-Kaplan themes; quality assurance and enhancement activities; feedback from students and external advisors; student success: achievement, challenges and progress; student performance at the partner University; and an action plan for the following year, identifying desirable and advisable recommendations and noting points of good practice. They incorporate the views of Programme Committees (which include students in their membership), student feedback through end of programme surveys, and end of programme student experience surveys, the staff module questionnaires

