

## **Site Audits**

### **Introduction**

Raffles University Senate has approved site audits as a critical, supportive element in the initial and ongoing Quality Assurance processes for all delivery sites within Raffles Education Corporation. The site audits are designed to inspect the current state of Facilities, Quality Management and Curriculum Design and Delivery for all sites prior to, and thence annually, for the delivery of degree programmes developed and/or delivered through Raffles University.

The audits are structured in a way that examines the specific site in terms of actual performance against local and centralized objectives. The outcomes of the audit are of critical importance in terms of:

- Approving the site for delivery of stated, specific programmes;
- The assessment of resources, strategies, operations, quality management and curriculum;
- Awarding approval to a named site for the initial or ongoing delivery of named programmes.

Comments developed for each of the categories will be presented in the following format:

### **Commendations**

These are issues or practices that are found to be excellent, and for which the delivery site should be awarded high praise. Such outcomes might be considered as 'templates' or 'best practice' for other delivery sites.

### **Affirmations**

These are issues or practices that have been recognized by the delivery site personnel as potentially problematic, but that are being appropriately dealt with. An affirmation is a recognition by the auditing panel that particular issues are being dealt with to their current satisfaction.

### **Recommendations**

These are issues or practices that are recognized as problematic or potentially problematic by the auditors but that are not receiving attention to their complete satisfaction. The recommendations are framed as supportive but not as requirements, and may be framed as high, medium or low priorities.

## **Conditions**

Conditions are imposed on a delivery site when particular issues or practices are not of sufficiently high standard for the initial or ongoing delivery of a particular programme. If conditions are imposed, a particular delivery site may not be approved for the delivery of a given programme until these conditions are met, or its authority to do so may be removed.

Wherever Recommendations or Conditions are presented, they will be accompanied by specific action points and timeframes for follow up by the delivery site in question.

## **The Audit Process**

The audit process itself covers the following 6 key areas:

- Operations and Management: support for programme delivery;
- Facilities and Equipment;
- Quality Management;
- Curriculum Design, Development and Delivery;
- Staffing, Development and Training;
- Student Support Services.

## **The Report**

This report is developed based on, but not exclusive to the following activities:

- Review of the delivery sites current legal standing and the programmes being delivered
  - Review of the strategic plans and processes in place for local recognition and legal approval for delivery
- Review of the delivery site's organization/infrastructure/operations by the management and operations managers
  - Review of governance processes and links with central governance requirements
- Review of Academic Quality Assurance processes
  - Review to include instruction, pedagogy and assessment processes and additional issues relating to academic integrity and feedback to students and the Registry
  - Review of external relationships as they apply to internships and other student-related activities
- Resource and facilities inspection and audit
- Appraisal of staff qualifications/documents as they relate to the delivery of the named programmes
  - Review of involvement in Continued Professional Development
- Analysis of communication processes, information flow, quality management and curriculum delivery with specific Programme and Academic Directors
  - Review of processes focused on continual improvement
- Discussions with students focused on student support services and grievance procedures

Observations		Comments	Action/Timeline
<b>A. Operations and Management</b>			
1	.		
2		Commendations	
3		Affirmations	
4		Recommendations	
5		Conditions	
<b>B. Facilities and Equipment</b>			
1			
2		Commendations	
3		Affirmations	
4		Recommendations	
5		Conditions	
<b>C. Quality Management</b>			
1		.	
2		Commendations	
3		Affirmations	
4		Recommendations	
5		Conditions	
<b>D. Curriculum Design, Development and Delivery</b>			
1	.		
2		Commendations	
3		Affirmations	
4		Recommendations	
5		Conditions	
<b>E. Staffing, Development and Training</b>			
1			
2		Commendations	
3		Affirmations	
4		Recommendations	
5		Conditions	
<b>E. Student Support Services</b>			
1			
2		Commendations	
3		Affirmations	
4		Recommendations	
3		Conditions	