



Course Review Policy and Procedure

Policy Statement:

It is the Policy of the School of Business Management to review courses in line with a policy of continuous improvement.

Responsibilities:

The stakeholders concerned in this process are the course tutors, students, management, administrators and where appropriate a student representative.

Scope:

- Success rates are assessed by management.
- Learner feedback sheets are analyzed by management. The feedback forms have been designed after staff consultations and feedback from students and their expectations.
- Course tutors also conduct a thorough review of course materials and corrective action is taken, accordingly, once any deficiencies or inconsistencies are identified.
- The Head of Academics, or their designated assistant, analyses the course review reports and decides what action needs to follow. An action plan is drawn up after the reports from course reviews and this is delegated to the staff concerned. Corrective action is taken accordingly.

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- Version:2.23
- Issue date: 15th December 2023
- Review date: 15th December 2026

Procedure:

The process is as follows:

At the end of each course a Course Review pack is prepared by administrators.

- These consist of the following forms:
 - Student Feedback Forms (1 per student)
 - Collated results of Student Feedback Forms
 - Results Sheet
 - Tutor Course Review Form
 - Action Plan
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- The course tutors give out the student feedback forms to students
 - The course tutors collect the student feedback forms after the students fill them out.
 - Administrators collate student feedback results.
 - Administrators collate Class results.
 - Course Tutors fill out course Review Form, detailing any changes that they recommend and submit to Administrators.

In the case of the same course being taught by more than one course leader, analysis of results and course review recommendation are carried out by the head of academics in order to ensure standardization of teaching materials and fairness in assessment decisions.

Management analyse the reviews and draw up an action plan to address findings.

An action plan with recommended actions is circulated to staff members involved and new materials are issued before the next course, with all old materials archived.

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