Accreditation Service for International Schools, Colleges & Universities

Final Report

Institution:	Tishk International University
	Faculty of Education
	100 Meter Street
	Near Baz Intersection
	Erbil
	Kurdistan Region
	Iraq

President:	Dr Idris Hadi Salih
Dean of Faculty of Education:	Dr Suleyman Celik

Dates of visit:	Stages 2 and 3 combined: 8-10 May 2019

ASIC Inspectors:	Reporting Inspector: Dr Lawrence Watson
	Supporting Inspector: Florence Waniwa

Accreditation decision:	Accredited for 4 years
Date of decision:	11 July 2019

1 Introduction

1.1 Historical background and links with other colleges

Tishk International University (hereafter TIU) was founded in 2008. It is a private university fully recognised by the Ministry of Higher Education of the Regional Government of Kurdistan, and also registered with the Iraq central government's Ministry of Higher Education in Baghdad. Until December 2018, the University was known as Ishik University. Both names mean 'light', the original name, in Turkish, reflecting the major role played by Turkish investors in founding the University (Turkish is widely spoken and understood in Kurdistan), and the new name, in Kurdish, reflecting its mission to further the industrial, economic, cultural, environmental, and social development of Kurdistan.

Although TIU has shareholding owners (Stirling Education and the Khoshnaw Group), it is effectively managed as an educational trust. The owners do not participate in academic decision-making. The Kurdistan Ministry of Higher Education has ranked TIU first among private universities in the Region. Apart from its academic activity, the University engages in important Corporate Social Responsibility initiatives. It has university partners in several countries primarily involving student exchanges and collaborative research. The University's work is increasingly driven by relevant QA policies and procedures, with this ethos enjoying support and engagement across TIU, including within the Faculty of Education. TIU is ISO accredited (9001.2008).

The primary purpose of seeking ASIC accreditation for the Faculty of Education is to raise further TIU's international profile and to demonstrate adherence to international academic standards. TIU is working with a range of overseas accrediting bodies covering the work of its different faculties (for example, the German body, Zeva, for Computer Engineering and Information Technology).

Each of the Faculty's four departments was inspected during the visit and by documentary searches. The University has a branch campus in Sulaimani not relevant to the inspection of the Faculty of Education.

1.2 Location

The University is located on a large attractively landscaped campus in a mixed residential and corporate district quite close to the centre of Erbil. The Faculty of Education occupies most of one of the central buildings. There are large car parks. There was previously a University bus service provided for students; there were requests during the inspection for this to be restarted. High-quality student residences are located nearby and, although not owned or managed by the University itself, were also inspected.

1.3 Academic provision

The University delivers a range of bachelors and masters degrees across its six faculties of Dentistry, Engineering, Science, Business, Law, Nursing and Education. Its masters degrees are awarded jointly with public universities. In common with most non-public universities in the MENA region, TIU is not yet empowered to award doctoral degrees. The Faculty of Education's four departments each offers a bachelors degree. A fifth department in Computing Education is being planned. (For a full list of courses see F.2.2). The language of instruction and assessment is English.

1.4 Number of students in Faculty of Education 2018-2019

FT International (visa required)	12
FT International (visa not required)	0
FT local	524

PT local	0

Predominant countries of origin

The category of local students also includes those from some surrounding countries affected by the war with ISIS.

1.5 Personnel

Owners

The University's owners are stated in 1.1. The current company name for the University is Ronaky Zanist Company, registered in February 2017.

Directors and Trustees

The University is managed by its Board of Trustees, chaired by the President.

Dean of the Faculty of Education

Dr Suleyman Celik

Senior Management

In addition to the Dean, the Faculty's senior management team is made up of the four heads of department: ELT: Dr Venera Ulker Biology Education: Dr Aydin Çöl Mathematics Education: Dr Orhan Tug Physics Education: Dr Semih Aydin

Current staff numbers

Teaching staff (full-time)	19
Teaching staff (permanent part-time)	59
Temporary/Occasional teaching staff	0
Senior Management staff: FT	5 (also teach)
Research Assistants	8
Support staff (administrative/technical): FT	2

1.6 Meetings held

The main meetings were held with the President, and Vice-Presidents of the University and other members of the University Council, and the Dean and Heads of Department of the Faculty of Education. There were also meetings with senior managers of central departments, with teaching and administrative staff, and with groups of students. The site visit was overseen by Ms Rasha Alkabbanie, Coordinator of ISO and Accreditation. The Inspectors wish to put on record their thanks for the excellent support and guidance she offered throughout the inspection.

1.7 Statutory requirements met   Yes [x]   No [   ]

1.8 Significant features/changes since application

None

2 Areas of Assessment

A Premises and Health and Safety

Area A documentation

Floor plan of each site being inspected, showing classrooms and other teaching facilities, offices, toilets, student study areas, refreshment areas, residential areas, emergency exits:	Yes	x	No	
List of teaching rooms showing capacities and any specific teaching resources:	Yes	x	No	

A.1

A.1.1	*Lease agreement or evidence of ownership (originals)*	Yes	x	No	
A.1.2	*Confirmation from the local authority that the college has permission to use the premises for educational purposes (D1 planning approval or equivalent)*	Yes	x	No	

Comments:
 The premises are wholly owned.

A.2

Comments:
There are many fully operational fire exits and generally effective emergency signage, although a few additional directional signs could be put in place in longer corridors. External signage is extremely clear. Internal general signage is of outstanding quality throughout. All relevant certificates, agreements and logos are on display.

A.3*

Comments:
The Faculty's premises comprise 19 classrooms with an average capacity of 40, four dedicated laboratories in the Education Building (Biology Education only) and regular access to nine laboratories in the Main Building, as well as offices and a teachers' room. Student share the facilities of the University, including library, a clinic, student common rooms, art and music room, indoor and outdoor sports facilities, and refectories. The nearby halls of residence offer shared accommodation. They include study rooms, kitchens, and gymnasium. The University, including the Education Building, has appropriate décor, furniture and interior design throughout, the main building being of particularly high quality. Toilets are maintained to a very high standard. Lighting and air conditioning are very effective. Students suggested the creation of a multi-faith prayer room on campus.

Commendable: The Faculty's premises are well furnished; standards of maintenance and cleanliness (including in the toilets) are exemplary throughout.

A.4

A.4.1	*Local Authority certificate showing compliance with health/sanitary regulations*	Yes	x	No	
	OR satisfactory inspection reports by Environmental Health Department (if food is prepared on site) **(originals)**	Yes		No	n/a

Comments:
The refectory facilities are fully approved by the Regional Authorities.

A.5*

Comments:
There are comfortable student common rooms at various locations and a library for independent study. There is free access to internet and email facilities. There is Wi-Fi connectivity throughout. Students have access to the full refreshment facilities of the refectory. There are indoor and outdoor games facilities.

Commendable: There are appropriately-sized student common rooms and students can access refreshment and recreation facilities.

A.6*

Comments:
There are dedicated teachers' rooms. All administrative and academic staff have their own workspaces with IT stations. All staff are provided with lockable desks for their personal belongings. Refreshment facilities for staff are available from the staff and student refectories.

Commendable: All staff have their own workspaces with personal storage and access to refreshments.

A.7*

Comments:
All regular classrooms are equipped with projection facilities/interactive boards. Laboratories have appropriate equipment relating to Biology, Physics, Mathematics, and Language teaching. The students and staff considered the facilities in general to be excellent and were very happy with the teaching and learning resources available. The Faculty will require its own computer laboratory when the new department opens. There is also a case for a service laboratory to be added. As the University grows, customised laboratories for the disciplines in the Faculty should be created to give them a clear identity (most are currently shared with other users).

Commendable: All classrooms have appropriate projection facilities.

A.8

		Yes		No	
A.8.1	*Health and safety declaration (Appendix 2 to AF)*	Yes	x	No	
A.8.2	*Health and safety risk assessment, with all recommendations met using HSE guidelines*	Yes	x	No	
A.8.3	*External fire risk assessment, with all essential recommendations met*	Yes	x	No	
A.8.4	*Health and safety policy*	Yes	x	No	
A.8.5	*Staff training records in relation to first aid, fire and emergencies, safety in areas of hazard*	Yes	x	No	
A.8.6	*List of qualified first-aiders and their certificates*	Yes	x	No	
A.8.7	*Health and safety law poster* **(on display)**	Yes	x	No	
A.8.8	*HSE approved accident report book*	Yes	x	No	
A.8.9	*Fire precautions declaration (Appendix 3 to AF)*	Yes	x	No	
A.8.10	*Records of testing of fire detection equipment, extinguishers, alarms and emergency lighting*	Yes	x	No	
A.8.11	*Fire notices and emergency/fire exit signs*	Yes	x	No	
A.8.12	*Records of timed fire drills including any hazards encountered and remedial action taken*	Yes	x	No	
A.8.13	*Safety rules applicable to areas of hazard*	Yes	x	No	
A.8.14	*Records of portable appliance testing (PAT)*	Yes		No	n/a

A.8.15	*Gas and electrical safety certificates provided by qualified contractors*	Yes	x	No	
A.8.16	*Carbon monoxide detector is appropriately sited and operational*	Yes		No	n/a
A.8.17	*Fire extinguishers correctly wall or floor mounted*	Yes	x	No	
A.8.18	*List of fire marshals*	Yes	x	No	

Comments:
All policies, risk assessments and safety certificates are up to date. Some staff and students interviewed had participated in fire drills; other drills are scheduled. Students are given detailed fire safety instructions during their induction. Ministry of Education approval requires regular checks by the fire service. There are records of health and safety training for staff, and of the regular testing of smoke alarms and other safety equipment. There are a dozen trained first aiders and four fire marshals per building. All fire exits are clear and fully operational.

B Management and Staff Resources

B.1

B.1.1	*Membership and documented role of Governing Body*	Yes		No	n/a
B.1.2	*Diagram of staffing structure (all staff) with names*	Yes	x	No	
B.1.3	*Appropriate vision and mission statements*	Yes	x	No	

Comments:
Staffing levels in the Faculty were considered to be satisfactory. However, there should be a strategy to reduce the proportion of part-time teachers. Staff found the management supportive and ready to discuss requests for additional resources. The Board of Trustees is responsible for governance. The vision and mission statements are the basis of the University's work and there are appropriate cross-references to them in other documentation. As the University matures, consideration could be given to allocating modest devolved budgets to the faculties to facilitate routine operations.

B.2*

B.2.1	*Minutes of staff meetings*	Yes	x	No	
*B.2**	*Minutes recording actions, individuals responsible, audit trail*	Yes	x	No	

Comments:
There are regular meetings of administrative staff, academic staff, and senior management, as well as full staff meetings. Departmental meetings feed through to Faculty meetings and issues arising there may be taken to the meeting of Deans, and then on to the University Council. All minutes show clear evidence of actions carried through and recorded. There appears to be easy and effective communication among staff.

Commendable: There are formal minutes of staff meetings at all levels with an audit trail confirming that actions noted have been carried out by named individuals.

B.3

B.3.1	*Employer's Liability Insurance Certificate (**original on display**)*	Yes	x	No	
B.3.2	*Public Liability insurance*	Yes		No	x
B.3.3	*Equal opportunities policy relating to employment*	Yes	x	No	
B.3.4	*Written procedures for: staff promotions*	Yes	x	No	
	staff discipline	Yes	x	No	

complaints/grievances	Yes	x	No	

Comments:
There are current comprehensive voluntary insurance schemes protecting staff; public liability insurance is not a requirement. Staff expressed their satisfaction with working conditions and contractual arrangements. The policy and procedures relating to B.3.3 and B.3.4 are included in the Staff Handbook.

B.4*

B.4.1 CVs of staff who manage courses and/or subject areas	Yes	x	No	

Comments:
The CVs of course leaders are strong in terms of both qualifications and experience.

Commendable: There are designated appropriately qualified persons, one of whose principal roles is to take responsibility for the delivery of the courses.

B.5

B.5.1 Course and room timetables	Yes	x	No	

Comments:
Timetables vary according to programmes. Students have a minimum of 15 contact hours per week. The class schedules are considered suitable by both staff and students.

B.6

B.6.1 Written procedures for the production of test papers	Yes	x	No	
B.6.2 Written procedures for the conduct of assessments	Yes	x	No	
B.6.4 Approval as an awarding body test/examination centre (originals)	Yes	x	No	

Comments:
All awards on Faculty of Education programmes are TIU's own. Assessment materials are stored on a secure, dedicated computer drive or in paper format in a safe room with high-security locking devices and CCTV. Comprehensive written procedures are in place. Assessments are set by teams not just by individual instructors. There is double-marking and routine use of external examiners and moderators. Invigilation arrangements are robust.

B.7*

B.7.1 Staff Handbook specific to the college	Yes	x	No	
B.7.2 Records of staff having signed for the Staff Handbook	Yes	x	No	
B.7.3 Written staff induction programme	Yes	x	No	
B.7.4 Documented appraisal system	Yes	x	No	
B.7* Formal records of appraisals with agreed targets	Yes	x	No	
B.7.5 Staff development policy	Yes	x	No	
B.7.6 Records of staff development activities	Yes	x	No	

Comments:
All written procedures and policies are in place, and appraisals have been correctly conducted and outcomes kept on record. The Staff Handbook is given to new members of staff upon their appointment; it is considered to be useful by staff. In-house staff development activities have included familiarisation with new course developments, and pedagogical innovation. There is a Staff Development handbook, which largely focuses on academic staff. Most of the Faculty's administrative support is undertaken in central departments, which have their own menu of staff development activities.

Commendable: There is a constructive link between appraisal and staff development; appraisals are formally recorded and agreed performance targets are actioned.

B.8*

B.8.1	Written procedures for the observation of teaching	Yes	x	No	
B.8.2	Records of observation of teaching	Yes	x	No	
B.8*	Written procedures for addressing issues identified during the observation of teaching and for monitoring improvements; and effective use of these procedures AND, if appropriate, there are written procedures in place for facilitating improvements in research outputs	Yes	x	No	
B.8.3	Records of published papers and presentations, citations, funding awarded, successful research provision	Yes	x	No	

Comments:
The procedures for classroom observation are systematic. There is appropriate emphasis on student feedback. Observation is carried out variously by peers, by the Heads of Department, by the Dean, by the Head of Quality Assurance and, occasionally, members of the Academic Promotion Committee. There are follow-up arrangements to ensure recommendations have been acted upon. However, more attention should be given to the training of the part-time teaching staff. Some were felt by students to be insufficiently familiar with the ethos of the University and its teaching style. Although research degrees are not yet delivered at TIU, academic staff are expected to engage in their own research activity, and this is considered through the appraisal system. It is expected that, where possible, research activity should relate to the needs of the Kurdistan Region. Thought could be given to revising contracts, so that in carefully monitored circumstances some research could be conducted off-campus.

Commendable: There are written procedures in place for addressing issues identified in classroom delivery and for monitoring improvement, as well as evidence showing that these procedures are effective, as in the case of recommending more use of hands-on modelling experiments.

B.9

B.9.1	CLA licence or equivalent	Yes	x	No	
	Copyright notices at photocopiers and printers	Yes	x	No	

Comments:
There is compliance with international copyright laws.

B.10

B.10.1	Registration with the Information Commissioner's Office or equivalent)	Yes	x	No	

| Comments: |
| TIU's policies and practice are based on strong data protocols, which are similar to GDPR requirements. |

C Learning and Teaching: Course Delivery

C.1

| *C.1.1* *Pre-enrolment information* | Yes | x | No | |

| Comments: |
| There is full information, including entry requirements, fee charges, refund policy, and details of documents to be brought to enrolment. |

C.2

| *C.2.1* *Course handbooks/course descriptions* | Yes | x | No | |

| Comments: |
| Comprehensive course descriptions are distributed at induction and were found to be helpful by the students. |

C.3*

C.3.1 *CVs of teaching staff detailing:*				
Academic and professional qualifications	Yes	x	No	
Summary of academic career and other relevant employment	Yes	x	No	
Recent staff development activities	Yes	x	No	
Responsibilities within the college	Yes	x	No	
Publications	Yes	x	No	
Academic papers refereed and submitted at conference	Yes	x	No	
Peer reviews/citations	Yes	x	No	

| Comments: |
| All CVs show a range of relevant qualifications and/or experience, some of it international - senior staff in the Faculty of Education are mostly from Turkey. Students would welcome even more teachers with an international background. Lecturers have relevant teaching qualifications. Academic staff are active researchers. |
| |
| ***Commendable: Teachers have relevant pedagogic qualifications.*** |

C.4*

C.4.1 *Lesson plans for observed classes*	Yes	x	No	
C.4.2 *Written procedures for teachers on providing feedback on students` work*	Yes	x	No	
C.4.3 *Samples of marked student work*	Yes	x	No	

Comments:
Sample lesson plans were clear and appropriate. Student feedback and classroom observation reports show clearly commendable levels of teaching quality across all of the Faculty's programmes, with effective interaction with students. Appropriate use is made of teaching facilities. There are written procedures for providing feedback on students` work. Four classes were formally observed at undergraduate degree level, one in each department; all were deemed to provide a commendable learning experience and to be consistent with international standards of good practice. Teachers introduced effective references to their research interests. Students confirmed that they found the teaching very effective. Staff considered student workloads to be appropriate for their programmes.

Commendable: The classes observed were characterised by an appropriate range of pedagogic approaches, and excellent interaction with students, and hand-out materials were of high quality.

C.5 *

C.5.1	*The Institution's plans for research activities*	Yes	x	No		
C.5.2	*Procedure or process for assessing the viability of research proposals including the selection of supervisors*	Yes		No		n/a
C.5.3	*Evidence of appropriate direction, feedback, and critical input to research students*	Yes		No		n/a
C.5.4	*Evidence of active engagement between the Institution's research work and the commercial/social sector*	Yes	x	No		

Comments:
The University is rapidly increasing its research output. This includes the Faculty of Education. These initiatives focus on the educational and social development needs of Kurdistan. Much field research by staff is carried out in collaboration with schools in the Region. Academic staff publish widely in peer reviewed journals and research activity features in appraisal. The University also publishes its own research journal.

C.6

Comments:
There is a central library housing around 6,300 hard-copy items. It offers a generous allocation of study places and workstations. There is a fast-expanding provision of e-learning resources, including subscription services. Students and staff expressed general satisfaction with library provision, although all felt further expansion, both hard-copy and electronic, was required. All students and staff also recommended that a small dedicated library should be set up in the Faculty itself. Effective guidance is given on further study and careers, and backed up by materials in the central library.

D Quality Assurance and Enhancement

D.1*

D.1.1	*Written procedures for course review*	Yes	x	No	
D.1.2	*Records of course review meetings, including action points*	Yes	x	No	
*D.1**	*Minutes showing effective action is taken as a result of the course review process*	Yes	x	No	

Comments:
There is a full annual programme review, with more frequent standardisation meetings. Student feedback is crucial in this process, but they do not as yet participate in review meetings. There are extensive written procedures. Course review would be usefully supplemented by full faculty self-evaluation from time to time.

Commendable: There is a fully developed system of course review and consequent quality enhancement.

D.2*

D.2.1	*Examination results*	Yes	x	No	
D.2.2	*Written analyses of student performance by course and cohort. Written report by supervisors on research activities if applicable.*	Yes	x	No	
D.2*	*Statistical analysis is made of examination results, making comparisons across modules assessed at a given time and with earlier results, together with evidence of any action taken*	Yes	x	No	
D.2*	*Cohort analyses are made showing the progression of all students who enrol on each course at a given time and gain a formal award*	Yes	x	No	

Comments:
There is comprehensive analysis of student performance data, particularly within each faculty; this is now beginning to include cohort analysis, but there is future scope for more comparison across modules and between departments, and on a macro level, between faculties. Despite TIU's reputation for rigour, there are impressive pass rates, comparing very favourably with other universities in the Kurdistan Region.

Commendable: Performance analysis is undertaken for cohorts, and identified trends permit actions regarding curriculum content, assessment methodology, and allocation of lecturers.

D.3*

D.3.1	*Completed feedback questionnaires and documented action taken*	Yes	x	No	
D.3.2	*Records of meetings involving students*	Yes	x	No	

Comments:
Feedback questionnaires are used extensively, and analysed in order to assist in the ongoing improvement of teaching and learning. Students are informed of response to feedback via staff-student liaison meetings, as in the case of amendments to the teaching methods in some classes. Issues involving particular staff members are dealt with in individual meetings with the Dean.

Commendable: There is documentary evidence that student feedback is responded to effectively.

D.4

D.4.1	*Written procedures covering the following:*				
	Course delivery	Yes	x	No	
	Teaching and learning	Yes	x	No	
	Formative assessment	Yes	x	No	
	Monitoring student progress	Yes	x	No	
D.4.2	*Records of:*				
	Timely completion of programmes by students	Yes	x	No	
	Retention rates	Yes	x	No	
	Completion rates	Yes	x	No	

Pass rates	Yes	x	No	
Attendance rates	Yes	x	No	

Comments:
Staff showed awareness of the written procedures. Full data is kept, monitored, and acted upon. The Registry is responsible.

D.5 (Internal courses only)

D.5.1	*Written procedures for course design and curriculum development*	Yes	x	No	
D.5.2	*Records of course development meetings*	Yes	x	No	
D.5.3	*Course descriptions, including:*				
	Outline of curriculum	Yes	x	No	
	Learning outcomes	Yes	x	No	
	Teaching approaches	Yes	x	No	
	Assessment details	Yes	x	No	
D.5.4	*Course approval documentation*	Yes	x	No	
D.5.5	*Evidence of external validation, including the involvement of external advisors or examiners from internationally recognised universities or relevant industrial, commercial or business companies*	Yes	x	No	

Comments:
All courses are internal to TIU and there are full records of curriculum development. Although the parameters of course content for teacher education programmes are laid down by the Ministry, there remains opportunity for innovative input (in which teachers play a leading role, including materials revision procedures. There are positive reports from external examiners, some from universities outside Kurdistan. These are also recognised as an effective source of advice.

E Student Welfare

E.1*

E.1.1	*Pre-arrival information for international students, including advice on:*				
	living in the country	Yes	x	No	
	police registration	Yes	x	No	
	registration for medical treatment	Yes	x	No	
	banking	Yes	x	No	
	travel cards	Yes	x	No	

Comments:
TIU provides a pre-arrival pack in addition to its on-site accommodation service. It also provides a meet and greet service when required. These services are already used by exchange students from Germany, Poland, and Malaysia.

Commendable: An effective meet and greet service and assistance in finding accommodation are provided.

E.2*

Comments:

Welfare issues are overseen by qualified counselling staff. There are nurses and a clinic on-campus.

Commendable: Welfare support is provided by experienced and qualified staff.

E.3

E.3.1	*Written student induction programme*	Yes	x	No	
E.3.2	*Student handbook specific to the college*	Yes	x	No	
E.3.3	*Records of students having signed for the student handbook*	Yes	x	No	

Comments:

There is an induction programme from which students clearly benefit. The Student Handbook is distributed and discussed at induction. It was considered useful by students.

E.4

E.4.1	*Child protection policy (under 16)*	Yes		No	n/a
E.4.2	*Staff list recording DBS checks (or equivalent) (under 18s)*	Yes		No	n/a
E.4.3	*Staff list recording enhanced DBS checks (under 18s plus personal tutoring/mentoring system)*	Yes		No	n/a

Comments:

There are no students aged under 18.

E.5

E.5.1	*Disability strategy*	Yes	x	No	
E.5.2	*Written documentation where students have the opportunity to declare special learning, medical or physical needs*	Yes	x	No	

Comments:

The application form makes provision for students to declare any special needs. There is viable wheelchair access to all relevant areas. Some staff have training in meeting the needs of dyslexic students.

E.6

E.6.1	*Written guidance to homestay students and providers, including a recommendation that adults also living in the homestay are DBS checked*	Yes		No	n/a
E.6.2	*Records of homestay inspections by the college, including compliance with legislation*	Yes		No	n/a

Comments:

There is no homestay provision.

E.7

E.7.1	*Written student complaints and grievance procedure*	Yes	x	No	

Comments:

There is a multi-stage procedure of which the students are aware. The Dean of the Faculty is responsible for overseeing the procedure within the Faculty, but may seek assistance from the Dean of Students if the complaint is not confined to issues within the Faculty or is particularly serious.

F Awards and Qualifications

F.1

F.1.1	*Appendix 4 to AF for each approved external course*	Yes		No		n/a	x
F.1.2	*Confirmation of collaborative arrangements with UK universities signed by a person empowered with the necessary authority (**originals**)*	Yes		No		n/a	

F.1.3   *Confirmed centre status of recognised UK awarding bodies (**originals**)*   Yes ☐   No ☐   n/a ☒
    List of courses and awarding bodies and date of agreements:

F.1.4   *Evidence that foreign awards are recognised by their own government and have been authorised to be delivered overseas, and by UK NARIC at the appropriate academic level*   Yes ☐   No ☐   n/a ☐

F.1.5   *Written evidence that students are registered with the awarding body*   Yes ☐   No ☐   n/a ☒

F.1.6   *Written evidence that the awarding body follows QA procedures in its relationship with the college*   Yes ☐   No ☐   n/a ☐

Comments:
There are no external courses.

F.2

F.2.1   *Appendix 4 to AF for each approved internal course*

F.2.2   *Documentation confirming educational institution or awarding body recognition of the internal courses (**originals**)*
    List of courses, levels and their approving organisations:

    BA English Language Teaching
    BSc Physics Education
    BSc Mathematics Education
    BSc Biology Education
  All are approved by the Ministry of Higher Education.

Comments:
All relevant student files contain evidence of registration. TIU's graduates have regularly progressed to higher degrees at universities in the MENA region and further afield

F.3

F.3.1   *Written guidance for staff on the scheduling and content of:*

        formative assessment (all courses)   Yes x   No ☐
        summative assessment (internal courses)   Yes x   No ☐

F.3.2   *Written summative assessment regulations for internal awards (where the summative assessment is not provided by the validating body)*   Yes x   No ☐

Comments:
There are full written procedures for formative and summative assessment in a dedicated guidance document.

F.4

F.4.1 Written guidance on academic misconduct Yes [x] No [ ]

Comments:
There is extensive written guidance on academic misconduct and associated penalties.

G Marketing and Recruitment

G.1*

G.1.1	*Ethics policy in relation to the marketing of the college and the recruitment of students; the ethical practice of staff and agents*	Yes	x	No
G.1.2	*Written administrative procedures/process diagram for processing student enquiries*	Yes	x	No

Comments:
The President is responsible for the implementation of the ethics policy. The promotion of TIU has followed clear ethical guidelines with effective guidance to staff. Students were happy with the efficiency in dealing with their initial enquiries.

Commendable: Implementation of the ethics policy is monitored at a senior level and TIU takes responsibility for training and updating its staff.

G.2*

G.2.1	*Written criteria for the appointment of agents*	Yes		No	n/a
G.2.2	*Written briefing documents for agents*	Yes		No	n/a
G.2.3	*Sample agent agreement*	Yes		No	n/a
G.2.4	*List of active agents and their contact details*	Yes		No	n/a
G.2.5	*Evidence of monitoring the performance of agents:*				
	Records of agents` student recruitment data	Yes		No	n/a
	Student satisfaction questionnaires	Yes		No	n/a
	Procedures for dealing with unprofessional and unethical agents	Yes		No	n/a

Comments:
There are no plans to use agents.

G.3

G.3.1	*Website*	Yes	x	No
G.3.2	*Prospectus*	Yes	x	No
G.3.3	*Approvals/licences for the use of images on the website and hard copy literature*	Yes	x	No
G.3.4	*Sample advertisements and other marketing literature*	Yes	x	No

Comments:
The website and prospectus were found by students to be both informative and accurate.

G.4

G.4.1	*Written admissions requirements (on course summary)*	Yes	x	No
G.4.2	*Written English language requirements (on course summary)*	Yes	x	No
G.4.3	*Equal opportunities policy in relation to student selection*	Yes	x	No

Comments:
Students are counselled to ensure they will benefit from courses. Minimum admission requirements are set by TIU in line with Ministry of Higher Education requirements. Staff and students both considered that students had been placed on appropriate courses. A Preparatory Year course is available for students who need to strengthen their ability in English.

H Systems Management and Compliance with Local Visa Regulations

H.1

H.1.1	Student application form	Yes	x	No		
H.1.2	Written administrative procedures for processing applications/process diagram including establishing a student's true intention to study	Yes	x	No		
H.1.3	Sample offer letter	Yes	x	No		
H.1.4	Written administrative procedures/process diagram for monitoring the number of offers made and accepted	Yes		No		n/a
H.1.5	Confirmation of students` professional background and English language competence prior to joining the course (in student files)	Yes	x	No		
H.1.6	Written administrative procedures for checking the student`s financial status	Yes	x	No		
H.1.7	Enrolment form	Yes	x	No		
H.1.8	Written administrative procedures/process diagram for student admission and enrolment	Yes	x	No		
H.1.9	Written administrative procedures/process diagram for handling deposits, fee payments and refunds and for maintaining records of these transactions	Yes	x	No		
H.1.10	College policy for the refund of deposits	Yes	x	No		
H.1.11	List of students showing: Course; date of first enrolment in the college; date of enrolment on current course; nationality; plus, sight of passport and visa details	Yes	x	No		

Comments:
The Registry is mainly responsible. There are flowcharts as well as descriptions for several procedures. Here and in relation to most categories in Area H, extensive use is made of the impressive PIS Student Information System. There is a clear awareness on the part of relevant staff of the key processes. There is a review process for the refund policy. The enrolment form is comprehensive. Students were satisfied with the process of applying and receiving an offer.

H.2

H.2.1	Written administrative procedures/process diagram for creating and maintaining student files	Yes	x	No	
H.2.2	Sample student files containing all required documents	Yes	x	No	
H.2.3	Evidence of a self-service system for students to update their personal details or a change of circumstance form	Yes	x	No	
	Historical record of contact details	Yes	x	No	

Comments:
The Registry is responsible for these processes. Student files are securely held in the administration offices. The staff are fully aware of the processes.
Students are aware of the update form for personal contact details, which can also be uploaded electronically.

H.3

H.3.1	*Written administrative procedures/process diagram for investigating a no show and reporting to the immigration authorities*	Yes	x	No	

Comments:
The Registry is responsible for these processes, but no instance has occurred. The relevant staff clearly understand the processes.

H.4

H.4.1	*Written procedures/process diagram for recording and monitoring student attendance*	Yes	x	No	
H.4.2	*Completed student attendance registers*	Yes	x	No	
H.4.3	*Sample records of cumulative attendance and contact points*	Yes	x	No	
H.4.4	*Course timetables*	Yes	x	No	

Comments:
 TIU uses electronic systems to record and monitor student attendance via its PIS system.

H.5

H.5.1	*Written administrative procedures/process diagram dealing with student absences*	Yes	x	No	
H.5.2	*Sample warning letters to students regarding unsatisfactory attendance*	Yes	x	No	

Comments:
The Registry is responsible for these processes, which prioritise counselling. The staff have a clear grasp of these procedures; warning letters follow the traffic light system. Recurrent attendance below 80% may lead to non-progression.

H.6

H.6.1	*Written administrative procedures/process diagram for monitoring academic progress*	Yes	x	No	
H.6.2	*Sample student assessment records*	Yes	x	No	
H.6.3	*Student files incorporating progress records*	Yes	x	No	
H.6.4	*Sample warning letters to students regarding unsatisfactory progress*	Yes	x	No	

Comments:
The Dean is responsible for the oversight of student progress. Student progress is monitored via meetings between tutors and individual students.

H.7

H.7.1	*Written administrative procedures/process diagram for dealing with withdrawals and deferrals*	Yes	x	No	

Comments:
The Registry is responsible.

H.8

H.8.1	*Written staff appointment procedures/process diagram*	Yes	x	No	
	Job descriptions	Yes	x	No	
	Person specifications	Yes	x	No	
H.8.2	*Sample job advertisements*	Yes	x	No	
	Is Jobcentre Plus used?	Yes		No	n/a
H.8.3	*Sample contracts for management, academic and support staff*	Yes	x	No	
H.8.4	*Written evidence that staff qualifications have been verified*	Yes	x	No	
H.8.5	*A list of staff (including owners and directors) showing their visa status*	Yes	x	No	
	Written evidence of verification that staff have the right to work in Kurdistan	Yes	x	No	

Comments:
The senior management and the HR department are responsible for procedures relating to employment. Staff files were in good order with appropriate verifications based on sight of original documents. Staff had been shortlisted and interviewed, where appropriate giving a short presentation as part of the process. All have the right to work in Kurdistan and all have contracts of employment.

H.9

H.9.1	*Written administrative procedures/process diagram for creating and maintaining staff files*	Yes	x	No	
H.9.2	*Sample staff files containing all required documents*	Yes	x	No	
H.9.3	*Evidence of a self-service system for staff to update their personal details or a change of circumstance form*	Yes	x	No	
	Historical record of contact details	Yes	x	No	

Comments:
The HR department is responsible for staff records. Staff files are held securely in locked cabinets, and comply with ASIC requirements. Updating of personal contact details is via the electronic system. Staff were aware of this facility.

H.10

H.10.1	*Written administrative procedures/process diagram for notifying ASIC of change of premises or extension of existing premises*	Yes	x	No	

Comments:
The senior management understands this process.

3 Areas of Strength and Good Practice

The Faculty and all four of its Departments are congratulated on:

- the strong support from staff and students

- its effective administrative systems and databases;

- the quality of its premises and teaching facilities;

- the informal facilities for students;

- the office facilities for staff;

- its internal communications, including regular, minuted staff meetings;

- its attention to course management;

- its support for staff development;

- its attention to the delivery of the academic programme,

- its well-qualified staff;

- the quality of the teaching observed;

- its procedures for course review and the involvement of learners in this process;

- its analysis of student performance;

- its rapid and constructive response to student feedback;

- the practical and pastoral support provided for students;

- its ethical approach to student recruitment;

- its careful monitoring of the promotion of the organisation by staff.

Name of Inspector(s):   *Date:*
Dr Lawrence Watson   14 June 2019
Florence Waniwa

L Hammond.

Lee Hammond
CEO

Notes:
1. *This indicates that the Sub-Area may be deemed commendable.
2. Where staff and student views are stated in the report, these refer to the views expressed by those individuals whom the Inspectors met.