

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

College Full Inspection

INSTITUTION: Manchester Midi School

ADDRESS: Bexley Chambers
1-3 Bexley Square
Manchester
M3 6DB

HEAD OF INSTITUTION: Mr Damian Fiedler

DATE OF INSPECTION: 10 and 11 March 2015

ACCREDITATION STATUS AT INSPECTION: Unaccredited

DECISION ON ACCREDITATION:

- Accreditation awarded for the full four-year period.
- Decision on accreditation deferred.
- Award of accreditation refused.

Date: 16 Apr 2015

1. Background to the institution

Manchester Midi School (MMS or the School) was formed in 1996 and is located in Bexley Square, Salford. The term MIDI means Musical Instrument Digital Interface. It is "an electronic language that enables one person to have total control over a wide variety of digital musical instruments, computers and other devices so that they can communicate and interact together" (taken verbatim from MMS's prospectus). It was established for people wishing to develop skills in the dynamic and progressive music industry. The building in Bexley Square is within a conservation area. It is self-contained and has easy transport links by road, rail and other forms of public transport. It is close to the University of Salford and Media City and its students can find affordable student accommodation, health clubs, restaurants and library facilities. MMS owns its premises in Bexley Square and has been operating from this location for over 10 years. All teaching space which is used by the School is on the second floor of the building. Additional studio facilities are available in the basement and these are rented out to performers and other organisations engaged in the music industry. In addition there are other companies occupying parts of the building, paying rent to the School. All these companies are engaged in the music industry in one way or another and provide a source of practical experience for the School's students in various collaborative arrangements.

The premises comprise two lecture rooms (accommodating 25 students each) and 10 studios on the second floor, two administrative rooms, an office for the Principal and a record room. The studios are fully equipped with industry standard software and hardware including vintage synthesisers, drum machines, processing units and club standard disc jockey gear.

Connections between MMS and artists have been established, as well as with recording labels and other studios. MMS runs master classes with invited guest presenters. It also has a partnership with Islington Mill (a local enterprise) where audio engineering students can gain work experience and the Cord Bar (Manchester), where disc jockeys have the opportunity to work after their course has finished. In addition, the School has developed links with the Royal Northern College of Music and hosts some of RNCM's students within its recording studios.

MMS is an Authorised Training Centre for recognised industry standard equipment and software suppliers, Apple, Steinberg, Pioneer and Ableton Live. All tutors are professionally trained in the creative use of music production packages and all are active music industry professionals possessing skills in a number of disciplines including recording, mixing, production and disc jockeying.

MMS operates as a partnership between the Principal and the Administration and Services Director. The partnership was formed on 23 August 1996 and has no formal termination date. Termination will be by agreement between the two partners.

Its strategic plan includes the operation of an automated attendance system by June 2015 (which at the time of the inspection, was complete), an inspection by ISI or QAA by December 2015, Business Innovation Skills approval within two years and an articulation with a UK university within three years, incorporating mapping exercises enabling the future HND graduates from MMS to progress to a degree course.

2. Brief description of the current provision

MMS currently offers the following internal full-time courses over durations ranging from 12 to 18 months: Music Production, Audio Engineering, Disc Jockeying, Electronic Music Production, Music Composition, Music Business and Video Editing. At the time of the inspection, there were 112 students enrolled, 95% from the UK and the remaining 5% from the EU. The courses which were in operation at the time of the inspection were all internal courses and the inspector was informed that they were considered to be equivalent of NQF Levels 3 and 4. This level is confirmed by Pearson with whom the School has registered with a view to being accredited to run HNC and HND courses at NQF Levels 4 and 5. At the time of the inspection, the final outcome of the application to Pearson was awaited. The inspector advised the staff at the School that the outcome of this application should be notified to BAC as soon as it is received. All the courses listed have industry standard accreditation from Ableton, Apple and Steinberg. The awarding body is MMS at Diploma and Certificate level.

Much emphasis is placed on students obtaining practical experience and self development through the use of the studios. A walkie talkie system is in operation, by which students can seek assistance from technicians if they run into technical difficulties or obstacles with the equipment in the studios. The inspector observed the use of the walkie talkie

system. Unlimited use of the studios for individual tutorial sessions can be booked ensuring that students learn at their own pace.

MMS also offers a range of free weekend taster courses and students can enrol through the online training portal if they are unable to study in Manchester. MMS has deployed the Moodle virtual training environment across all its courses. There are no upper age limits to course participants and the lower age limit is 18.

3. Inspection process

The inspection was carried out over two days inspecting the main campus in Salford. All expected documentation was made available for review and was presented in good order. This included course curricular documents, student handbooks, staff handbooks, examples of marked student work and policies and procedures. In addition, the inspector was able to review all aspects of the premises. The inspector met with the Principal, the Administration and Services Director, the Student Liaison Officer, the Quality Nominee, the Marketing Manager and a representative group of teaching staff and students. Some classes were observed and the inspection ended with initial feedback being presented to senior staff of the School.

PART B - JUDGEMENT AND EVIDENCE

The following judgements and comments are based upon evidence seen by the inspector(s) during the inspection and from documentation provided by the institution.

INSPECTION AREA - MANAGEMENT, STAFFING AND ADMINISTRATION

1. The institution is effectively managed

- | | | |
|-----|--|---|
| 1.1 | The management structure is clearly defined, documented and understood, including the role and extent of authority of any owners, trustees or governing body. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.2 | The head of the institution and other senior managers are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 1.3 | There are clear channels of communication between the management and staff. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

MMS has a clear strategic plan which is being implemented, showing clear strategic thinking by the directors.

2. The administration of the institution is effective

- | | | |
|-----|--|---|
| 2.1 | Administrators are suitably qualified or experienced and understand their specific responsibilities and duties. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.2 | The size of the administrative team is sufficient to ensure the effective day-to-day running of the institution. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.3 | The administrative support available to the management is clearly defined, documented and understood. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.4 | Policies, procedures and systems are well documented and effectively disseminated across the institution. | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| 2.5 | Data collection and collation systems are effective. | <input checked="" type="radio"/> Yes <input type="radio"/> No |

This standard is judged to be: Met Partially Met Not Met

Comments

3. **The institution employs appropriate managerial and administrative staff**

- 3.1 There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff. Yes No
- 3.2 Experience and qualifications claimed are verified before employment. Yes No
- 3.3 There is an effective system for regularly reviewing the performance of staff. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The administrative team is highly efficient and enthusiastic. Alongside the lecturing staff, the administrative staff enjoy a strong rapport with the students.

4. **Publicity material , both printed and electronic, gives a comprehensive, up-to-date and accurate description of the institution and its curriculum**

- 4.1 Text and images provide an accurate depiction of the institution's location, premises, facilities and the range and nature of resources and services offered. Yes No
- 4.2 Information on the courses available is comprehensive, accurate and up to date. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

5. **The institution takes reasonable care to recruit and enrol suitable students for its courses**

- 5.1 Entry requirements for each course are set at an appropriate level and clearly stated in the course descriptions seen by prospective students. Yes No
- 5.2 A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified. Yes No
- 5.3 Students are properly briefed on the nature and requirements of the courses for which they apply, and all application enquiries responded to promptly and appropriately. Yes No
- 5.4 Any overseas recruitment agents are properly selected, briefed, monitored and evaluated. Yes No NA
- 5.5 Students receive a proper initial assessment which includes language ability to confirm their capability to complete the courses on which they are enrolling. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

6. **There is an appropriate policy on student attendance and effective procedures and systems to enforce it**

- 6.1 There is a clear and published policy on student attendance and punctuality, requiring that they attend at least 80% of their scheduled classes. Yes No
- 6.2 Accurate and secure records of attendance and punctuality at each session are kept for all students, collated centrally and reviewed at least weekly. Yes No
- 6.3 Student absences are followed up promptly and appropriate action taken. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

MMS applies a policy of 85% attendance and follows up where there are unexplained absences. It is recommended that this process of follow-up is undertaken on a weekly basis to ensure that the School has up-to-date information on unexplained student absence.

7. **The institution regularly obtains and records feedback from students and other stakeholders and takes appropriate action where necessary**

- 7.1 The institution has effective mechanisms for obtaining feedback from students and other stakeholders (such as staff, partner institutions and employers) on all aspects of the institution's provision, including formal student representation where appropriate. Yes No
- 7.2 Feedback is obtained, recorded and analysed on a regular basis. Yes No
- 7.3 The feedback is reviewed by management and action is taken where necessary. Yes No
- 7.4 There is a mechanism for reporting on the institution's response to the feedback to the student body. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

MMS operates a Staff Student Liaison Committee but currently only has one student representative. It is recommended that early nominations for additional student representatives are sought to support the existing representative.

8. **The institution has effective systems to review its own standards and assess its own performance with a view to continuing improvement**

- 8.1 There are effective systems for monitoring and periodically reviewing all aspects of the institution's performance. Yes No
- 8.2 Reports are compiled at least annually which present the results of the institution's reviews and incorporate action plans. Reports include analysis of year-on-year results on student satisfaction, retention, achievement, examination results and completion rates. Yes No
- 8.3 Action plans are implemented and regularly reviewed, with outcomes reported to the management. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

8.2 It is recommended that MMS ensures that the annual review carried out with industry partners is formally documented by the School.

8.3 MMS carries out surveys of student progression, staff appraisals, student feedback and programme reviews with industry partners. However, these reviews are not consolidated into a single composite annual review. MMS must ensure that the surveys undertaken are consolidated into a formal and minuted annual review which includes a clear action plan for future course and curriculum development.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

9. **Academic management is effective**

- 9.1 There is a suitably qualified and experienced academic manager or academic management team with responsibility for teaching, learning and assessment. Yes No
- 9.2 Classes are timetabled and rooms allocated appropriately for the courses offered. Yes No
- 9.3 The allocation of teachers to classes provides for a consistent learning experience. Yes No
- 9.4 There is an appropriate policy and effective procedures for the acquisition of academic resources. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

MMS operates an Academic Committee five times a year. It is recommended that the Academic Committee's meetings and outcomes are documented and reviewed at each subsequent meeting.

10. **The courses are planned and delivered in ways that enable students to succeed**

- 10.1 Courses are designed and delivered in ways that allow students to develop the knowledge and skills which will be required for final examinations or assessments. Yes No
- 10.2 Lessons and assessments maintain an appropriate focus on any assessment objectives or statement of learning outcomes established by the awarding body. Yes No
- 10.3 Formative assessments appropriately reflect the nature and standards of summative examinations. Yes No
- 10.4 Students are encouraged and enabled to develop independent learning skills. Yes No
- 10.5 Full-time courses requiring students to attend for 15 hours or more per week are time tabled over at least three days. Yes No
- 10.6 Any required coursework and revision periods are scheduled in advance. Yes No
- 10.7 The academic backgrounds and particular needs of students are taken into account in the classroom delivery of the course. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

MMS is awaiting the outcome of its application to Pearson to operate HNC and HND courses at NQF Levels 4 and 5. MMS is required to inform BAC of the final outcome of this application when it is received.

11. **Teachers are suitable for the courses to which they are allocated and effective in delivering them**

- 11.1 Teachers are appropriately qualified and experienced. Yes No
- 11.2 Teachers have a level of subject knowledge, pedagogic and communicative skill which allows them to deliver the content of courses effectively. Yes No
- 11.3 The appraisal procedures for teaching staff incorporate regular classroom observation. Yes No
- 11.4 Teachers are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of students. Yes No
- 11.5 Teachers respond to different learning needs of students where appropriate, taking various learning styles into account in their planning and delivery of lessons. Yes No
- 11.6 Teachers employ effective strategies to involve all students in active participation and to check their understanding of concepts and course content. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

The inspector saw evidence of a robust peer-to-peer classroom observation system. It is recommended that the appraiser as well as the appraisee signs the observation form after the appraisal has been conducted.

MMS does support staff in their CPD. It is recommended that staff are encouraged to obtain teaching as well as academic qualifications and that newly appointed staff are required to either possess or to obtain a formal teaching qualification to support the dissemination of good practice around the School. It should be noted that there is already dissemination of good practice within the School.

12. **The institution provides students and teachers with access to appropriate resources and materials for study**

This standard is judged to be: Met Partially Met Not Met

Comments

Lecturing staff and students confirm that resources and materials are made available for study and the inspector observed that the School is well resourced in terms of technical equipment.

13. **Students receive appropriate assessment and feedback on their performance and progress, which are effectively monitored**

13.1 Courses are planned to include a schedule of assessments, the procedures and criteria for which are available in writing and in advance to students and teachers. Yes No

13.2 Assessment outcomes are monitored to enable the identification of students who are not making satisfactory progress and prompt intervention where appropriate. Yes No

13.3 Students are made aware of how their progress relates to their targeted level of achievement. Yes No

13.4 The institution takes appropriate steps to identify and discourage cheating and other misdemeanours, and to penalise offenders. Yes No

13.5 Additional support or advice on alternative courses is provided to students who are judged not to be making sufficient progress to succeed. Yes No

13.6 Oral and written feedback is given to individual students on a regular basis, tailored to meet their specific needs and constructive in its nature and delivery. Yes No

13.7 Students have appropriate access outside class time to teachers or personal tutors for academic support. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

It is recommended that written feedback to students is provided in Word format rather than handwritten to enable copies to be maintained and in order to present feedback in a more professional manner.

14. **The institution offers courses leading to accredited awards granted by recognised awarding bodies wherever appropriate**

14.1 For courses leading to the award of a UK degree, the institution has a formal agreement with a recognised UK degree-awarding body. Yes No NA

14.2 For courses leading to other UK awards, the awarding body is recognised by the relevant regulator. Yes No NA

14.3 For courses leading to the award of an overseas degree, the institution has a formal partnership agreement with the overseas degree-awarding body, which is itself accredited by a recognised national agency. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

15. **There is a clear rationale for courses leading to unaccredited or internal awards**

- 15.1 There is a clear statement of the level claimed relative to the NQF/QCF and evidence that students who receive the award meet the stated requirements for that level. Yes No NA
- 15.2 There is evidence of the extent to which the awards are accepted for the purposes of employment or further study. Yes No NA
- 15.3 External moderators are involved in the assessment process where appropriate. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

At the time of the inspection, MMS was awaiting the outcome of its application to Pearson to run HNC and HND courses. The inspector informed MMS staff that the outcome of this application should be made available to BAC when it is received.

16. **There are satisfactory procedures for the administration of examinations and other means of assessment**

- 16.1 The institution complies with the requirements of the relevant awarding bodies in terms of examination security and administration. Yes No NA
- 16.2 For internal awards, there are effective systems in place for examination security and administration, and clear procedures for students to appeal against their marks. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

17. **There is appropriate provision of advice for students intending to proceed to employment or higher/further education**

- 17.1 Students have access to advice from appropriate staff member on further study and career opportunities. Yes No
- 17.2 If the institution offers courses preparing students for higher education, they have access to prospectuses and to advice from a designated staff member both on selecting courses and institutions and on the application process. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

There is a Student Progression Pathway which comprises the arrangement of guest lectures by industry-recognised individuals who offer advice to students, job centres being contacted by MMS for job opportunities and some employers making contact with MMS directly for potential employees. MMS has engaged in mapping its courses with some universities' courses to enable individual students to progress to degree courses.

INSPECTION AREA - STUDENT WELFARE

18. Students receive pastoral support appropriate to their age, background and circumstances

- 18.1 There is at least one named staff member responsible for student welfare who is suitably trained, accessible to all students and available to provide advice and counselling. Yes No
- 18.2 Students receive appropriate advice before arrival. Yes No
- 18.3 Students receive an appropriate induction and relevant information upon arrival. Yes No
- 18.4 Students are issued with a contact number for out-of-hours and emergency support. Yes No
- 18.5 The institution has policies in place to avoid discrimination and a published procedure for dealing with any abusive behaviour. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

18.4 MMS must identify a system whereby students are issued with an out-of-hours emergency phone number. While this is not immediately an issue for the School as most students are from the locality, it will become more important if, in due course, international students are recruited.

19. International students are provided with specific advice and assistance

- 19.1 International students receive appropriate advice before their arrival on travelling to and staying in the UK. Yes No
- 19.2 International students receive an appropriate induction upon arrival covering issues specific to the local area. Yes No
- 19.3 Information and advice specific to international students continues to be available throughout the course of study. Yes No
- 19.4 Provision of support takes into account cultural and religious considerations. Where possible, students have access to speakers of their own first language. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments

Currently, MMS does not enrol any international students.

20. **The fair treatment of students is ensured**

- 20.1 Students apply for and are enrolled on courses under fair and transparent contractual terms Yes No and conditions.
- 20.2 Students have access to a fair complaints procedure of which they are informed in writing Yes No at the start of the course.

This standard is judged to be: Met Partially Met Not Met

Comments

21. **Where residential accommodation is offered, it is fit for purpose, well maintained and appropriately supervised**

- 21.1 Any residential accommodation is clean, safe and of a standard which is adequate to the needs of students. Yes No
- 21.2 Any residential accommodation is open to inspection by the appropriate authorities, including Ofsted where students under 18 are accommodated. Yes No NA
- 21.3 Clear rules and fire, health and safety procedures are in place, with appropriate precautions taken for security of students and their property. Yes No
- 21.4 A level of supervision is provided appropriate to the needs of students. Yes No
- 21.5 Separate accommodation blocks are provided for students under 18. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

MMS does not have any residential accommodation but provides details of suitable accommodation should students require it. Most students are from the locality and live at home.

22. **Where home-stay accommodation is organised, the welfare of students is ensured and the institution's relationship with hosts is properly managed**

- 22.1 Due care is taken in selecting home-stay accommodation which both provides a safe and comfortable living environment for students and is appropriately located for travel to the institution and back. Yes No
- 22.2 Any home-stay accommodation is inspected before students are placed and is subject to regular re-inspection by a responsible representative or agent of the institution. Yes No
- 22.3 The institution has appropriate contracts in place with any hosts, clearly setting out the rules, terms and conditions of the provision. Yes No
- 22.4 Appropriate advice and support is given to both hosts and students before and during the placement. Yes No
- 22.5 Clear monitoring procedures are in place with opportunities for student feedback and prompt action taken in the event of problems. Yes No

This standard is judged to be: Met Partially Met Not Met NA

Comments

23. **The institution provides an appropriate social programme for students and information on leisure activities in the area**

- 23.1 Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest. Yes No
- 23.2 The social programme is responsive to the needs and wishes of students. Yes No NA
- 23.3 Any activities within the social programme have been chosen with consideration for their affordability by the majority of students. Yes No NA
- 23.4 Any activities organised by the institution are supervised by a responsible representative with suitable qualifications and experience. Yes No NA

This standard is judged to be: Met Partially Met Not Met NA

Comments

MMS offers guest lectures and some opportunities for work placements including disc jockeying at local clubs.

INSPECTION AREA - PREMISES AND FACILITIES

24. The institution has secure possession of and access to its premises

24.1 The institution has secure tenure on its premises. Yes No NA

24.2 Where required, the institution has access to suitable external premises for academic or non-academic purposes of a temporary or occasional nature. Yes No NA

This standard is judged to be: Met Partially Met Not Met

Comments

MMS owns the premises it occupies.

25. The premises provide a safe, secure and clean environment for students and staff

25.1 Access to the premises is appropriately restricted and secured. Yes No

25.2 The premises are maintained in an adequate state of repair, decoration and cleanliness. Yes No

25.3 There are specific safety rules in areas of particular hazard (e.g. science laboratories), made readily available to students, staff and visitors. Yes No NA

25.4 General guidance on health and safety is made available to students, staff and visitors. Yes No

25.5 There is adequate signage inside and outside of the premises and notice boards for the display of general information. Yes No

25.6 There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors. Yes No

25.7 There are toilet facilities of an appropriate number and level of cleanliness. Yes No

25.8 There is adequate heating and ventilation in all rooms. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

There is no lift facility in the building and lots of stairs. It is recommended that MMS continues to pursue its planning application for an external lift to be installed as part of its long-term building extension proposal. There will also need to be disabled toilet facilities provided if access for physically disabled students is provided.

26. **Classrooms and other learning areas are appropriate for the courses offered**

- 26.1 Classrooms and other learning areas provide adequate accommodation in size and number for the classes allocated to them. Yes No
- 26.2 Classrooms and any specialised learning areas (e.g. laboratories, workshops, studios) are equipped to a level which allows for the effective delivery of each course. Yes No
- 26.3 There are facilities suitable for conducting the assessments required on each course. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

27. **There are appropriate additional facilities for students and staff**

- 27.1 Students have access to sufficient space and suitable facilities for private study, including library and IT resources. Yes No
- 27.2 Teaching staff have access to sufficient personal space for preparing lessons, marking work and relaxation. Yes No
- 27.3 Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate. Yes No NA
- 27.4 Students and staff have access to storage for personal possessions where appropriate. Yes No NA
- 27.5 There are individual offices or rooms in which academic staff and senior management can hold private meetings and a room of sufficient size to hold staff meetings. Yes No
- 27.6 Administrative offices are adequate in size and resources for the effective administration of the institution. Yes No

This standard is judged to be: Met Partially Met Not Met

Comments

Although MMS does provide accommodation for the Quality Nominee within the general/reception office, as student numbers grow and more confidential information is held, some of which will be in hard copy, there will be a need for additional space for the Quality Nominee to carry out his role and it is recommended that such accommodation is provided by the School.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance has been signed and dated. Yes No

PART C - SUMMARY OF STRENGTHS AND ACTION POINTS

Numbering of action points aligns with that of the minimum standards

MANAGEMENT, STAFFING AND ADMINISTRATION

Institution's strengths

There is a clear strategic plan for development of the School and this is being achieved. There is also excellent communication between the staff of the School and effective communication flows take place both up and down the staff structure.

Actions required	Priority H/M/L
8.3 MMS must ensure that the surveys undertaken (of student progression, staff appraisals, student feedback and programme reviews with industry partners) are consolidated into a formal and minuted annual review which includes a clear action plan for future course and curriculum development.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

TEACHING, LEARNING AND ASSESSMENT

Institution's strengths

MMS has vibrant staff engaged both in teaching and administration. It is clear that staff are passionate about their work and subject areas and this view was confirmed by students. The enthusiastic staff engender enthusiasm amongst the students. The inspector also witnessed excellent teaching practice in operation which provided an immersive experience for students and made them think. It was clear that the lecturing staff share good ideas.

Actions required	Priority H/M/L
10.1 and 15.1 MMS is awaiting the outcome of its application to Pearson to operate HNC and HND courses at NQF Levels 4 and 5. MMS is required to inform BAC of the final outcome of this application when it is received.	<input type="radio"/> High <input checked="" type="radio"/> Medium <input type="radio"/> Low

STUDENT WELFARE

Institution's strengths

The Student Welfare Officer is very clear about her role, is very approachable and maintains an excellent rapport with the students.

Actions required	Priority H/M/L
18.4 MMS must identify a system whereby students are issued with an out-of-hours emergency phone number. This will become more important if, in due course, international students are recruited.	<input type="radio"/> High <input type="radio"/> Medium <input checked="" type="radio"/> Low

PREMISES AND FACILITIES

Institution's strengths

MMS has excellent facilities and state-of-the-art equipment.

Actions required	Priority H/M/L
None.	<input type="radio"/> High <input type="radio"/> Medium <input type="radio"/> Low

RECOMMENDED AREAS FOR IMPROVEMENT

It is recommended that the process of absence follow-up is undertaken on a weekly basis, to ensure that the School has up-

to-date information on unexplained student absence.

It is recommended that early nominations for additional student representatives are sought to support the existing representative on the Staff Student Liaison Committee.

It is recommended that the annual review carried out with industry partners is formally documented by the School.

It is recommended that the Academic Committee's meetings and outcomes are documented and reviewed at each subsequent meeting.

It is recommended that the appraiser as well as the appraisee signs the observation form after the appraisal has been conducted.

It is recommended that staff are encouraged to obtain teaching as well as academic qualifications and that newly appointed staff are required to either possess or to obtain a formal teaching qualification.

It is recommended that that written feedback to students is provided in Word format rather than handwritten to enable copies to be maintained and in order to present feedback in a more professional manner.

It is recommended that MMS continues to pursue its planning application for an external lift to be installed as part of its long term building extension proposal. There will also need to be disabled toilet facilities provided if access for physically disabled students are provided.

As student numbers grow and more confidential information is held, some of which will be in hard copy, there will be a need for additional space for the Quality Nominee to carry out his role and it is recommended that such accommodation is provided by the School.

COMPLIANCE WITH STATUTORY REQUIREMENTS