BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

Independent Higher Education (IHE) Reaccreditation Inspection

INSTITUTION: University of New York in Prague

ADDRESS: Londynska 41
Praha 2
Vinohrady 120 00

HEAD OF INSTITUTION: Dr. Andreas Antonopoulos

DATE OF INSPECTION: 4-5 April 2016

ACCREDITATION STATUS AT INSPECTION: Accredited

DECISION ON REACCREDITATION:

◉ Reaccreditation awarded for the full four-year period.

○ Decision on reaccreditation deferred.

○ Award of reaccreditation refused.

Date: 14 Apr 2016

PART A - INTRODUCTION

1. Background to the institution

The University of New York in Prague (UNYP or the University) was established in 1998 as a branch of New York College Athens. The President of both colleges is their majority shareholder and also owns, under the NYC Educational Group name, New York College Thessaloniki, the University of New York in Tirana and the University of New York in Belgrade. In February 2001, UNYP was initially accredited by BAC as part of the Athens College accreditation, however after the 2008 re-inspection it was awarded independent accreditation.

At the time of the 2008 inspection, UNYP was occupying two sets of premises in central Prague with a total area of 2000 square metres. Senior management had been searching for new accommodation in central Prague, as the main building, with an area of approximately 1700 square metres, had no additional space to permit expansion. The second building, which was retained on an annual lease, was not being utilised at the time of the last inspection in 2014. However, student numbers have increased by an average of 6-8% per annum over the last two years and the University moved into more modern and slightly larger premises in a nearby residential area in central Prague on Londynska Street in the Autumn of 2014. The building was formerly the British Chamber of Commerce and has been completely refurbished to a very high standard. The university has also taken an open lease on the fourth floor of a building on Beluska Street, adjacent to Londynska Street.

2. Brief description of the current provision

At the full inspection in 2012 UNYP had a number of partners and affiliates validating its degree awards, and had been accredited as a degree awarding body by the Czech Ministry of Education, Youth and Sports. Foremost among its university partners was Empire State College (ESC) of the State University of New York (SUNY), which awarded degrees for five of the bachelors' programmes. In the case of three of those programmes, students could also take a state examination and gain a Czech Bachelor degree. UNYP had been successful in gaining Czech Ministry recognition of its SUNY Bachelors' degree in Psychology, which was highly significant as professional recognition of qualifications in this subject area had largely been the province of the state universities. In the case of three bachelors' programmes (two of which, in marketing and finance, had been established since the 2008 inspection), the degree was solely awarded by UNYP, enabling the offer of a three-year European degree as an alternative to the four-year American programmes.

Two masters' programmes awarded by La Salle University introduced in 2009 have now been withdrawn, though there are students (29) completing their final year. An LLM in international and commercial law awarded by the University of Greenwich was first offered in 2009-10, and had 19 students enrolled on a part-time basis in 2016. The most recent addition to the higher education portfolio was a University of Bolton PhD by publication. The most popular programme, with 114 students, is the Masters in Business Administration awarded by the Swiss Institut Universitaire Kurt Bösch. All postgraduate programmes were offered on a part-time basis.

In the last two years, the University has been successful in gaining accreditation from the US International Assembly for Collegiate Business Education (IACBE) and is the first Czech-based organisation to achieve this award. 2013 was a busy year on the accreditation front as the University's MBA provision was recognised by the Czech Association of Master of Business Association Schools (CAMBAS). Also in 2013 the University was formally reaccredited by the Czech Ministry of Education, Youth and Sports. In the case of IACBE, accreditation lasts for six years and for four years in respect of the other two organisations.

At the curriculum level the University has developed its relationship with the University of Bolton and has commenced a postgraduate double degree in International Management (MIM). This programme is designed to complement the university's MBA programme by offering students another route into management education and commenced in September 2014, with the phasing out of the La Salle courses the university is now offering courses in Communications and Clinical Psychology by arrangement with the University of Bolton and has local validation for their new MA in Clinical Psychology, being the first to be offered in Prague. New curriculum under consideration for 2016 includes Bachelors programmes in Aviation Management and Hotel Management.

The UNYP has also applied for membership of the ERASMUS programme and are hopeful of becoming part of this European programme.

3. Inspection process

Prior to the two-day visit, the lead inspector made contact with the other two colleagues attending and outlined the planned inspection programme to be followed. This programme was made available and agreed to by UNYP senior management.

The first day began with meeting the senior management of UNYP, followed by a tour of the new premises. The meetings were held with the Rector, Heads of School, Head of Finance, student council representatives, the Registrar, Admissions Manager, the new Dean of Academic Development, and the Student Services Manager. A tour of the recently acquired residential accommodation was also undertaken.

Post the first day inspection, there was a meeting of the BAC representatives to review and collate findings and to agree the programme for the second day.

On the second day, the BAC representatives continued with meetings with the Library Manager, Academic Coordinator, Faculty Representative, Marketing Director, the Graduate Admissions Manager, and the two remaining academic departmental heads. A tour of the additional premises was also undertaken. A final review and collation meeting was held with UNYP senior management where BAC's findings were presented.

During the two-day inspection, the BAC representatives reviewed and considered a wide range of documents including the 2016-20 Action plan, publicity, detailed information on courses offered to prospective students, minutes of Academic and Council meetings, enrolment procedures, interview procedures, staff contracts, job descriptions and many others, using the UNYP website as a source for some of this information. During this inspection process, two classes were also observed.

4. Inspection history:

Inspection type	Date
Full Accreditation	01-2Feb 2001
Interim	Feb 2003
Full Accreditation	27-28 Feb 2008
Interim	23 Feb 2011
Full Accreditation	10-11 May 2012
Interim	24 July 2014
Full Accreditation	4-5 April 2016

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 - GOVERNANCE, STRATEGY AND FINANCIAL MANAGEMENT

1. **The institution is effectively and responsibly governed**

1.1	The organisational structure, including the role and extent of authority of any owners, directors or governing body, is clearly defined, documented and understood by stakeholders.	◉ Yes ○ No
1.2	The head of the institution, directors and other relevant persons are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	◉ Yes ○ No
1.3	Policies, procedures and systems linking governance and management are well documented and effectively disseminated across the institution.	◉ Yes ○ No
1.4	The institution engages in appropriate risk management planning, which is administered and monitored by named individuals.	○ Yes ◉ No
1.5	The head of the institution, directors and other relevant persons are suitably qualified and experienced, understand their specific responsibilities and are effective in carrying them out.	◉ Yes ○ No
1.6	The governing body conducts regular risk assessment exercises in all areas of the institution's provision.	○ Yes ◉ No
1.7	All relationships with other educational institutions and organisations are defined formally and are fully transparent, with institutions compliant with partner or parent institutions' requirements, where applicable.	◉ Yes ○ No

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

Comments

1.4, 1.6 - The university must seek to establish 'risk management' policies/procedures.

Although no formal systems are in place, both risk assessment and risk management do play an important role in the decision-making process as was identified in their process of acquiring new premises, the recent acquisition of the hostel accommodation and the establishment of new courses. Senior management agreed that they should give further consideration to an annual review through a Risk Register as they are required to do in a limited report by the Czech authorities.

2. **The institution has a clear and achievable strategy**

2.1	The institution has a clear strategy for the development of its higher education provision which is supported by appropriate financial management.	◉ Yes ○ No
2.2	There is provision for stakeholder input to inform the strategic direction of the institution.	◉ Yes ○ No
2.3	The strategy is well communicated to all stakeholders within and outside the institution.	◉ Yes ○ No
2.4	The governing body and senior management conduct a regular and systematic review of their own and the institution's overall performance and measure this performance against strategic targets.	◉ Yes ○ No

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

Comments

As part of the 2016-20 UNYP Goals - 'the strategy policy document', it is clear that UNYP has a very clear plan as to its future developments. It produces an annual UNYP Strategy document which is a requirement of the Czech Ministry of Education, but at present has limited circulation and for the most part it is in the Czech language. The proposed strategy is discussed at the Academic Board and also at the Council meeting of Stakeholders.

3. **Financial management is open, honest and effective**

3.1 The institution conducts its financial matters transparently and with appropriate probity.   ◉ Yes   ○ No

3.2 The institution's finances are subject to regular independent external audit.   ◉ Yes   ○ No

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

Comments

The inspector was able to review the Annual Audit submitted by an external auditor and discussed several of the outcomes identified in this audit.
The UNYP has sound financial management and a regular income with sufficient reserves to meet a crisis.

INSPECTION AREA - ACADEMIC MANAGEMENT AND ADMINISTRATION

4. **The institution is effectively managed**

4.1	The management structure is clearly defined, documented and understood by all stakeholders including governors, management, staff and students.	◉ Yes ○ No
4.2	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.	◉ Yes ○ No
4.3	There are clear channels of communication between management, the governing body, staff, students and other stakeholders.	◉ Yes ○ No
4.4	There are clearly delineated responsibilities and reporting arrangements at institutional, faculty, departmental, programme and course levels. This should include provision for academic leadership at programme and individual course level.	◉ Yes ○ No
4.5	There is an effective committee structure with appropriate reporting lines which informs management decision-making and provides feedback to stakeholders.	◉ Yes ○ No
4.6	Committees and other meetings have clear and appropriate terms of reference, are scheduled to meet regularly and are minuted accurately.	◉ Yes ○ No
4.7	There is a set of comprehensive policies, regulations and procedures for staff and student conduct.	◉ Yes ○ No
4.8	Management ensures that all information, internal and external, including publicity material, is accurate and fit-for-purpose.	◉ Yes ○ No
4.9	A policy exists and is administered effectively regarding collection of and refund of student fees.	◉ Yes ○ No
4.10	Management compiles reports at least annually presenting the results of the institution's reviews and incorporating action plans. Reports include analysis of year-on-year student satisfaction, retention and achievement, staff performance (including research and other forms of scholarship) and a review of resourcing issues.	◉ Yes ○ No
4.11	Action plans are implemented and reviewed regularly, with outcomes reported to management and subsequently to the governing body.	◉ Yes ○ No
4.12	Management monitors and reviews academic and administrative staff performance through a clearly documented and transparent appraisal system.	◉ Yes ○ No

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

Comments

The BAC inspectors were able to view university minutes and policies. BAC inspectors also had an opportunity to speak with academic and administrative staff regarding topics such as publicity, student conduct, the decision-making process and the staff appraisal systems. In further discussions with senior management, it became clear that the university pays considerable attention to the views of its staff and its stakeholders, whilst at the same time ensuring that it meets the requirements of the Czech state and its external university stakeholders - to this end the university produces an Annual Report.

5. **Academic management is effective**

5.1	There are appropriate procedures for the proposal, design and validation of programmes of study which take cognisance of the mission of the institution, national imperatives, market demand and resource issues and reflect international norms.	◉ Yes	○ No
5.2	Management ensures that the stated curricula are delivered as presented in the prospectus and other related documentation, and that requirements from professional or other relevant bodies are met.	◉ Yes	○ No
5.3	There are regular scheduled and minuted meetings of academic staff to review academic programmes.	◉ Yes	○ No
5.4	There is an appropriate policy and effective procedures exist for the acquisition of academic resources to support programmes.	◉ Yes	○ No
5.5	Appraisal of academic staff includes regular classroom observation which is used for the dissemination of good practice.	◉ Yes	○ No
5.6	Academic staff are supported in their continuing professional development and enabled to develop further pedagogic techniques to enhance the learning of students.	○ Yes	◉ No

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

Comments

5.6 - The university must introduce a more formal system for staff to apply for support to develop their skills.

It was felt that a more formal system should be used for staff to seek support for their continued academic development though in discussion with staff they saw no problems as the university is very supportive at present.

6. **The institution if effectively administered**

6.1	Administrators are suitably qualified and experienced and understand their specific responsibilities and duties.	◉ Yes	○ No
6.2	The size of the administrative team is sufficient to ensure the effective day-to-day running of the institution.	◉ Yes	○ No
6.3	The administrative support available to the management is clearly defined, documented and understood and appropriately focused to support its activities.	◉ Yes	○ No
6.4	Policies, procedures and systems are well documented and disseminated effectively across the institution.	◉ Yes	○ No
6.5	Data collection and collation systems are effective and accurate.	◉ Yes	○ No
6.6	Classes are timetabled and rooms allocated appropriately for the courses offered.	◉ Yes	○ No
6.7	Comprehensive administrative records are organised and stored efficiently, easily accessed and used effectively.	◉ Yes	○ No

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

Comments

The inspectors visited all administrative departments and found staff to be suitably qualified and knowledgeable. The inspectors were able to view student records, the timetabling methodology, the information system available to all students and staff informing them of any changes or cancellations, and to review the data collection recording and process.

7. **The institution employs appropriately qualified and experienced managerial and administrative staff**

7.1	There are appropriate policies and effective procedures for the recruitment and continuing employment of suitably qualified and experienced staff.	⦿ Yes ○ No
7.2	There are effective procedures for the induction of all staff.	⦿ Yes ○ No
7.3	There is a transparent and well-documented appraisal system for all staff.	⦿ Yes ○ No
7.4	There are clear and appropriate job specifications for all staff.	⦿ Yes ○ No
7.5	All staff are treated fairly and according to a published equality and diversity policy.	⦿ Yes ○ No
7.6	The institution has a clear policy regarding the handling of legal issues relating to the employment of staff.	⦿ Yes ○ No
7.7	Staff have access to a complaints and appeals procedure.	⦿ Yes ○ No
7.8	Opportunities are provided for the continuing professional development of administrative and managerial staff.	⦿ Yes ○ No

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

Comments

A large proportion of the teaching is carried out by academically qualified staff, many of whom have worked at the university for many years. However, due to the nature of their working times, there is very little opportunity to involve them in training or appraisal.

The inspectors found that a number of policies in regards to academic and administrative staff were in the process of being introduced - some were expected to be formally available by the start of the new academic year. An inspector was able to discuss the proposed outlines of some of these 'draft' policies.

In regards to contracts of employment and possible legal issues, these matters are covered by Czech legislation, although the university is now considering the production of its own, similar, documentation. This also applies to equality and diversity where there is state legislation - it was suggested that the university should consider establishing its own policy, based on the state legislation.

INSPECTION AREA - TEACHING, LEARNING AND ASSESSMENT

8. **Academic staff are appropriately qualified and effective in facilitating student learning**

8.1	Academic staff are appropriately qualified in terms of subject knowledge, pedagogic and communicative skills, and experienced for the courses to which they are allocated.	⦿ Yes ◯ No
8.2	The programmes and their constituent courses are delivered and assessed in ways that enable students to succeed by developing the knowledge and skills which will be required for final examinations or assessments.	⦿ Yes ◯ No
8.3	Learning outcomes for all programmes are articulated and are publicly available.	⦿ Yes ◯ No
8.4	Academic staff are effective in recognising individual learning needs and preferred learning styles and adapting their delivery to meet these.	⦿ Yes ◯ No
8.5	Academic staff ensure the active participation of all students in class activities.	⦿ Yes ◯ No
8.6	Academic staff use a mixture of large and small group and individual activities, to encourage and support students' learning.	⦿ Yes ◯ No
8.7	Academic staff supply students with access to any additional learning materials as appropriate to support student learning.	⦿ Yes ◯ No
8.8	Academic staff produce schemes of work and detailed lesson plans and lodge these with the administration.	⦿ Yes ◯ No
8.9	Academic staff draw upon current research in their teaching.	⦿ Yes ◯ No
8.10	Students are encouraged and enabled to develop independent learning skills.	⦿ Yes ◯ No
8.11	Where appropriate, students are given the opportunity to obtain relevant workplace experience.	◯ Yes ◯ No ⦿ NA
8.12	Students have access to teaching staff outside teaching and learning sessions.	⦿ Yes ◯ No
8.13	The institution provides students and academic staff with access to appropriate resources and materials for study and encourages and supports their use of these.	⦿ Yes ◯ No

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

Comments

The CVs of staff were made available to BAC inspectors, a number of these being received prior to the inspection. All academic staff were well qualified and experienced to teach the subjects for which they had been appointed. All staff are required to produce schemes of work stating the required outcomes, setting and marking of assignments. This includes details on allocated times when staff are available to students for assistance or information. Staff are proactive in informing students of the resources required to complete their chosen course of study.

9.	**Assessment is fair, well-organised and appropriate for the level and nature of the courses, and students receive timely and supportive feedback on their work**	
9.1	Students are provided with an assessment schedule in which required coursework and revision periods are detailed in advance with clear submission dates.	⦿ Yes ○ No
9.2	Assessment strategies are relevant to the content and nature of the courses and focused on measuring students' achievement of the intended learning outcomes.	⦿ Yes ○ No
9.3	Assessment tasks are clearly written, indicating what students need to do to achieve stipulated levels of achievement.	⦿ Yes ○ No
9.4	Students receive detailed and supportive oral and written feedback on their assessments and overall performance and progress, which are effectively monitored.	⦿ Yes ○ No
9.5	There are secure and efficient procedures for the administration of examinations and other means of assessment.	⦿ Yes ○ No
9.6	The institution takes appropriate steps to identify and discourage cheating, including plagiarism and other misdemeanours, and to penalise offenders.	⦿ Yes ○ No
9.7	There are clear policies and procedures for students to claim mitigating circumstances and to appeal against marks awarded.	⦿ Yes ○ No
9.8	There are effective procedures for internal and external moderation at pre- and post-assessment stages.	○ Yes ⦿ No
9.9	The institution makes student records and transcripts available to its students in a timely manner.	⦿ Yes ○ No

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

Comments

9.8 - The university must introduce internal and external moderators across all programmes.
The inspectors had long discussion with several senior academic managers concerning the approach to internal and external moderation. While the university maintains that it meets the requirements of the Czech State and one external university, it also claims to meet the requirements of the UNYP and standard US assessment practices. The inspectors did ask that the university give further consideration to introducing internal moderation and external assessment.
There are appeal procedures for all students to utilise, if necessary, academic staff have access to Turnitin' to ensure that submitted work is that of the student and not copied from other sources.

10.	**The institution encourages and supports its staff to undertake research and other forms of scholarship and to engage in other professional activities**	
10.1	Academic staff are encouraged and supported to undertake research in relevant fields and to publish their findings.	⦿ Yes ○ No
10.2	Academic staff contracts require academic staff to engage in research and/or scholarship relevant to their teaching and other duties.	⦿ Yes ○ No
10.3	The institution encourages and supports staff to obtain additional qualifications.	⦿ Yes ○ No
10.4	There is a fair and transparent procedure for staff to seek financial support for their research and other professional development activities.	⦿ Yes ○ No
10.5	The institution provides time for staff to meet regularly to share and discuss current research activities and, if appropriate, invites external speakers.	⦿ Yes ○ No

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

Comments

UNYP has introduced a programme whereby staff can seek assistance in their research programmes. At present, only three members of staff have research as the main focus of their contract. However, management in their 2016-20 Plan, have identified that more staff should be given the opportunity to obtain higher qualifications, mainly through research, while other staff will be supported in improving their teaching qualifications.

INSPECTION AREA - STUDENT RECRUITMENT, SUPPORT, GUIDANCE AND PROGRESSION

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

11.1	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
11.2	Information on the programmes available is comprehensive, accurate and up-to-date.	⦿ Yes ○ No
11.3	There are effective procedures to update information on a regular basis.	⦿ Yes ○ No
11.4	Students are informed of the status of the qualifications offered, including the awarding body and level of award.	⦿ Yes ○ No
11.5	Students are given some indication of the type of careers graduates may follow and any professional body exemptions that may be available.	⦿ Yes ○ No
11.6	Students are informed of the full cost of all programmes, including costs of assessments and any required materials.	⦿ Yes ○ No
11.7	Students are informed as to the necessary English language requirements for entry on to programmes.	⦿ Yes ○ No
11.8	The institution has a clear policy on the accreditation of prior learning and prior experiential learning which is brought to the attention of prospective students.	⦿ Yes ○ No

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

Comments

UNYP has a very effective website (updated yearly) which includes all the essential and necessary detail required for prospective and current students. UNYP holds 'Open Days' each month receiving students from a European-wide basis. While the inspectors were present during their inspection, a 'Careers Fair' programme was in progress, which the inspectors visited at the invitation of the senior management. It was noted that a large number of major EU companies were present offering potential 'job' opportunities to students.
From discussion the university expects to 'convert' 70% of enquiries into acceptances each year.

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

12.1	Entry requirements for each programme are set at an appropriate level and clearly stated in the programme descriptions seen by prospective students.	◉ Yes ○ No
12.2	A formal application process ensures that students meet the entry requirements and any claimed qualifications are verified.	◉ Yes ○ No
12.3	Prospective students are properly briefed on the nature and requirements of the programme(s) in which they are interested and provided with advice on choosing their programme.	◉ Yes ○ No
12.4	All application enquiries are responded to promptly and appropriately.	◉ Yes ○ No
12.5	Any recruitment agents are properly selected, briefed, monitored and evaluated.	◉ Yes ○ No ○ NA
12.6	Students receive a proper initial assessment, which includes language ability, to confirm their capability to complete the programmes on which they are enrolling.	◉ Yes ○ No
12.7	Students with special needs are identified so that appropriate support can be provided.	○ Yes ◉ No
12.8	Entry on the basis of accreditation of prior learning and prior experiential learning is subject to a rigorous process and is clearly documented.	◉ Yes ○ No

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

Comments

12.7 - UNYP must create and publish a clear policy / system on students with special / additional needs.

Currently there are no students with stated or identified 'special / additional needs'. The inspector, upon meeting with the Registry, highlighted that a policy on students with special / additional needs was a requirement throughout Europe, and that UNYP must create and publish a clear policy / system for such students.

UNYP has a policy of responding to student enquiries within 24 hours. All applications are subject to careful scrutiny, with all students given a test to ensure that they meet the required level of 'English' on entry. Where students do not meet the required level, the university organises a fourteen week 'foundation English course' (one semester).

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

13.1	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
13.2	Students receive an appropriate induction and information on the pastoral support available to them.	◉ Yes ○ No
13.3	Students are issued with a contact number for out-ofhours and emergency telephone support.	◉ Yes ○ No
13.4	The institution has policies to avoid discrimination and a published procedure for dealing with any abusive behaviour.	◉ Yes ○ No
13.5	There are effective systems to communicate with students out of class hours.	◉ Yes ○ No

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

Comments

There is a named 'student services' staff member whose role is to deal with student issues - they are available on a 24-hour basis. All students entering the university are given a detailed induction programme, which not only includes information on support, but also detailed information on expected behaviour. All students can be contacted by email, telephone (mobile), social media etc, out of class hours, this has been used on occasions when there has been a change to their academic programme or when other important information needed to be sent.

14. Students receive appropriate guidance

14.1	Students are given an induction to the institution, their programme of study and guidance on the use of facilities such as the library and IT.	◉ Yes ○ No
14.2	Additional support or advice on alternative programmes is provided to students who are judged not to be making sufficient progress to succeed.	◉ Yes ○ No
14.3	Students have access to a fair complaints procedure of which they are informed in writing at the start of the course and offered guidance in submitting a complaint.	◉ Yes ○ No
14.3	Students have access to careers advice and guidance, including progression to further study, from a designated and suitably qualified and experienced member of staff.	◉ Yes ○ No
14.3	Students have access to careers information including prospectuses for further study.	◉ Yes ○ No

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

Comments

At the start of their academic programmes, all students are given full induction to the university, to the city of Prague and to their intended course. Students are given a further week to decide if they are on the right course, with the option to change, if required. Students felt that they needed a further week to make such decisions, however, due to the intensity of the courses, this was not deemed viable by the university. Having witnessed the Careers Fair in action, the inspectors were informed that the majority of UNYP students either found work or were able to proceed to a further course of higher study in the UK or in Europe after completion of their programme.

15. Student progress is measured and recorded regularly on the basis of adequate and explicit data and effective remedial action taken where necessary

15.1	Assessment outcomes are monitored to enable the identification of students who are not making satisfactory progress and there is prompt intervention where appropriate.	◉ Yes ○ No
15.2	There is a clear and published policy on required student attendance and punctuality, with effective procedures and systems to enforce it.	◉ Yes ○ No
15.3	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
15.4	Student absences are followed up promptly and appropriate action taken.	◉ Yes ○ No
15.5	Students are each allocated a personal tutor who is responsible for the regular review of students' progress.	◉ Yes ○ No

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

Comments

The inspector was able to view all necessary records of student progress and attendance. The inspector was able to discuss any actions taken in regards to progress and attendance, where necessary. Course tutors are primarily responsible for reviewing student progress.

All students are advised as to the attendance requirements and the resulting action where such attendance requirements are not met. Each student is allocated an 'academic ' advisor.

16. **International students are provided with specific advice and assistance**

16.1	Before their arrival, international students receive appropriate advice on travelling to and living in the country or location.	⊙ Yes ○ No
16.2	On arrival, international students receive an appropriate induction in issues specific to the local area.	⊙ Yes ○ No
16.3	Information and advice specific to international students continue to be available throughout their time at the institution.	⊙ Yes ○ No
16.4	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

All international students receive information and advice before their arrival. There is then a full and detailed induction provided on arrival. The university continues to offer advice and assistance to their current students via the university's 'student services' department.

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

17.1	Any residential accommodation is clean, safe and of a standard which is adequate for the needs of students.	⊙ Yes ○ No
17.2	Any residential accommodation is open to inspection by the appropriate authorities.	⊙ Yes ○ No ○ NA
17.3	A level of supervision is provided appropriate to the needs of students.	⊙ Yes ○ No
17.4	Students are provided with advice on suitable private accommodation.	⊙ Yes ○ No

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

Comments

Currently all students are given advice on suitable accommodation which has been inspected by the university or their agents. However, the university has recently acquired hostel accommodation in an adjacent street, Belgicka 24, and was viewed by two inspectors. The accommodation was judged to be of a high standard. Though the accommodation has yet to be used by students, in discussion with senior management they anticipate an 80% take-up by students with a further 20% of the accommodation being let to members of the public. This did raise queries about suitable supervision, the inspectors were informed that there will be a supervisor installed to ensure that the accommodation is appropriately used by both students and public.

18. **The institution provides an appropriate social programme for students and information on activities in the locality**

18.1	Students are provided with appropriate information on opportunities for participation at events and other leisure activities which may be of interest.	⦿ Yes ○ No
18.2	The social programme is responsive to the needs and wishes of students.	⦿ Yes ○ No
18.3	Any activities within the social programme have been chosen with consideration of their affordability by the majority of students.	⦿ Yes ○ No
18.4	Any activities organised by the institution are supervised by a responsible representative with suitable qualifications and experience.	⦿ Yes ○ No
18.5	Students are encouraged to develop and participate in extra-mural activities.	⦿ Yes ○ No

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

Comments

The Students' Council organises a range of activities during each academic year and is supported by the university who also provide the financial assistance. There is also a programme of sporting activity which students are encouraged to participate in. This is supervised by the university and includes the hiring of suitable facilities in the city.

INSPECTION AREA - PREMISES, FACILITIES AND LEARNING RESOURCES

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

19.1	The institution has secure tenure on its premises.	⦿ Yes ○ No
19.2	The institution has the legal right to use these premises for the delivery of higher education.	⦿ Yes ○ No
19.3	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   ○ NA

Comments

The university has a ten-year tenure agreement on the premises at Londynska 41 and has agreement from the Czech state to use them as an academic institution. They have an 'open' agreement on Belgicka 40 where currently they are only using the fourth floor but have been given an 'open' option to use more of this building as and when demand increases.

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

20.1	Access to the premises is appropriately restricted and secured.	◉ Yes ◯ No
20.2	The premises are maintained in an adequate state of repair, decoration and cleanliness.	◉ Yes ◯ No
20.3	There are specific safety rules in areas of particular hazard (e.g. science laboratories) which are brought to the attention of students, staff and visitors.	◉ Yes ◯ No ◯ NA
20.4	General guidance on health and safety is made available to students, staff and visitors.	◉ Yes ◯ No
20.5	There is adequate signage inside and outside the premises and notice boards for the display of general information.	◉ Yes ◯ No
20.6	There is adequate circulation space for the number of students and staff accommodated, and a suitable area in which to receive visitors.	◉ Yes ◯ No
20.7	There are toilet and hand-washing facilities of an appropriate number and acceptable level of cleanliness.	◉ Yes ◯ No
20.8	There is adequate air conditioning, heating and ventilation in all rooms.	◉ Yes ◯ No

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

Comments

Both premises have a reception desk situated at the entrance to the building which is manned during their respective operational hours. The main building has recently been refurbished up to a very high standard including up to date fire controls on all floors. There is adequate leisure space and a small cafe situated on the lower ground floor. The whole building has air conditioning, heating and adequate ventilation. There is excellent signage outside the Londynska premises with notice boards and 'screens' on all floors.

21. Classroom and other learning areas are appropriate for the programmes offered

21.1	Classrooms and other learning areas provide adequate accommodation in size and number for the classes (e.g. lectures, seminars, tutorials) allocated to them.	◉ Yes ◯ No
21.2	Classrooms and any specialised learning areas (e.g. laboratories, clinics, workshops, studios) are equipped to a level which allows for the effective delivery of each programme.	◉ Yes ◯ No
21.3	There are facilities suitable for conducting assessments such as examinations.	◉ Yes ◯ No

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

Comments

The inspectors observed that the Londynska premises hosts eight classrooms which can accommodate between 24 and 32 students with suitable space to provide a good learning environment. There are two IT laboratories fully equipped with new computers. Most rooms are able to accommodate tests and/ or examinations. There is also an 'Auditorium' on the lower ground floor which can be set out to provide a suitable facility for examination purposes.

At the Belgickca premises, there is one classroom (24 capacity) with an immediate option for another adjacent room (24 capacity) on the fourth floor, if needed. On the fourth floor there is also the Student Counselling Service and a 'writing' service which is used by students when writing dissertations and other work to ensure that their English language and grammar are correct.

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

22.1	Students have access to sufficient space and suitable facilities for private individual study and group work.	⦿ Yes ○ No
22.2	Academic staff have access to sufficient personal space for preparing lessons, marking work and consultations with students.	⦿ Yes ○ No
22.3	Students and staff have access to space and facilities suitable for relaxation and the consumption of food and drink where appropriate.	⦿ Yes ○ No
22.4	Students and staff have access to secure storage for personal possessions where appropriate.	⦿ Yes ○ No
22.5	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
22.5	Administrative offices are adequate in size and suitably resourced for the effective administration of the institution.	⦿ Yes ○ No

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

Comments

There are a number of areas which can be used for individual or group work, mainly in the library. The IT rooms are used by students for individual or group work when not being used for lectures. There is a cafe on the lower ground floor which is used by staff and students. There is locker space for students in the library and there is a 'faculty' office where academic staff can prepare lectures, discuss issues and leave their personal belongings. The administrative offices are adequate for their purpose, suitably equipped.

23. **The library is appropriately stocked and provides a fit-for-purpose learning resource for the student body**

23.1	The library is adequately staffed with appropriately qualified and experienced staff.	⦿ Yes ○ No
23.2	The library has sufficient space for student independent study and group working.	⦿ Yes ○ No
23.3	There is sufficient provision of learning materials including books, journals and periodicals and online materials.	⦿ Yes ○ No
23.4	There is a well-organised lending policy.	⦿ Yes ○ No
23.5	There are clear, systematic and effective means of ensuring the adequacy and currency of library stock to reflect staff and student needs.	⦿ Yes ○ No
23.6	Library opening times are sufficient to encourage and support student independent learning.	⦿ Yes ○ No

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

Comments

The library is equipped to support the direct needs of students but not particularly well-equipped to support research or study skills. The library is stocked with approximately 17,000 books written in the English Language, though many would be seen as 'course books'. Research books are available on request, either being on limited borrowing or for use only in the Library. Students are provided with information appertaining to their course which can be found on the Internet. Books are ordered through departments and can take some time to arrive due to their international basis.
Within the library there is a 'breakout' room and adequate space for independent study. The library is open seven days a week and is staffed by one full-time and one part-time member of staff on a rota basis.

24. **The information technology resources are well managed and provide a fit-for-purpose learning resource for the student body**

24.1	There are sufficient computers of the necessary specification to meet student and staff needs.	◉ Yes ○ No
24.2	There is provision of appropriate, up-to-date, software which reflects the needs of the programmes.	◉ Yes ○ No
24.3	There is an effective means of ensuring the renewal of hardware and software to ensure efficiency and currency.	◉ Yes ○ No

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

Comments

The university is well stocked with modern computers equipped with Microsoft Office 365 programme. There is WI-FI throughout the building. Students and staff have access to the computers in the library, IT rooms and staff rooms. There is a computer manager and two support staff who ensure the constant running of the computers and the associated programmes during the university operational hours. The computer manager is responsible for ensuring that all computers are working and that all programmes running are efficient and are current.
Most students have their own Laptop which they use while in the building.

25. **The institution has effective systems to review its own standards and assess its own performance**

25.1	The institution undertakes regular and systematic monitoring of its operations.	◉ Yes ○ No
25.2	The institution conducts periodic reviews of all aspects of its performance against clearly specified and appropriate performance indicators.	◉ Yes ○ No
25.3	The nominated leader for each course produces an end of-session (semester or year) report which includes measures of student satisfaction, completion rates and achievement levels.	◉ Yes ○ No
25.4	The nominated programme leader, drawing upon reports from its constituent courses, produces an annual programme report which includes analysis of year-on-year results on student satisfaction, achievement levels, completion rates and progression to further study or employment.	◉ Yes ○ No
25.5	Reports, which present the results of the institution's reviews, evaluate its performance and incorporate action plans, are compiled at least annually. These are considered by senior management and the board of trustees and, where appropriate, shared with all stakeholders.	◉ Yes ○ No
25.6	All programmes are subject to annual review and to full revalidation every five years.	◉ Yes ○ No
25.7	Annual review and revalidation of programmes involve external assessors.	◉ Yes ○ No
25.8	All quality management policies and procedures are clearly documented, for example in a quality manual or similar, and brought to the attention of staff and, where appropriate, students and other stakeholders.	◉ Yes ○ No
25.9	Particular attention is paid to the quality of the student learning experience and to ensuring there is fair treatment of all students.	◉ Yes ○ No

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

Comments

UNYP has established practices to review its operations, however, these are potentially subject to change due to the new Czech higher education law which is expected to place more emphasis on internal quality assurance processes. At present all external programmes are reviewed, and where necessary, re-accredited by their respective external organisations via external assessors.

All programmes are reviewed annually and reports submitted to the Czech Ministry of Education as well as to the Academic Board and General Assembly of Stakeholders. Such reports are based on reports by the Registrars' office, student and staff surveys, key academic indicators and student evaluations of each course. All policies are currently outlined in the UNYP policies documentation.

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

26.1 Views of all stakeholders, including academic staff and students, partner institutions and employers, are canvassed and recorded regularly through various means, including face-to-face meetings, feedback questionnaires and, where appropriate, formal student representation. ⦿ Yes ◯ No

26.2 The views of stakeholders are considered objectively, evaluated thoroughly and, where necessary, appropriate action is taken. ⦿ Yes ◯ No

26.3 There are effective means of responding to stakeholders' opinions and keeping them informed of any actions taken and reasons for no action being taken, through formal feedback mechanisms. ⦿ Yes ◯ No

26.4 Key performance indicators will include analysis of student outcomes in terms of the current year and year-on-year performance and any significant variations in student achievement between different programme components. ⦿ Yes ◯ No

26.5 The institution engages with the wider community, such as employers and its alumni, in a formal and systematic manner in order to obtain feedback on the relevance of its provision and to identify areas for development. ⦿ Yes ◯ No

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

Comments

In discussions with senior management it is evident that the UNYP highly regards feedback from students, staff and stakeholders and has an `open door policy' which allows the individual to make their views known. Attention is also paid to the external degree providers and their contribution, as well as input from the Student Council and the Academic Board. The UNYP also engages with the wider community through a Business Advisory Board, the Czech Ministry of Education, stakeholders and partner universities. Key performance indicators are not used to the extent that they are in the UK but the UNYP is moving towards a better understanding of the use and value of such mechanisms.

27. **The institution has a strong commitment to, and procedures that facilitate, continuing enhancement of its provision**

27.1 All stakeholders are invited and encouraged to make suggestions for enhancement. ⦿ Yes ◯ No

27.2 In their annual appraisal, all staff are required to identify where they have facilitated enhancement and to identify further areas requiring enhancement. ⦿ Yes ◯ No

27.3 End-of session course and annual programme reports should include enhancements made and identify further areas requiring enhancement. ⦿ Yes ◯ No

27.4 Action plans are implemented and reviewed regularly within the institution's committee structure. ⦿ Yes ◯ No

27.5 Staff professional development needs are identified through appraisal and other means, and measures taken to support staff to address these. ⦿ Yes ◯ No

27.6 The institution has formal mechanisms to monitor the information it provides internally and externally and to make any enhancements deemed necessary. ⦿ Yes ◯ No

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

Comments

The UNYP has introduced systems which facilitate feedback from a wide range of persons directly or indirectly associated with the university. While there is not a formal process across the university, staff and students can submit their views on a wide range of issues and action can be taken by departments or by the Rector.

There are regular meetings between the Student Council representatives and senior management at least once a month.

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

GOVERNANCE, STRATEGY AND FINANCIAL MANAGEMENT

Institution's strengths

Very experienced, qualified and motivated staff at all levels.

Actions required	Priority H/M/L
1.4, 1.6 - The university must seek to establish 'risk management' policies/ procedures. (Probably a requirement of the Czech HE Law due in June)	○ High ◉ Medium ○ Low

ACADEMIC MANAGEMENT AND ADMINISTRATION

Institution's strengths

Well qualified staff paying considerable attention to the views of students, staff and stakeholders.

Actions required	Priority H/M/L
5.6 - The university must introduce a more formal system for staff to apply for support to develop their skills	○ High ◉ Medium ○ Low

TEACHING, LEARNING AND ASSESSMENT

Institution's strengths

Highly qualified and experienced teaching staff with many having a good research profile.

Actions required	Priority H/M/L
9.8 - The university must introduce internal and external moderators across all programmes. (Probably a requirement of the Czech HE Law due in June)	○ High ◉ Medium ○ Low

STUDENT RECRUITMENT, SUPPORT, GUIDANCE AND PROGRESSION

Institution's strengths

A very positive approach to all aspects of student activity.

Actions required	Priority H/M/L
12.7 - UNYP must create and publish a clear policy / system on students with special / additional needs. (Probably a requirement of the Czech HE Law due in June)	○ High ◉ Medium ○ Low

PREMISES, FACILITIES AND LEARNING RESOURCES

Institution's strengths

The totally refurbished new premises and the recently acquired hostel accommodation are a credit to the university.

Actions required	Priority H/M/L

	◯ High ◯ Medium ◯ Low

QUALITY MANAGEMENT, ASSURANCE AND ENHANCEMENT

Institution's strengths

The University submits annual reports to the Czech ministry of Education.

Actions required	Priority H/M/L
	◯ High ◯ Medium ◯ Low

RECOMMENDED AREAS FOR IMPROVEMENT

Risk assessment and Risk Management More formal approach in the development of academic support Moire internal and external moderators Special needs procedures.

COMPLIANCE WITH STATUTORY REQUIREMENTS

Declaration of compliance was signed.