

Marbella International University Centre (MIUC)



The MIUC Quality Handbook

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The MIUC Quality Handbook

1. Marbella International Studies Center (MISC): Institutional Context

Marbella International University Centre (MIUC) is the trading name of the registered legal entity of Marbella International Studies Center, S.L. (MISC).

Marbella International Studies Center (MISC) is a higher education university centre operating in the Autonomous Community of Andalusia, Spain, delivering undergraduate and postgraduate courses in partnership with the University of West London (UWL).

MIUC provides internationally oriented academic provision to a diverse student body and operates within both the Spanish regulatory framework and the academic quality framework of its UK degreeawarding partner. MIUC delivers its academic provision in English.

MIUC deliver courses validated and awarded by the University of West London, which are certified by the Junta de Andalucía as part of our status as a 'centro universitario extranjero' (international university centre). MIUC's courses are registered in the 'Registro de Universidades, Centros y Títulos' (RUCT), under our legal name Marbella International Studies Center, S.L. (MISC).

MISC has the status of a 'centro universitario extranjero' (international university centre), this was approved by the 'Autonomous Community of Andalusia (the Junta de Andalucía). Our courses are registered in the 'Registro de Universidades, Centros y Títulos' (RUCT). The RUCT is an official public register (database) managed by the Spanish government (Ministry of Universities/Education). Applicants, parents, students and employers can use the RUCT to verify that qualifications are approved.

The University of West London is the degree-awarding body for MIUC's courses, delivered by MIUC in the English language. MIUC is governed by the academic and quality assurance regulations, processes and procedures of the University of West London (UWL). MIUC complies with UWL's Academic Regulations, policies, processes and procedures in liaison with the University of West London's academic departments and professional services and ensure that our academic delivery and operations comply with the requirements of UWL's external regulator in England, the Office for Students.

This Quality Handbook sets out the structure, scope and operation of MIUC's Internal Quality Assurance System. MIUC's Internal Quality Assurance System is designed to assure academic standards, support the quality of learning and teaching, and promote continuous improvement of the student experience across all courses delivered by the Centre.

MIUC's Internal Quality Assurance System applies to all courses delivered by MIUC leading to awards of the University of West London and covers all key stages of the

student lifecycle, including admissions, teaching and learning, assessment, progression, completion and award. The system is proportionate to the scale and stage of development of MIUC and is aligned with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015).

Within this framework, MIUC holds responsibility for the implementation, monitoring and enhancement of its internal quality assurance processes at MIUC and course level, while academic standards, assessment regulations and the integrity of awards are overseen by the University of West London as the degreeawarding body. The operation of MIUC's Internal Quality Assurance System is therefore embedded within a partnership model that combines local academic delivery and institutional responsibility with external oversight and validation.

2. Purpose, Scope and Status of the Quality Handbook

This Quality Handbook defines the structure, scope and operation of Marbella International University Centre's Internal Quality Assurance System, which governs the delivery of courses leading to awards of the University of West London. It provides a descriptive account of how quality assurance and enhancement are organised, implemented, and governed at MIUC, within the framework of the awarding institution (UWL).

The purpose of the Handbook is to set out the framework within which academic standards are assured, the quality of learning and teaching is monitored, and continuous improvement of the student experience is supported. It serves as a reference point for staff, students and external stakeholders and underpins the operation of academic governance and quality assurance processes across MIUC.

The Handbook applies to all undergraduate and postgraduate courses delivered by MIUC leading to awards of the University of West London and covers all stages of the student lifecycle.

3. Overview of the MIUC's Internal Quality Assurance System

MIUC's Internal Quality Assurance System operates as a coherent and cyclical framework designed to assure academic standards, enhance the quality of learning and teaching, and support the continuous improvement of the student experience.

MIUC's Internal Quality Assurance System is structured around a continuous quality cycle that includes:

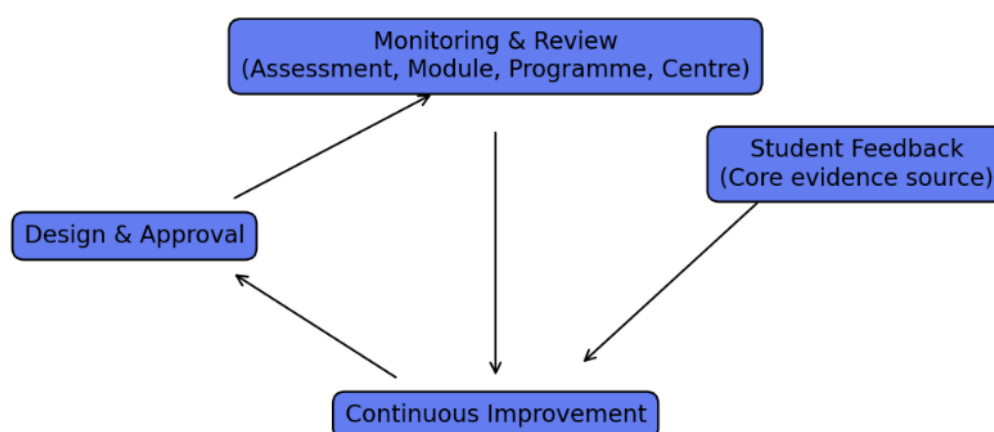
- ☐ planning and definition of academic and quality priorities
- ☐ delivery of courses in line with approved curricula and regulations
- ☐ systematic monitoring of academic provision and the student experience
- ☐ structured review and evaluation through academic governance
- ☐ identification, implementation and monitoring of improvement actions

Within this framework, quality assurance processes are embedded within MIUC's academic governance structures. Monitoring and review draw on a range of evidence sources, including the student voice, assessment and module outcomes,

progression rate, and external academic input, and are used to inform decisionmaking and enhancement activity.

MIUC's Internal Quality Assurance System operates within the framework of the awarding institution (UWL), ensuring that academic standards, assessment practices and awards remain aligned with the requirements of the awarding institution while enabling MIUC to exercise responsibility for the implementation, monitoring and continuous enhancement of quality assurance processes at local level.

MIUC's Internal Quality Assurance System Continuous Improvement Loop (Overview)



The diagram presents MIUC's Internal Quality Assurance System as a continuous improvement cycle linking course design, monitoring, student feedback and improvement. Monitoring operates at multiple levels and, together with student feedback, informs proportionate improvement actions that feed back into course review and design.

Institutional Direction and Strategic Objectives

MIUC operates within a defined framework of Strategic Objectives that articulate the institution's academic and organisational priorities and provide direction for planning, decisionmaking, and continuous improvement. These Strategic Objectives align with MIUC's mission, academic model, and the expectations of its awarding institution, and are embedded within the MIUC's Internal Quality Assurance System.

The Strategic Objectives focus on key thematic areas, including the maintenance and enhancement of academic standards, the quality of teaching and learning, the student experience and employability, the development and support of academic staff, international and professional orientation, and effective governance and institutional management.

These institutional priorities inform the design, delivery, monitoring, and review of academic provision and support evidencebased decisionmaking across the institution. Progress against the Strategic Objectives is reviewed through established academic and governance processes, with outcomes contributing to quality enhancement and institutional development.

The Strategic Objectives and their associated Key Performance Indicators are defined in a dedicated institutional document entitled “Strategic Framework, Objectives and Key Performance Indicators”, which forms part of the evidence base of the MIUC’s Internal Quality Assurance System and is made available through the MIUC website, alongside our strategic objectives.

4. Cyclical External Quality Assurance

The University of West London (UWL) is a higher education corporation established by the Education Reform Act 1988 and awarded University status following the Further and Higher Education Act 1992. The University Statute, awarded on 26th April 1993 is accessible [here](#), and the Privy Council Order of 10th June 2015, accessible [here](#), formally records the institution’s change of name to the University of West London. Together these documents serve as recognition by the UK Government of the University as a higher education corporation.

In addition, the University is fully registered with the Office for Students (OfS) (UKPRN 10006566). The University’s entry on the Register of Higher Education Providers is available at the following link: [The University of West London \(officeforstudents.org.uk\)](https://www.officeforstudents.org.uk/).

The Office for Students (OfS), England

The Office for Students (OfS) is the regulator for Higher Education in England, designed to champion the interests of students, promote choice and help to ensure that students have a fulfilling experience of higher education that enriches their lives and careers. Please visit <https://www.officeforstudents.org.uk/> for further information.

As part of its registration with the OfS, the University has to fulfil the conditions of registration. Some of these have implications for how it needs to monitor partnerships and these are set out in brief below. How partners are required to provide assurance on issues such as quality and standards and compliance with consumer protection law are included in this operational manual.

UWL fully meets the OfS conditions of registration which relate to student access and participation in higher education, quality and standards, protecting students’ interests, financial sustainability, governance, information for students and accountability for funding. The link to the OfS conditions of registration is available [here](#).

Since August 1st 2019, when the new OfS Regulatory Framework became fully operational and following the updated conditions of registration in May 2022, the OfS are taking a risk-based approach to monitoring individual providers. All providers are

subject to an element of ‘general monitoring’ in order to ensure that the ongoing conditions of registration continue to be adhered to.

Universities remain on the Register of Learning Providers indefinitely unless areas of significant concern are identified through OfS ongoing monitoring. The OfS are acting as the Designated Quality Body for higher education in England.

The OfS runs the Teaching Excellence Framework (TEF) which assesses the quality of undergraduate teaching and student outcomes in higher education providers in England: <https://www.officeforstudents.org.uk/advice-and-guidance/the-tef/about-the-tef/> The TEF aims to encourage and recognise excellence in teaching, learning, and employability. UWL was awarded SILVER in the first TEF exercise undertaken in June 2017, and maintained the overall rating of SILVER in the updated TEF exercise undertaken in 2023. TEF judged UWL as delivering high quality teaching, learning and outcomes for its students and the panel further commented that UWL consistently exceeds rigorous national quality requirements for UK Higher Education. The latest TEF outcome is valid for 4 years until 2027.

The degrees at the Marbella International University Centre (MIUC) have been approved by the University and lead to credit and awards of the University of West London (UWL). The University retains full oversight of the quality assurance of the courses as delivered at MIUC – including course content, delivery methods, assessment marking and moderation – to ensure that they remain in line with the University’s requirements under the OfS Regulatory Framework. The University’s ongoing quality assurance procedures include module evaluation surveys, course monitoring and review, external examining, joint assessment boards, and partnership review.

Quality Assurance Agency

The University is a member of the [Quality Assurance Agency](#) (QAA), and participates in the current [QAA UK TNE Quality Scheme](#).

Through reports, insights, resources, and training, the UK TNE Quality Scheme supports UK providers to:

- Enhance the quality of their TNE provision and TNE student experience
- Navigate country contexts
- Develop sustainable high-quality global partnerships.

Junta de Andalucía, Royal Decree 905/2025 and ACCUA

MIUC has established and operates a robust Internal Quality Assurance System, the effectiveness of which is systematically reinforced through structured external quality assurance mechanisms.

External quality assurance is implemented, on the one hand, through the comprehensive academic oversight and quality control procedures of the awarding body, the University of West London, including external examining, course review, academic monitoring, and formal reporting mechanisms. On the other hand, MIUC operates in full alignment with the applicable regulatory framework of the Autonomous Community of Andalusia and remains subject, where appropriate, to the evaluation and verification procedures established by the competent authorities,

including the Agencia para la Calidad Científica y Universitaria de Andalucía (ACCUA).

These external quality assurance processes provide independent verification of the effective implementation and maturity of the Internal Quality Assurance System, ensure the consistent maintenance of academic standards, and introduce external scrutiny and benchmarking against sector expectations. They function not only as a control mechanism but as a structured driver of continuous improvement, institutional learning, and quality enhancement.

MIUC adopts a continuous, cyclical, and evidence-based approach to quality assurance, aligned with the principles of ongoing improvement. Outcomes arising from external evaluations, including recommendations and identified areas for development, are formally reviewed, prioritised, and embedded within institutional planning processes, through the MIUC Academic Board. This results in the implementation of targeted corrective and enhancement actions, supported by defined responsibilities, timelines, and measurable outcomes, which are outlined in the MIUC Quality Improvement Plan. The effectiveness of these actions is systematically monitored and evaluated by the MIUC Academic Board, and fed back into subsequent review cycles, ensuring demonstrable and sustained improvement over time.

Documentation evidencing the operation and impact of the Internal Quality Assurance System is maintained within the academic and quality management frameworks of both the MIUC and the UWL as the awarding body, including, the University of West London [Academic Quality and Standards Handbook](#), Course Monitoring Reports (annually), External Examiner reports (annually), Academic Partnership Review (minimum every 2 years) and associated quality assurance records.

MIUC and UWL also participate in a small working group facilitated by the British Council in Madrid, Spain, with Spanish providers and UK degree awarding bodies, to share knowledge on the Spanish authorisation processes, including the Royal Decree 905/2025.

5. Governance, Roles and Responsibilities for Quality Assurance

Responsibility for the operation, monitoring and continuous improvement of the Internal Quality Assurance System is clearly defined and allocated within MIUC's academic governance framework. Governance arrangements are designed to ensure that academic standards, the quality of learning and teaching, and the student experience are subject to appropriate oversight, decisionmaking and accountability at centre and course level.

Centrelevel responsibility for the operation and oversight of the MIUC's Internal Quality Assurance System rests with MIUC's academic leadership. The Dean holds overall responsibility for ensuring that the MIUC's Internal Quality Assurance System is implemented coherently across MIUC, supported by the Course Leader and teaching staff involved in course delivery and quality assurance activity. At MIUC level, governance arrangements ensure that monitoring outcomes, student feedback

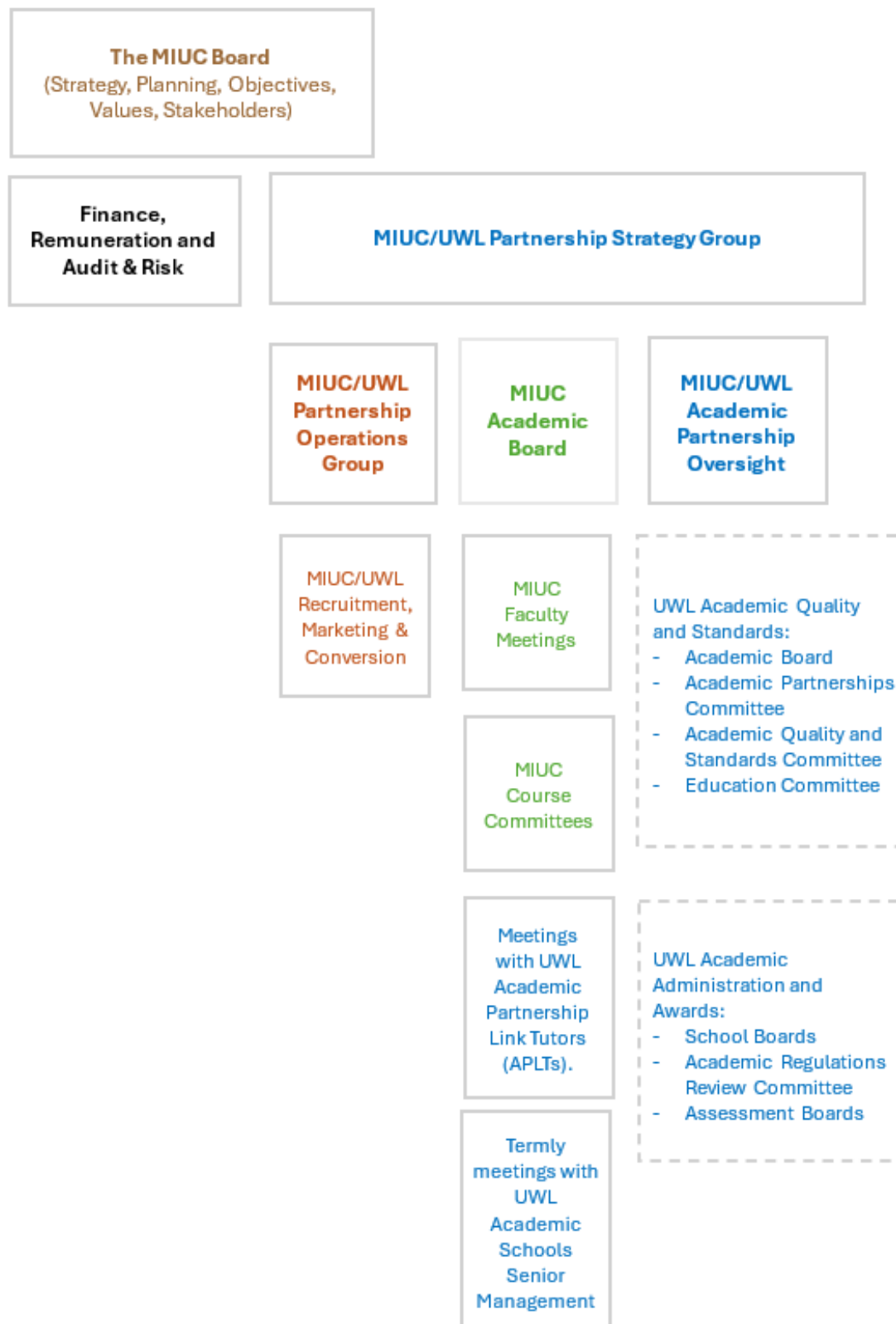
and assessment review are considered in a coordinated and proportionate manner and, where appropriate, escalated through established partnership channels with the awarding institution the University of West London.

Courselevel responsibility for quality assurance is exercised through a combination of MIUC academic leadership and collaborative oversight within the partnership framework. At MIUC, responsibility for the daytoday implementation of quality assurance processes within courses is held by the Course Leader, working closely with the Dean and teaching staff. This includes monitoring course delivery, reviewing student feedback and assessment outcomes, and contributing to courselevel reflection and improvement within the framework of the Internal Quality Assurance System. Courselevel activity is supported through ongoing academic dialogue with the Academic Partnership Link Tutor (APLT) and relevant academic leads within the awarding institution, ensuring that local monitoring and improvement are aligned with awardinginstitution expectations and course level standards.

Within the partnership framework, academic standards and awards are overseen by the awarding body the University of West London. MIUC's governance structures operate in alignment with the requirements of the awarding body, ensuring that assessment, progression and award decisions are made in accordance with approved regulations, while enabling MIUC to exercise responsibility for local delivery, monitoring and quality improvement.

Governance arrangements are supported by clear reporting lines and communication mechanisms, ensuring that information arising from monitoring and review is considered at the appropriate level and informs decisionmaking within MIUC's Internal Quality Assurance System.

6. MIUC Governance and Academic Quality



The MIUC Board: The executive group responsible for the strategic direction of the institution, including strategy, planning, objectives, values, stakeholders and finance.

MIUC/UWL Partnership Strategy Group: Strategic matters are discussed at regular meetings circa every 4 weeks, chaired by the UWL Vice-Chancellor and President. This group has oversight of the MIUC Academic Board and monitors admissions, recruitment and enrolment at MIUC; external regulatory and compliance requirements in Spain and in the UK; MIUC and UWL policy frameworks, financial matters and curriculum developments.

MIUC/UWL Academic Partnership Oversight: UWL retains full oversight of the quality assurance of the courses delivered at MIUC - including course content, delivery methods, assessment marking and moderation - to ensure that MIUC remains in line with the University's requirements under the [Office for Students \(OfS\) Regulatory Framework](#). The University's ongoing quality assurance procedures include module evaluation surveys, course monitoring and review, external examining, joint assessment boards, and partnership review. UWL's Academic Partnership Link Tutors and the UWL Global Partnerships Office representatives, also engage in regular meetings with MIUC to ensure that standards continue to be met. Furthermore, the University's Vice-Chancellor & President holds regular strategic termly visits and meetings with the Executive Team at MIUC. The University's Senior Project Manager also holds regular weekly operational meetings with the MIUC management team.

Combined, these quality assurance procedures ensure that the entry requirements, mode of study, assessment, progression, and graduation regulations for courses delivered at MIUC are comparable to courses delivered at the UWL. Staff delivering courses at MIUC are required to hold equivalent qualifications as those staff in the University, and all MIUC staff are approved by UWL prior to their engagement with the delivery of courses.

UWL Academic Quality and Standards: The [Academic Quality and Standards Office](#) (AQSO) at UWL oversees the following areas:

Course approval and re-approval
Course amendments
Course suspension and closure
External accreditation
External examiners
Monitoring and evaluation.

The AQSO are responsible for the University's Academic Quality and Standards Handbook, which outlines all of the internal quality assurance processes operated by the University, which MIUC are required to adhere to. There are 11 sections to the [Academic Quality and Standards Handbook](#) as shown below:

Section 1 - Quality and Standards Framework
Section 2 - Qualifications and Curriculum Framework
Section 3 - Course Approval and Re-Approval
Section 4 - Course Amendments
Section 5 - Assessment and Feedback
Section 6 - Monitoring Outcomes
Section 7 - External Examining
Section 8 - Course Suspension and Closure
Section 9 - External Accreditation and Endorsement
Section 10 - Higher and Degree Apprenticeships End Point Assessment
Section 11 - Academic Partnerships.

[UWL Academic Board](#) - In accordance with the Articles of Government, the UWL Academic Board is responsible for and will receive reports on:

- Academic quality and standards
- Research and scholarship
- Teaching and learning
- Course design and curriculum content and resources to support them
- Validation and review of courses
- Policy and procedure on assessments, examinations and awards including appointment / removal of external examiners
- Criteria for admissions
- Student experience
- Access, participation and achievement
- Honorary academic titles
- Regulations including procedures for the withdrawal of students for academic reasons
- Providing the Vice Chancellor and the Board of Governors of the Academic Board's activities to maintain quality and standards
- Advising on such other matters as the Board of Governors or the Vice-Chancellor may refer to the Academic Board.

Please visit [UWL Academic Board](#) for full information.

[UWL Academic Partnerships Committee](#): The purpose of the Committee, acting on behalf of the Academic Board, is to:

- Monitor the quality of provision at Academic Partnerships
- Maintain an overview of Academic Partners
- Maintain an overview of partnership development

The terms of reference of the Academic Partnership Committee are:

- To ensure that procedures for academic partnerships are in accordance with the Office for Students Regulatory Framework and the QAA UK Quality Code for Higher Education.
- To monitor the effectiveness of quality assurance to ensure high quality teaching at partner institutions.
- To maintain an overview of the performance of partners and ensure that standards of awards are credible and secure.
- To review guidance for aspects of the quality assurance and management processes for academic partnerships.
- To ensure the effective management of partnerships.
- To share information about potential partnerships.
- To receive and approve the audits and reviews of academic partners, and identify any issues which may have wider implications for the University including financial and legal due diligence issues.
- To receive the Annual Academic Partnerships Report.
- To approve and maintain oversight of articulation and progression agreements.
- To report any items with strategic implications to the Partnership Development Group and receive regular updates.

Please visit [Academic Partnerships Committee - terms of reference | University of West London](#) for full information.

UWL Academic Quality and Standards Committee:

The purpose of the Academic Quality and Standards Committee is:

1. To ensure development and review of an appropriate framework and methodologies for the approval of well-designed, high-quality courses and their monitoring and review in line with the Office for Students Regulatory Framework and the UK Quality Code for Higher Education.
2. To ensure an appropriate regulations and quality assurance framework to ensure that the standards of awards granted by the University maintain their comparability and value over time.

The terms of reference of the Academic Quality and Standards Committee are:

1. Develop and recommend to the Academic Board appropriate processes for the approval, monitoring and review of courses leading to University of West London awards.
2. To oversee the development and review of the University's academic regulations through the work of the Academic Regulations Review Committee.
3. To ensure that the University's qualifications and procedures are mapped to national frameworks and codes, as required.
4. To ensure that the assessment frameworks and policy are reliable, fair and transparent
5. To ensure appropriate arrangements for the maintenance of degree standards and their comparability including the framework for the appointment, induction and review of external examiners
6. To review the appropriate accreditation of University awards and the use of Professional, Statutory and Regulatory bodies within awards.
7. Receive and review reports on the outcomes and action plans on:
 1. the Education Review in relation to quality and standards and associated action plans;
 2. external examiners reports;
 3. annual reports from key stakeholders to ensure they support a high-quality student experience
8. Receive and review overview reports on the outcomes of approvals, re-approvals and periodic reviews
9. Receive reports from Schools/Colleges on quality assurance activities and action plans, including School/College Quality Committees
10. Receive and review reports from external bodies (including reviews, audits, inspections and accreditation visits) and to monitor any actions arising from these events.
11. Approve an annual report to Academic Board to enable the assurance of the Board of Governors on the quality and standards of University Awards.

Please visit [Academic Quality and Standards Committee - terms of reference | University of West London](#) for full information.

UWL Education Committee: The role of the Education Committee is to:

- Maintain an overview of the University's performance in relation to student access, participation and success
- Consider the enhancement of the student experience and engagement
- Ensure high quality teaching, learning and assessment
- Contribute to the University's TEF ratings

The Academic Board has delegated authority to the Education Committee:

1. To keep the Admissions and Recruitment Policy and Retentions Policy under review to ensure that it is reliable, fair and inclusive and to review applications, offers, acceptances by course and student characteristics;
2. To monitor and evaluate progress with the University's Access and Participation Plan, including the metrics and achievements;
3. To consider and monitor the student experience and engagement and the student voice, including NSS, postgraduate taught and postgraduate research experience surveys and module evaluation outcomes, to ensure appropriate action is taken;
4. To monitor strategies relevant to business, student employability, placement activity and engagement with employers;
5. To measure the success through the Education Review;
6. To receive updates on TEF-related activities and TEF submissions;
7. To keep staff qualifications under review and monitor HEA qualifications;
8. Oversee the development of the appropriate CPD framework for staff in relation to teaching and learning to ensure that staff are appropriately qualified and skilled to deliver a high-quality academic experience;
9. Consider examples of innovation and good practice and how these can be developed to enhance the University's learning, teaching and assessment activities;
10. Monitor the role of pedagogic research and teaching practice within the University, and oversee initiatives designed to maximise its value for the development of good practice;
11. To oversee the Education Strategy;
12. To oversee the Library Strategy.

Please visit [Education Committee - terms of reference | University of West London](#) for full information.

UWL Academic Administration and Awards: The UWL [Academic Administrative Support Centre](#) is the main administrative centre where UWL staff undertake the course administration work for students throughout their studies. Each course has a nominated Academic Administrator undertakes the following duties:

- Administration of the student record
- Administration of assigned courses and administration of all student awards, in line with UWL's Academic Regulations and with the UWL Assessment Board requirements.
- Management of Module registrations
- Management of student module resits and retakes
- Change of student course status (Deferrals, Transfers and Withdrawals)
- Management of extensions and mitigations requests in extenuating circumstances.

UWL School Boards: These bodies provide strategic oversight of the academic portfolio within each School, ensuring alignment with the University's strategy, regulatory requirements, and quality assurance standards.

They monitor academic performance, oversee course development and delivery, and review student outcomes and stakeholder feedback to support continuous improvement. They also ensure consistent academic standards and the timely escalation of risks within the governance structure.

UWL Academic Regulations Review Committee: The purpose of the Academic Regulations Review Committee (ARRC) is to:

- Review the current regulations and associated policies and ensure their fitness for purpose
- Identify new and existing aspects of the regulations and associated policies which require implementation or modification
- Evaluate the effects of regulatory changes
- Be mindful of sector best practice.

UWL Assessment Boards: The Assessment Boards form a key part of the University's formal Quality Assurance mechanisms and they are governed by the Academic Regulations. The Assessment Boards – Module Assessment Board, Award Board, Student Progress Board and Joint Assessment Board - operate on the authority of the Academic Board. Please refer to Section 11 of the [Academic Regulations](#) (see academic quality) for the regulations governing Assessment Boards.

Role of the Assessment Board - the Assessment Board:

- considers all matters relating to assessment, progression and awards to individual students;
- assures academic standards of pathways;
- determines accurate and fair marks;
- determines assessment and/or award outcomes for students;
- analyses profiles of students' performance.

Module Assessment Boards

The Module Assessment Board (MAB) is responsible for determining the assessment results for all modules within its remit and ratifies the results of all assessment and examination of modules. Attendance by the partner is required at the MAB, usually via remote access.

During the MAB, the Board will:

- ratify the results of all assessment and examination of modules, including performance in supervised work experience;
- ensure that the marks and the recommendations for re-assessment are recorded accurately;
- ensure that the External Examiner(s) are fully involved with its deliberations;
- receive, and apply mitigation decisions made by the Mitigation Panel(s);
- receive and apply academic offences decisions made by the Academic Offences Panel(s);
- ensure that any matters of policy which arise from its deliberations are referred to the School/College Board.

An Assessment Denominator is logged for each student's approved module mark and outcome and is recorded in the Student Records System after the Board.

Student Progress Boards

The Student Progress Board (SPB) is responsible for checking and approving student progression from one academic level to the next. Attendance by the partner is required at the SPB, usually via remote access.

During the SPB, the Board will:

- consider all continuing students and confirm their right to progress where relevant;
- consider all continuing students who have not achieved the amount of credit appropriate to their level of study;
- recommend to the Award Board a suggested Exit Award for any students who have withdrawn;
- receive, apply and record decisions from the Academic Offences Panel(s);
- determine the next study pattern for individual students seeking an alternative

MIUC Academic Board: The MIUC Academic Board meets three times per academic year, and is responsible for and will receive information on:

- Teaching and learning
- Resources to support curriculum content
- Student experience (Course Committees and student voice)
- Student casework, including: complaints, appeals, mitigations, extensions, academic offences, Regulatory Casework Panel, critical student wellbeing cases and student and staff misconduct cases, in relation to the Office for Students ongoing Condition of Registration E6: Harassment and sexual misconduct.
- Policy and procedures approval
- Access, participation and achievement
- Providing MIUC/UWL Partnership Strategy Group of the MIUC Academic Board's activities to maintain quality and standards.
- Advising on such other matters as the MIUC/UWL Partnership Strategy Group may refer to the Academic Board.
- The MIUC Academic Board will receive and note information on the items below which are the responsibility of the UWL Academic Board:
 - Academic quality and standards
 - Course design and curriculum content and resources to support them
 - Validation and review of courses
 - Policy and procedure on assessments, examinations and awards including appointment / removal of external examiners Compliance and regulations
 - Criteria for admissions
 - Regulations including procedures for the withdrawal of students for academic reasons.

The minutes of the MIUC Academic Board are reported to UWL's Academic Partnerships Committee.

MIUC Faculty Meetings: The MIUC Dean conveys key messages and training to all MIUC Faculty on a regular basis.

Faculty meetings include:

- Recruitment analysis in several courses and increasing outreach activity with local and international schools.
- Blackboard Ultra (the UWL VLE) and assessment expectations, including releasing grades and feedback within 15 working days with clear “provisional marks” messaging.
- Module Evaluation Survey outcomes and enhancements implemented including - particularly more practical, course-specific ConnectEd workshops.
- Wider priorities for student enrolment, retention and engagement, continued absence-flagging and early follow-up for non-submission, and ongoing informal student support via the Entrance Hall calendar.
- Faculty Hub: a consolidated OneDrive repository launched, containing standardised templates, Module Study Guides guidance, attendance protocols, and engagement monitoring tools.
- Faculty and administrative responsibilities clarified:
 - Module Leaders: Delivery, engagement monitoring, assessments, and compliance with UWL standards.
 - Tutors: Individualised academic and personal support.
 - Administration: Immigration liaison, student services, counselling, and careers.

Academic infrastructure and integrity training

- Two-day Faculty re-induction, focusing on student retention, Blackboard Ultra (VLE), academic integrity, and UWL Flex methodology.
- New Lecturer Integration: distribution of a comprehensive New Faculty Welcome Handbook with onboarding checklists, supported by individual meetings with the Dean and Course Leaders to ensure consistency in teaching quality from day one.
- Blackboard Ultra (VLE) Training: mandatory in-person workshops provided, including module migration, attendance tracking, group discussions, and Artificial Intelligence (AI) “traffic light” guidance for assessments.
- Module Administration Follow-Up (MAFU): strengthened oversight requiring timely attendance recording, second marking, early intervention on non-submissions, and strict referencing checks (Harvard style).
- Academic Integrity: renewed focus on AI detection and prevention of academic offences.
- External Examiner matters addressed through reinforced faculty training and reference verification.
- Institutional responsibilities and monitoring mechanisms: attendance flags, early follow-ups, and engagement sheets, ensure compliance with academic governance and immigration regulations.

MIUC Course Committees: The Course Committee oversees all matters relating to each course at MIUC. MIUC's Course Leader and the Student Representatives are members of the Course Committee for their course. There are separate Course Committee meetings for course, and attendance via remote online access will be made available to appropriate UWL staff. Template agendas and minutes are available [here](#) which MIUC uses in the operation of its course committee meetings.

MIUC and UWL meetings with UWL Academic Partnership Link Tutors (APLTs): MIUC engages regularly with the dedicated UWL APLTs.

The responsibilities of the APLT are outlined below.

All courses delivered at MIUC are assigned an APLT by the relevant UWL academic School. The APLT is an academic member of the UWL School with the main function of ensuring that the delivery of academic courses and the student experience are appropriately supported by both MIUC and the University.

The APLT is a key part of the management of courses at MIUC and are supported in their work by colleagues listed in the APLT Key Relationships below.

The MIUC's nominated Course Leader is responsible for the management of the course, and monitors the delivery of the academic course/s and the student experience in partnership with the APLT.

The Dean at MIUC liaises with the University's Global Partnerships Office, the Senior Project Manager, on matters that affect the partnership as a whole.

The role of the APLT has the oversight of:

- academic standards for the course(s)
- quality of the MIUC's students' learning experience on the course(s)
- reliability of MIUC's course information.

The APLT has the following responsibilities, which are summarised below:

Quality Assurance and Student Experience:

- Consultation with the partner on course amendments, to ensure that MIUC undertakes consultation with the students. Ensure course amendments are considered through the University's quality processes with communication of outcomes to MIUC and the students.
- Ensure that MIUC's courses operate to the agreed timetable for teaching and assessment and monitor that the course is operating as agreed at Course Approval/Approval to Deliver.
- Monitor the quality of the learning environment.
- Monitor the output of MIUC's Course Committee meetings.
- Monitor and progress-chase student assessment processes; ensure that MIUC's Course Leader is invited to the University Assessment Boards, by the UWL Academic Administration team.
- Check assessment and invigilation arrangements are in line with university regulations and the examination protocols for partners.
- Receive notice of, and provide advice to MIUC (as appropriate) on the following processes, which are normally managed by MIUC:
 - students' course delivery complaints
 - deferrals
 - withdrawals
 - student mitigation
 - academic misconduct
 - student code of conduct (disciplinary matters)
 - any other relevant student coursework

MIUC and UWL termly meetings with UWL Academic Schools Senior

Management Team: The Senior Project Manager liaises with MIUC and the UWL Academic Schools Senior Management Team to hold meetings in preparation for the forthcoming Semester, and to review the previous semester. These meetings include:

- A review of admissions and recruitment at MIUC
- Review of student academic performance and achievement from the previous semester's Assessment Boards
- Potential curriculum developments and UWL Course Approvals
- Academic preparations for the forthcoming semester
- Quality assurance and standards matters, and any other related operational aspects of the student journey.

MIUC/UWL Partnership Operations Group: This is a weekly meeting to plan and discuss all operational aspects of the enquirer, applicant and student journey at MIUC. This group manages and monitors all key deliverables across the enquirer, applicant and student lifecycle, including:

- MIUC's website compliance with the Spanish quality assurance requirements and UK regulator, the [Completion and Markets Authority \(CMA\)](#) and the UK [Digital Markets, Competition and Consumers Act 2024](#)
- Management of MIUC's admissions and recruitment processes and documents, policy framework, recruitment monitoring and conversion support
- Requirements for MIUC's curriculum, enrolment processes and procedures and related induction materials and sessions
- Monitoring of the student experience during the course, including attendance and engagement expectations
- Processes and procedure requirements for UWL assessment boards and advising on UWL Academic Regulations
- Monitoring awards and certification for MIUC graduands
- Review of student wellbeing, equality and diversity at MIUC, to comply with student wellbeing and equality policies
- Review of all MIUC policies to comply with UWL's internal and external regulatory framework
- Managing actions arising from the MIUC/UWL Partnership Strategy Group and the MIUC Academic Board
- Checking that UWL quality assurance deliverables are met; e.g. External Examiner Responses, Course Monitoring Reports and Module Evaluation Surveys, etc.

MIUC/UWL Recruitment, Marketing & Conversion: Meetings are scheduled with key UWL and MIUC stakeholders at key points in the academic year to plan and discuss in detail all aspects of the enquirer and applicant journey at MIUC. This group manages and monitors enquiries, applications, offers and admissions to MIUC courses. Guidance is provided to support recruitment initiatives and marketing materials. MIUC's website is checked regularly for compliance with the Spanish Quality Assurance requirements and the UK [Completion and Markets Authority \(CMA\)](#) and the UK [Digital Markets, Competition and Consumers Act 2024](#). Initiatives to promote the courses and to support the conversion of offer holders to enrolments are also determined, to engage MIUC's applicants throughout their applicant journey.

7. The UWL Global Partnerships Office

The UWL Global Partnerships Office supports the ongoing development of the strategy for the MIUC partnership providing:

- Clarity and coordination of levels of management activity (strategic compliance, organisational relationships and contracts, and operational oversight)
- Process for developing new business
- Process for review of business relationships for new opportunities and on a periodic basis for established partners
- Supporting the operations and quality assurance processes for partnerships
- Central point for coordinating contact with multiple University stakeholders e.g. The UWL Academic Schols, Legal Office and Finance, etc.
- Relationship management across all internal and external stakeholders
- Advance planning for each academic year
- Improved documentation and training regarding processes (e.g. Academic regulations, the Quality Framework)
- Supporting opportunities to grow (e.g. access to UWL Marketing)
- Checking all marketing to ensure compliance, including policies and Tams and Conditions
- Specific training and support as required
- Supporting the operations and quality assurance processes for partnerships.

Key documents

Key documents and support for provided by the UWL Global Partnerships Office include:

- The Global Partnerships Operations Manual
- The Global Partnerships Office Resource site: available [here](#)
- Academic Quality and Standards website: available [here](#)
- University Policies and Regulations available [here](#).

Periodic checks

The UWL Global Partnerships Office undertakes periodic checks during the academic year which may include:

- Students' data on the student record system, Change of Circumstances and Assessment Boards;
- Periodic checks on MIUC's marketing and recruitment,
- Compliance checks, including APLT engagement, online resources [and Office for Students B3 metrics](#) as well as engagement with Module Evaluation Surveys, and audits of new student data;
- Regulatory, finance and reputation checks, including engagement with regulators where applicable.

The Academic Partnerships Conference

UWL runs an annual Academic Partnerships Conference, which provides essential information, sector updates, compliance awareness, training and networking opportunities for all UK and overseas partners. Attendance is mandatory for at least one member of MIUC staff. This conference is managed by the UWL Global Partnerships Office.

During the Academic Partnerships Conference, opportunities for advice and support are available on many topics, which may include:

- Academic matters
- Student experience and student voice
- Compliance and regulatory matters
- Registry processes.

The Academic Partnerships Review

All academic partners of UWL are subject to a Partnership Review on a risk-based approach. Where any significant concerns emerge from ongoing monitoring, a Partnership Review can be expedited. Partners can normally expect to receive a Partnership Review every other year, which takes into account all of the data available since the previous review. The review considers the partnership as a whole, including how the University is supporting the partner and the student experience.

The Partnership Reviews are scheduled and managed by the Global Partnerships Office. The Partnership Review Report contains sections to be completed by the academic partner, the appropriate School/College and the Global Partnerships Office. The nominated member of senior partner staff is responsible for coordinating and preparing the partner sections of document. The Partnership Review and related processes will be subject to ongoing review.

The indicators and outcomes of the Education Review inform the content of the Partnership Review. Information on the Education Review Report and the annual reporting processes is provided in the [Academic Quality and Standards Handbook](#), Section 6: Monitoring Outcomes. Please also refer to the University's Academic Quality and Standards Handbook (Section 11): [Academic Quality and Standards](#).

The Partnership Review monitors the management and effectiveness of the partnership, drawing on evidence from a variety of information, activities undertaken and metrics and data. The review considers the agreement and the operation of the provision, especially recruitment, Quality Assurance, External Examiner Reports, resources, student feedback and the progression and achievement of students.

The partner's metrics, data and information, normally dating back to the previous Partnership Review, is prepared by the UWL Academic Quality and Standards Office, the UWL Strategic Planning Team and the Global Partnerships Office. Annual due diligence procedures monitor the safeguards against financial risk or potential conflicts of interest that might compromise academic standards and/or the partnership.

Documentation and information to support the Partnership Reviews includes:

- Overview of formal student feedback (e.g. Module Evaluations) and actions taken over the applicable years
- Education Review outcomes and indicators
- Previous Partnership Review Report
- Student statistical data – entry, progression, retention and completion, etc. based on Education Review

- Other key metrics monitored over the applicable years
- External Examiner report(s) and response to the report(s)
- APLT Visit Report(s)
- Current Risk Assessment document and any recorded compliance matters (e.g. CMA, Prevent)
- Contract and schedule(s) and partner's fee payments
- Current financial and legal due diligence documentation
- Volume of staff changes
- Staff development activities of staff delivering and supporting the course(s)
- PSRB accreditation or external review report (where relevant).

The Partnership Review process

Information relating to the [Office for Students B3 metrics](#) and qualitative commentary on the student experience and voice is gathered from the partner, and relevant UWL Academic Schools by the APLTs. Academic Schools are able to raise matters for consideration as part of this process.

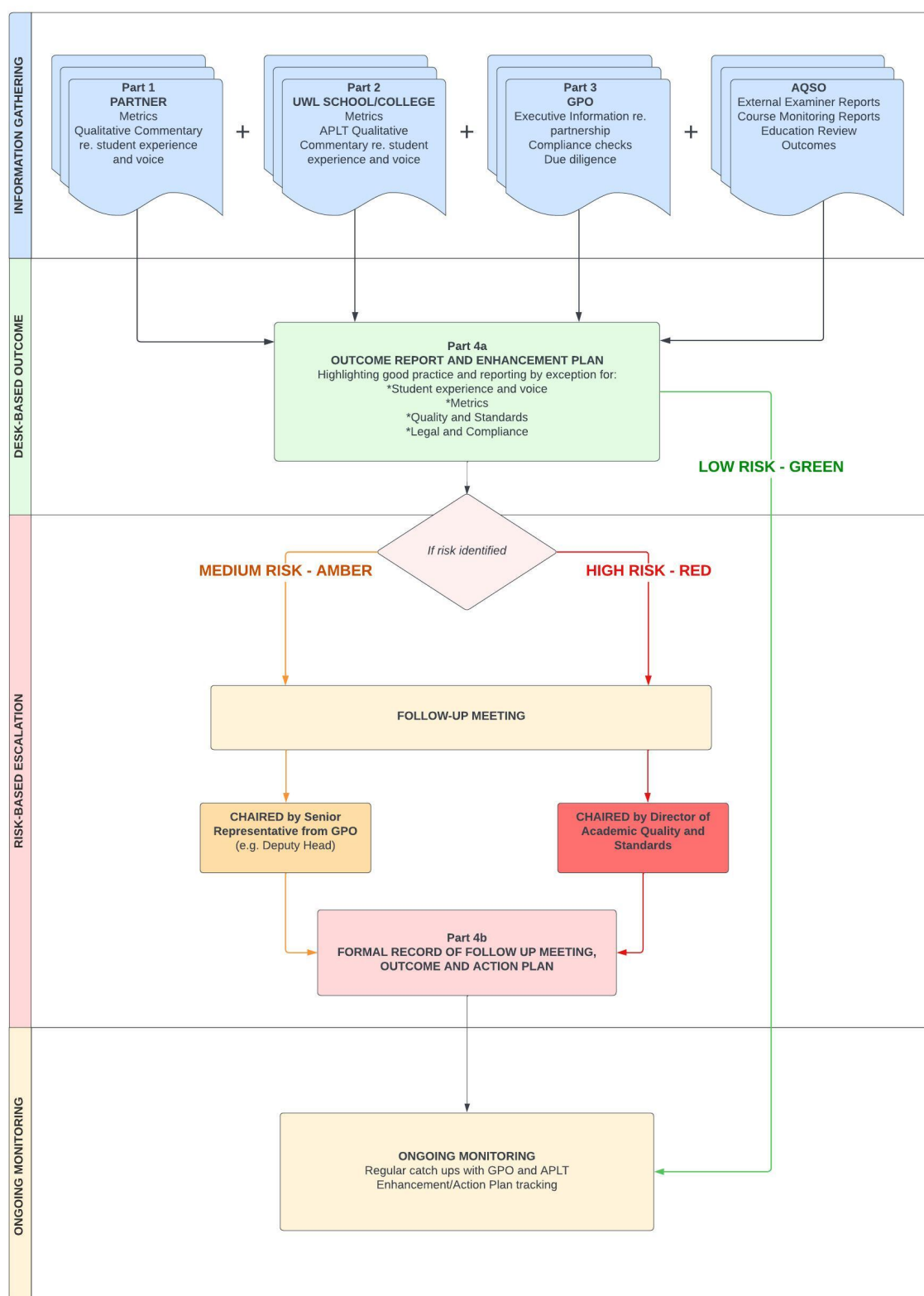
Executive information regarding the partnership is provided, and compliance checks and updated due diligence is gathered by the GPO. Enhanced financial due diligence is explored with UWL Finance Team and supported by the Global Partnerships Development Manager.

Information relating to course-level performance is also gathered via the University's Academic Quality and Standards Office (AQSO) through checks of External Examiner reports and responses, course monitoring reports, and Education Review outcomes (analysis of student achievement, module outcomes, completion and progression metrics). Data on student feedback mechanisms is also analysed as part of the Partnership Review.

All of the above information is reviewed by the Global Partnerships Office and compiled into an Outcome Report, which provides a documentation checklist, a summary of the review with a risk assessment outcome of low '**Green**', medium '**Amber**' or high '**Red**'. The Outcome Report highlights good practice and contains reporting by exception to flag risks within the key themes of student experience and voice, metrics, quality and standards, and legal and compliance.

The UWL Partnership Review process diagram is provided below.

UWL Partnership Review process diagram



8. Internal Quality Assurance System - UWL

The University of West London has primary responsibility for the quality of its provision and to ensure that its quality assurance mechanisms apply to all partners, courses and students. The responsibility for quality and standards is therefore

shared by MIUC who supports and delivers students' learning. The University is also responsible for assuring well designed courses which provide a high-quality academic experience for all students studying for a University award at MIUC. The University undertakes formal checks and risk assessments of each partner for academic performance. Additionally, as part of its compliance duties required by the [Office for Students](#), key elements are monitored in accordance with the perceived level of risk and the level and frequency of monitoring escalates according to the level risk.

UWL Academic Quality and Standards Handbook

The University's [Academic Quality and Standards Handbook](#) sets out the Quality Assurance processes and their implementation and is available online. This Handbook comprises of 11 Sections and provides a framework to develop and maintain a quality culture which takes account of the needs and expectations of students and all other stakeholders.

UWL Academic Regulations

The UWL Academic Regulations apply to all academic awards that the University has the right to make under powers granted through the Further and Higher Education Act, 1992. These degree awarding powers allow the University to grant degrees, diplomas, certificates and other academic awards to students who have successfully completed courses which the University has set, approved, monitored and reviewed and who have passed the University's assessment.

The Academic Regulations are reviewed and re-published annually for the start of the Academic Year (in September). All updated regulations would normally supersede the previous regulations and would immediately apply to all students following publication.

The Academic Regulations incorporate both the general regulations that apply to students of the University, and the regulations for assessment, progression and award. They describe the arrangements for mitigations, appeals and University student complaints. These have been aligned with the [Regulatory Framework for Higher Education in England \(OfS\)](#), [UK Quality Code for Higher Education \(QAA\)](#), [Office of the Independent Adjudicator \(OIA\) Guidelines](#) and the [Competition and Markets Authority \(CMA\)](#) guidance regarding consumer law and complaints.

The UWL Academic Regulations assure the standards of the University of West London's awards, including research degrees. The Academic Regulations (including any changes made to the regulations) are the responsibility of the University's Academic Board. These Academic Regulations are available online at: <http://www.uwl.ac.uk/about-us/policies-and-regulations>.

As the degree awarding body, the University of West London is responsible for the quality assurance of the degrees delivered at Marbella International University Centre.

Quality Assurance Processes

To oversee the implementation and on-going operation of the Internal Quality Assurance System, in the accordance with the [conditions of registration with the Office for Students \(OfS\)](#) (UKPRN1006566), which is the independent regulator of higher education in England, the University retains full oversight of the quality assurance of the approved courses delivered at MIUC, including course content, delivery methods, assessment marking and moderation – to ensure that they remain in line with the University’s requirements under the Office for Students Regulatory Framework. The University’s ongoing quality assurance procedures include module evaluation surveys, course monitoring and review, external examining, joint assessment boards, and partnership review.

Procedures and Documentation

The UWL Internal Quality Assurance System is documented comprehensively, providing clear guidelines on procedures and responsibilities. The University’s Academic Quality and Standards Handbook, outlines all of the internal quality assurance processes operated by the University, which MIUC are required to adhere to.

There are 11 sections to the [Academic Quality and Standards Handbook](#) as shown below:

- Section 1 - Quality and Standards Framework
- Section 2 - Qualifications and Curriculum Framework
- Section 3 - Course Approval and Re-Approval
- Section 4 - Course Amendments
- Section 5 - Assessment and Feedback
- Section 6 - Monitoring Outcomes
- Section 7 - External Examining
- Section 8 - Course Suspension and Closure
- Section 9 - External Accreditation and Endorsement
- Section 10 - Higher and Degree Apprenticeships End Point Assessment
- Section 11 - Academic Partnerships.

In addition to the above, the University provides templates for:

- Course Handbooks: These handbooks provide detailed course-specific requirements, assessment criteria, and support services.
- Module Study Guides: The handbooks provide detailed module-specific requirements, including learning outcomes, assessment criteria and sources of support.
- Annual Quality Reports: These reports summarise the findings of the quality monitoring process and actions taken in response.

The Global Partnerships Operations Manual for Partners

The Global Partnerships Office has provided a detailed Global Partnerships Operations Manual for Partners; this provides all essential information and covers all aspects of academic partnership delivery including:

- Communication with the University of West London
- How the University is Regulated and the Implications for Partners
- University Policies and Legal and Compliance Requirements

- Types of Partnership
- Partnership Development, Approval of a New Course/ Additional Site
- Quality Assurance of the Partnership
- Monitoring of Partnerships - Governance and Quality Assurance
- Regulatory and Policy Requirements Governing Data
- Marketing and Other Material Produced by the Partner, Provision of Accurate Information, Recruitment
- Admissions Regulations, Policy, Entry Requirements and Processes
- Student Registration and Enrolment and Induction, Learning and IT Resources
- Delivering a Course, Academic Regulations, Learning and Teaching Delivery
- Supporting Students and Student Voice, Disability Support, Academic and Specialist Support, Careers
- Assessing and Examining Students
- Marking Guidance, Timescales and Providing Good Feedback, Marking and Moderation Arrangements, External Moderation/ External Examiners, Administration of Assessments
- Managing Student Progression and Failure to Progress, Module Resits and Retakes
- Assessment Boards – Approving Students’ Results, Module Assessment Boards, Student Progress Boards, Award Boards
- Conferment of Awards and Graduation, Certificates and Transcripts
- Assurance of Teaching Quality, Teaching Observation Scheme, Professional Development for Academic Staff
- Exceptional Circumstances, Self-Certification, Extensions and Mitigating Circumstances, Deferral and Withdrawal from Studies, Academic Offences, Student Complaints, Appeals Student Disciplinary Regulations
- Closing and Exiting an Academic Partnership

This Global Partnerships Operations Manual for Partners is a key source of information for MIUC in the delivery and operation of its courses.

Responsibilities of UWL in academic partnership delivery

The table below shows an overview of the responsibilities of UWL stakeholders in academic partnership delivery.

Task	Responsibility	Normal Frequency
1. Maintaining oversight of the partner’s management of academic standards and the quality of the learning experience. Identifying any necessary actions through the Global Partnerships Operations Working Group.	Global Partnerships Office	As required
2. Communicating changes to any University policy to partners and the students and ensuring that the partner has been provided with updates on related procedures and requirements.	Global Partnerships Office	Annually (unless in-year updates)

3. Regular checks of the partner's website and prospectuses.	Global Partnerships Office	Annually (minimum)
4. Where a university course(s) running at a partner is/are being scrutinised by any external professional, statutory and/or regulatory body, coordinate with all University teams to provide support for the partner before, during, and after the visit.	Global Partnerships Office	As required
5. Informing the Global Partnerships Office, the Head of School/College and the Academic Quality and Standards Office of any Quality Assurance Agency (QAA) or other external agency visits, audits and/or interventions, such as Professional, Statutory and Regulatory Bodies (PSRB), or in-country regulatory bodies.	Nominated Senior Partner staff member	As required
6. Overseeing and supporting partners and the School/College in all 'transition' arrangements, and the documentation and all attendant information - namely course approval; contractual arrangements; course closure; academic reviews.	Global Partnerships Office and Academic Quality and Standards Office	Annually, approval as required
7. Partnership Reviews and Education Review.	Global Partnerships Office and Education Review Group	Normally every 2 years Annually
8. Monitoring and managing the review of students' academic complaints and notify the Global Partnerships Office.	Complaints and Compliance team	As required
9. Training / information on the University Academic Regulations.	Academic Registry	Annually (unless in-year updates)
10. Confirming Term Dates and Student Loan Company requirements, where appropriate.	Data Student Journey Team	Annually
11. Unistats data return for partners in England and Wales, that have no UG partnership arrangements with other HEIs, as applicable.	Academic Registry	Annually

12. Training / information on wider UK sector developments and support MIUC to comply Spanish requirements.	Relevant University Teams	Annually (unless in-year updates)
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9. Internal Quality Assurance System - MIUC

MIUC is committed to maintaining a robust Internal Quality Assurance System in partnership with the University of West London. This system is designed to assure the highest standards of academic excellence and student satisfaction across all courses.

MIUC's Internal Quality Assurance System follows UWL's comprehensive framework, including policies, procedures, and responsibilities for the continuous monitoring, evaluation, and enhancement of its academic offer. The framework focuses on the following key areas:

- i. **Course Development and Approval:** MIUC follows the University's procedures for the design, approval, and review of courses to ensure they continue to meet academic standards and industry needs.
- ii. **Student Engagement and Feedback:** Recognising the importance of student input, MIUC's system aligns with UWL's mechanisms for regular student feedback on their educational experience, which is systematically reviewed and used to inform improvements.
- iii. **Teaching and Learning Enhancement:** MIUC's Internal Quality Assurance System promotes teaching excellence through regular staff development opportunities, peer observation, and sharing of best practices in pedagogy within MIUC and as part of the UWL partnership.
- iv. **Assessment and Feedback:** MIUC adopts UWL's assessment strategies, which are fair, transparent, and aligned with learning outcomes, providing timely and constructive feedback to students.
- v. **Ensuring that MIUC has sufficient facilities, staff and resources to support delivery of its courses.**

The MIUC Academic Board

MIUC has established an MIUC Academic Board which holds MIUC accountable for the implementation, monitoring and enhancement of the Internal Quality Assurance System. The Board membership includes the MIUC Senior Management Team, The UWL Vice-Chancellor & President, the Heads of the UWL Academic Schools and the UWL Senior Project Manager.

The MIUC Academic Board considers how quality assurance and operational systems and processes may need to be adapted to ensure and maintain alignment and compliance with the Andalucian, Spanish and European regulatory requirements.

The implementation of any new or revised UK regulatory requirements are also discussed and the impact this may have on MIUC. The UWL Vice-Chancellor provides an update to MIUC on the UK educational landscape and on any key developments taking place within the University.

The Board will review and approve the continued relevance and effectiveness of the MIUC's internal quality assurance system annually, and will monitor progress on MIUC's Quality Improvement Plan at each session (at least 3 times per year). The MIUC Academic Board receives and approves regulatory and compliance policies and procedures at MIUC, and delegates how process change can be embedded via MIUC/UWL Operations Group. The minutes of the MIUC Academic Board are reported to UWL's Academic Partnerships Committee.

MIUC academic quality assurance report

The MIUC Academic Board is responsible for the scrutiny of the academic quality and standards of MIUC's courses.

A full academic quality assurance report is provided at each meeting of the Board by the MIUC Dean. This report incorporates the following:

- A review of the preceding UWL Assessment Boards, sample module outcomes benchmarking to check alignment of academic standards.
- Student feedback from any preceding MIUC's Course Committees and evidence of the responsive change initiatives implemented by MIUC, which includes, student enhancement and enrichment activities which are delivered through a planned calendar of activities (ConnectEd) and MIUC student engagement and retention initiatives.
- An analysis of student performance, metrics including Assessment Board outcomes, and the academic performance of the MIUC students is reviewed. Commentaries are provided by the UWL Heads of Schools on their assessment of how the MIUC students performed in their studies, and the standards of MIUC's teaching delivery and marking is reported.
- How MIUC faculty are supported to enhance their delivery of teaching and learning, through a wide range of initiatives including: faculty re-induction sessions; a centralised Faculty Hub (a central repository of all key academic information and templates, marking guidelines, etc. to support the delivery of consistent working and teaching approaches); a new lecturer onboarding framework; staff delivery of the restructured Induction Week and the strengthened personal tutoring system to further foster MIUC's personalised attention and retention approach for students; enhanced Blackboard Ultra training and Module Administration Follow-Up for faculty to promote compliance and assessment integrity; and faculty delivery of MIUC's year-round engagement (ConnectEd) calendar and Enhancement Weeks.
- An end of year report on all student casework will be presented to the Board in July 2026, This report will include MIUC data on complaints, appeals, mitigations, extensions, academic offences, Regulatory Casework Panel, critical student wellbeing cases and student and staff misconduct cases (in relation to the [Office for Students ongoing Condition of Registration E6: Harassment and sexual misconduct](#)).

The MIUC Academic Board receives the External Examiner Reports for all MIUC courses, all MIUC Course Monitoring Reports are received, with actions noted and monitored. All Course Approvals are deliberated, to ensure the MIUC course offering portfolio remains effective. The metrics of MIUC's recruitment, enrolments for new and returning students, and ongoing admissions data is scrutinised in detail.

The MIUC Academic Board is tasked with the approval of all new or revised MIUC policies, regulations and strategies, which are under review to align with Spanish and UK regulatory requirements.

The MIUC Academic Board also receives and notes the MIUC Course Committee minutes and MIUC Faculty Meetings minutes.

Specific Objectives of MIUC in the Autonomous Community of Andalusia

- To contribute to the educational and cultural development of the Autonomous Community of Andalusia by providing access to high-quality bachelor's and master's degree courses.
- To establish a collaborative network with local institutions to promote social intervention that responds to the specific needs of the region.
- To engage with the 'Ayuntamiento de Marbella' - Town Hall scheme, to offer six scholarships to study at MIUC each year. The scheme provides higher education scholarships for students from the local community with the potential to achieve a degree.
- To develop university extension courses that promote civic participation and social commitment among the population of the Autonomous Community of Andalusia.

Marbella International University Centre's Differential Value

MIUC sets itself apart by bringing an international student body to the region. This is complemented by its association with the University of West London, which is known for its outstanding teaching, career-oriented courses, and a campus designed to enrich the student experience. The affiliation with UWL, celebrated for its accolades in social inclusion, student experience, and teaching quality, positions MIUC to attract students seeking both global perspectives and career-ready skills.

Contribution to the Local Community

MIUC contributes actively to the local community through structured student engagement, social responsibility initiatives, and sustained partnerships with regional organisations, generating measurable community engagement and social impact outcomes. Students participate in a wide range of volunteering activities, including collaboration with Cruz Roja (fundraising), support for major community events such as Ironman (an annual sporting triathlon event), and engagement with associations such as Espandem, which supports children with disabilities. Further involvement includes volunteering with animal shelters (Triple A), and internships with organisations such as Piel de Mariposa, enabling students to contribute meaningfully to socially impactful causes.

MIUC support Casa Angeles (project of global gift foundation, who work with local children with special needs), by providing MIUC student-led workshops, world food day (where students and staff bring and share their national food dishes).

The activities described above combine to support the development of civic responsibility, employability skills, and social awareness of MIUC's students, while contributing directly to the needs of the local community. In parallel, MIUC advances

environmental sustainability to the students, through campus-led initiatives, including beach clean-ups, clothing recycling, reduction of plastic use, and energy-saving practices, promoting responsible citizenship and delivering positive environmental impact at a local level.

MIUC also provides free parking to support the parents of children who attend the Casa Angeles centre, which is located close to the MIUC campus.

MIUC faculty deliver cost-free workshops to local international schools to provide enhancements to the local schools' curriculum, for example, a 'Guest Lecture' on a specific topic, including, law, marketing, business, psychology, etc. MIUC also provides career-development workshops.

Continuous Improvement

Continuous improvement is a core quality assurance requirement, and MIUC and UWL, through regular communication, monitoring and review, are able to adapt to changing educational landscapes and feedback from stakeholders.

A strategy of MIUC is to manage the Bachelor's and Master's degree programs, rooted in a deep understanding of the academic landscape and the career aspirations of MIUC students. MIUC is committed to staying abreast of local, regional, national and global changes to ensure that the course offer is not only current but also predictive of future demands, thereby equipping students with the skills and knowledge necessary for success in an ever-changing global market.

To achieve this, MIUC engages in curriculum review with UWL and faculty development. The UWL Approval Process facilitates adjustments to the curriculum to incorporate new subject knowledge expertise, technological advancements, and the skill sets required by employers, ensuring that students are competitive and well-prepared for their professional careers.

10.MIUC Student Lifecycle Processes and Procedures

Admissions

MIUC undertakes their admissions practices, processes and procedures in accordance with the principles stated in the University's [Recruitment and Admissions Policy](#).

Section 2 of the UWL [Academic Regulations](#) (see academic quality) governs admissions, and MIUC adheres to these regulations.

MIUC has recently approved an updated MIUC Recruitment and Admissions Policy in October 2025, however, this will not be uploaded to MIUC's website until the related policies have been reviewed as shown below:

Approved Admissions policies:

- MIUC Access and Participation Statement
- University of West London's Student Partnership Terms and Conditions (these are reviewed and updated annually).
- MIUC Equality, Diversity and Inclusion statement

Admissions policies to be written during the summer 2026:

- MIUC guidance on the admission of those under 18
- Guidance for students aged under 18 on entry and their parents/guardians
- Employability Statement
- MIUC Records Retention policies and schedules
- MIUC Regulations for the consideration of applicants and students with a criminal conviction and Declaration of any relevant criminal convictions
- MIUC Procedure for deferral of a place offered
- MIUC Data Protection Policy and the Privacy Notice for Applicants and Students.

Section 11 of the Global Partnerships Operations Manual outlines MIUC's operation of admissions as shown below:

- 11.1. Admissions Regulations, Policy, Entry Requirements and Processes
- 11.2 Student Applications and Admissions Processes
- 11.3. Partner's Terms and Conditions of Admission for Students
- 11.4. Falsification of Documents
- 11.5. Admission with Credit

Recognition of Prior Learning

If MIUC wishes to admit a student with non-standard entry requirements, they will seek approval from the UWL APLT prior to offering the student a place on the course. The APLT, will consult the School/College RPL Assessor for approval which is then processed by the UWL Academic Registry Team.

All Recognition of Prior Learning (RPL) or prior credit at MIUC is formally checked and approved by the UWL prior to an offer into an advanced level of a course and prior to a student's enrolment. The offer of a place on the course is conditional until UWL has officially confirmed the successful outcome of an RPL application. Once an RPL application has been officially confirmed as successful, MIUC will make an unconditional offer. MIUC will verify the authenticity of the qualifications prior to enrolling a student onto the course.

MIUC abides by the UWL regulations on RPL, and has developed a guide for applicants to help them navigate through the process. Section 2 of the UWL [Academic Regulations](#) (see academic quality) governs Recognition of Prior Learning, and MIUC adheres to these regulations.

Enrolment

Any student enrolled with MIUC on a course leading to an award of UWL must be registered with both MIUC and the University. MIUC undertakes checks as part of the enrolment process in order to verify the identity of a student and to confirm their entry qualifications – guidance is provided in section 12.2 of the Global Partnerships Operations Manual.

Section 3 of the UWL [Academic Regulations](#) (see academic quality) governs Enrolments and Tuition Fees, and MIUC adheres to these regulations.

Section 12 of the Global Partnerships Operations Manual outlines MIUC's operation of enrolment as shown below:

- 12.1. Enrolment Process Overview
- 12.2. Enrolment Checks to be Undertaken by the Partner
- 12.3. Fee Payment
- 12.4. Enrolment Confirmation with the University
- 12.5. Induction
- 12.6. Learning and IT Resources

Student Progression and Assessment Boards

Sections 8 and 11 of the University of West London [Academic Regulations](#) (see academic quality) govern student progression and Assessment Boards for both undergraduate and postgraduate awards at MIUC.

UWL checks and approves the progression of all students through their studies at the formal Student Progress Boards (SPBs) which take place at the end of each academic year for the cohort. The Student Progress Board considers each student's overall progress towards an award and gives advice on the continuation of a student's study. This is followed up by the provision of academic advice to the student by MIUC, where required.

The Student Progression Boards are run and managed by the University of West London, and an academic representative of MIUC is required to join these Boards, usually via remote access.

Section 18 of the Global Partnerships Operations Manual outlines the operation of Assessment Boards at UWL as shown below:

- 18.1. Role of the Assessment Board
- 18.2. Administration and Preparation for Boards
- 18.3. Pre-Boards
- 18.4. Module Assessment Boards
- 18.5. Student Progress Boards
- 18.6. Joint Assessment Boards
- 18.7. Resit Boards
- 18.8. Award Boards
- 18.9. Effective Running of Assessment Boards
- 18.10. Publication of Results to Students

Awards and Certificates

Section 9 of the University of West London [Academic Regulations](#) (see academic quality) governs the Award Regulations for both undergraduate and postgraduate awards at MIUC.

The Award Board considers the results of all assessment and makes decisions on awards to be conferred to each student. The Awards Boards are run and managed by the University of West London and attendance by MIUC is required at the Award Board, usually via remote access.

The Award Board:

- considers the results of all assessment to make decisions on awards to be conferred;

- confirms that the awards conferred meet the requirements of external accreditation bodies (if applicable);
- makes decisions on the final award to be conferred for Exit Awards for any students who have withdrawn;
- ensures that External Examiners are fully involved with its deliberations;
- in the case of an upheld Appeal, the Award Board may be asked to reconsider its decision, this is normally by Chair's Action.

11.Design and Approval of Courses

Course design, approval and review are core components of MIUC's Internal Quality Assurance System and are undertaken within a coordinated partnership framework with the awarding institution (UWL). All courses delivered at MIUC form part of the approved academic portfolio of the awarding institution and are also delivered at UWL, in accordance with the requirements of the competent authorities.

All undergraduate and postgraduate courses offered at MIUC are delivered and assessed in English, in accordance with the approved course specifications of the awarding institution.

Proposals for new courses and substantive changes to existing provision are developed in cooperation with the awarding institution, drawing on academic planning, student demand, subject development and portfolio considerations at both institutions. Course design takes account of intended learning outcomes, curriculum coherence, assessment strategy and resource requirements, and is aligned with the approved course specifications and academic frameworks of the awarding institution.

Formal approval and reapproval of courses are undertaken through the awarding institution's established processes. MIUC participates actively in these processes by contributing to course documentation, approval and reapproval events, and by ensuring that local delivery arrangements, staffing and resources are appropriate to support approved provision.

Approved courses are subject to ongoing review through routine monitoring processes within the MIUC's Internal Quality Assurance System. Courselevel reflection at MIUC draws on assessment outcomes, student feedback and academic review and informs local improvement activity. Where amendments to modules, assessment or course structures are introduced by the awarding institution as part of portfolio review or reapproval processes, these changes are implemented at MIUC in a coordinated manner. Conversely, issues or proposals identified through local monitoring at MIUC may inform discussions with the awarding institution and, where appropriate, lead to agreed courselevel amendments.

Through this integrated approach, course design, approval and review operate as a coherent and continuous process across both institutions, ensuring consistency of academic standards while allowing for proportionate local monitoring and improvement within the framework of the MIUC's Internal Quality Assurance System.

MIUC's courses, both undergraduate and postgraduate, offer a comprehensive education that merges theory with practice. This approach not only enriches the

knowledge and competencies of MIUC's students, but also prepares them to exercise effective leadership on the global stage, underpinned by a solid foundation in business principles and innovative strategies. All MIUC courses are approved by the Junta de Andalucía and are registered in the [RUCT](#), under our legal name of Marbella International Studies Center, S.L.

Each Bachelor's degree course comprises 180 ECTS credits (360 UK credits (CATS)). The academic year consists of two 12-week semesters. The total duration of each Bachelor's degree course is three academic years.

For those students requiring additional preparation before commencing their university degree, a foundation course is offered. This foundation year constitutes an additional year of study at the outset of the higher education course, specifically designed to prepare students for the level of study for a university degree. Students typically opt for a foundation course if they have not met the entry requirements and/or lack the necessary academic skills or subject-specific knowledge to directly access the degree course with which the foundation year is integrated. Therefore, for students who choose to incorporate the foundation year into their educational trajectory, the total duration of their studies extends to four academic years, ensuring they are thoroughly and appropriately prepared to face the challenges of their chosen degree course.

MIUC's Bachelor's degree courses include:

- BA (Hons) International Business Management
- BSc (Hons) Marketing and Social Media
- BA (Hons) Politics and International Relations
- BSc (Hons) Psychology
- BA (Hons) Law and International Studies.

Each Master's degree course comprises 90 ECTS credits (180 UK credits (CATS)), with two semesters; all master's degree courses have a third semester for the final project. The standard duration of each Master's course is one academic year.

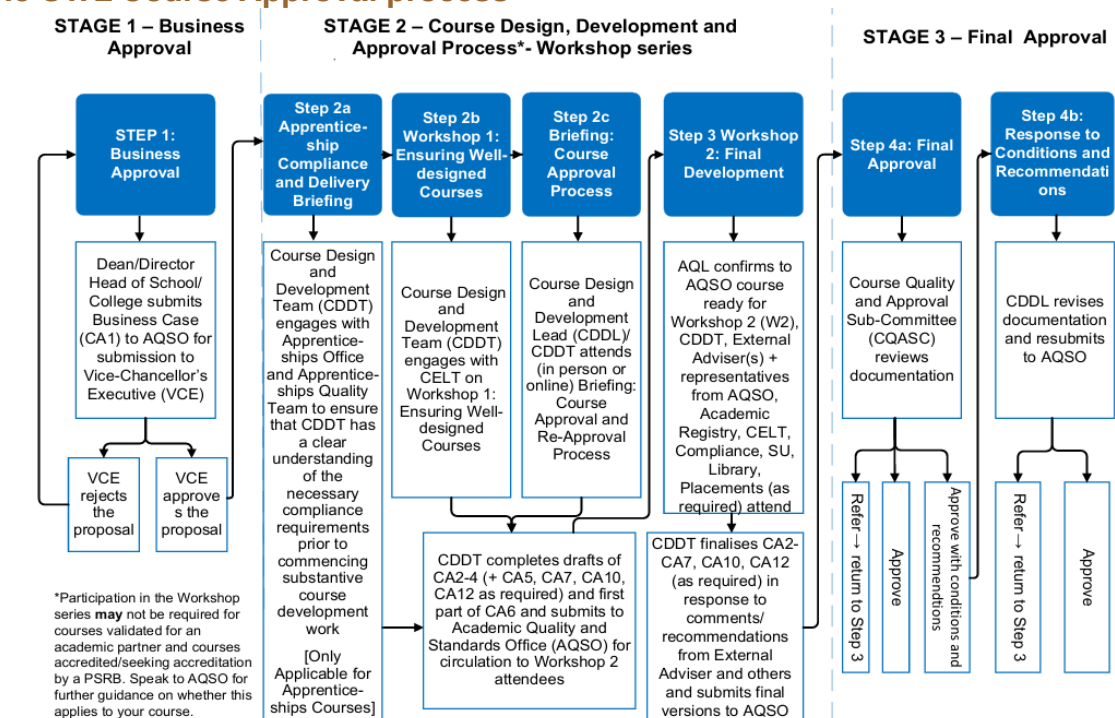
The Master's degree courses include:

- MSc International Business Management
- MSc Digital Marketing
- Masters in Business Administration
- MA International Relations.

12.Approval of Course delivery

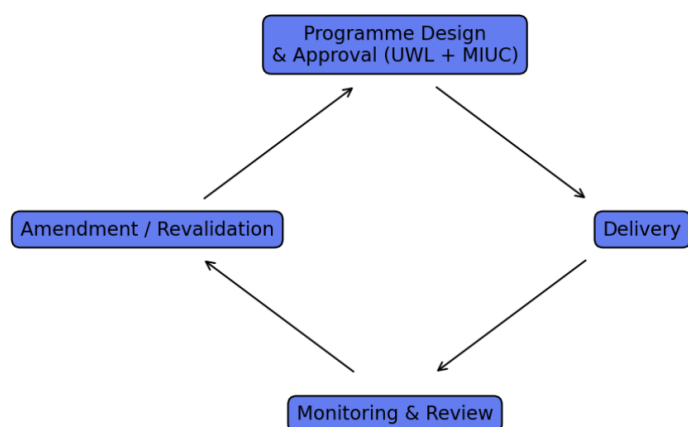
MIUC will discuss all new courses with the UWL Academic School. If the new course initiative is supported by the Head of School, MIUC will complete a Business Case. The Business Case is presented to the UWL Vice-Chancellor's Executive (VCE) Team for deliberation and approval. Once the VCE have given approval, the formal UWL Course Approval / Approval to Deliver process will commence. This approval involves a quality assurance event appropriate to the proposed request as outlined below.

The UWL Course Approval process



Course lifecycle within the MIUC–UWL partnership framework.

Programme Lifecycle (Design–Delivery–Review)



Course Approval

Course Approval takes place where the course has been designed by the academic partner or where the University has designed a new course specifically for an academic partner. The Academic Quality and Standards Office owns and manages the Course Approval and related processes. The University processes for design, approval and course delivery are detailed in Section 3 of the [Academic Quality and Standards Handbook](#).

Please also refer to the University's Academic Quality and Standards Handbook (Section 11): [Academic Quality and Standards](#).

Approval to Deliver

An Approval to Deliver Event takes place where the course is an existing course of the University, and will review the proposed partner's structures and resources, including staffing, to manage and deliver the course.

- The Academic Quality and Standards Office owns and manages the Approval to Deliver Event(s) for **new** partnerships and the related processes.
- The Global Partnerships Office owns and manages the Approval to Deliver Event(s) for **current** partnerships.

Approval to Deliver Agenda templates are available from the Global Partnerships Office.

UWL Approval to Deliver Process

- I. A Developmental Event will be organised by UWL Academic School supported by the UWL Academic Quality and Standards Office and Academic Registry to check the course development is prepared for the Approval process.
- II. The Global Partnerships Office will lead on the Approval to Deliver, in conjunction with the UWL School and the partner.
- III. As part of this process the academic partner is required to customise existing University course documentation (e.g. Course handbook and Module Study Guides) to be scrutinised at the Approval to Deliver Event.
- IV. The Approval to Deliver event will normally be attended by a representative of the Global Partnerships Office (as Chair), 2 representatives from the relevant University School, a representative from the Academic Registry and the Academic Quality and Standards Office. The Partner Course team should be present.
- V. The Approval to Deliver may identify conditions and/or recommendations which might need to be met prior to commencement of the partnership and delivery of the course.
- VI. Following the Approval to Deliver Event, a report will be compiled which includes a recommendation on the appropriateness of the staffing, learning resources and information. The CVs of the partner staff who will be delivering the course will be approved by the Head of School.
- VII. A report on the Approval to Deliver Event is submitted to Academic Partnerships Committee (APC) for noting.
- VIII. Once the partner has met any conditions, the contract process commences.

Approval by the Spanish Authorities

Once MIUC has obtained approval by UWL to deliver a new course, MIUC will approach the Spanish authorities to request approval to deliver the course at MIUC.

Legal Approval

Following the approval by the Spanish authorities and UWL, an academic partnership contract and/or additional course/financial schedules will be raised.

An academic partnership contract is normally granted for a period of three or five years. Before an academic partnership contract is renewed, a formal Partnership Contract Review will normally take place.

13. Overview of the UWL course re-approval process

The course re-approval process takes a dynamic and proactive approach to course design to maintain currency of pedagogic approaches to learning and assessment, and to ensure the validity of the learning outcomes and subject content.

Course re-approval ensures:

- a) The course remains congruent with the Qualifications and Curriculum Framework described in the [Academic Quality and Standards Handbook](#) Section 2 (Quality and Standards Framework).
- b) The course remains congruent with the Assessment and Feedback framework described in the [Academic Quality and Standards Handbook](#) Section 5 (Assessment and Feedback).
- c) The course is re-designed in accordance with the academic standards for the designated award(s).
- d) The course is re-designed in accordance with the University 's approved principles and regulations, as approved by the Academic Board.
- e) Feedback from internal and external stakeholders has been taken into account.
- f) Any identified weaknesses are addressed, and strengths maximised.
- g) Developments in the subject area or in pedagogic approaches and/or technologies are fully taken into account and embedded as appropriate.
- h) There will continue to be sufficient appropriately qualified and skilled staff to deliver a high-quality learning experience for all students.
- i) There will continue to be sufficient and appropriate facilities, learning resources, and student support services to deliver a high-quality learning experience for all students.
- j) There will continue to be compliance with regulatory or legislative requirements (e.g. Apprenticeship Standards, UKVI and consumer protection).

Course re-approval is normally triggered by one or more of the following:

- a) Identification of a need to address changes in the subject area.
- b) Identification of a need to address changes in pedagogic approaches and/or technologies.
- c) Identification of opportunities to bring existing provision in line with the School, College or University's wider portfolio planning.
- d) Proposed major amendments which are considered to be best dealt with through the re-approval process, through liaison between the School or College and the AQSO
- e) Changes to the PSRB standards and/or regulations.
- f) Identification of concerns over the performance of a course through the Education Review process.

14. Monitoring and Review of Academic Provision

Monitoring and review of academic provision are central components of MIUC's Internal Quality Assurance System and operate within an integrated partnership framework with the degree awarding institution the University of West London. Core

academic data relating to assessment outcomes, progression and awards are generated and formally validated through the awarding institution's systems and assessment boards and are shared with MIUC as part of routine quality assurance arrangements.

At MIUC, monitoring activity is undertaken at assessment, module and course level using data and information provided by the awarding institution, complemented by locally generated qualitative evidence such as student feedback, Academic Partnership Link Tutors' feedback, MIUC Faculty Meetings. Assessment level monitoring focuses on student performance in individual assessment tasks and provides early insight into the effectiveness of assessment design, marking approaches and student engagement.

Findings at assessment level inform module level review, where patterns in student performance, submission and achievement are considered in relation to module delivery and learning outcomes. Module level monitoring, in turn, contributes to course level review, which draws together patterns observed across modules, progression and completion data, and qualitative feedback to support coordinated academic judgement and centre level oversight.

An important element of monitoring within the MIUC's Internal Quality Assurance System is the contextualised interpretation of outcomes, including comparison with data from equivalent assessments, modules and courses delivered by the University of West London. Comparative review enables MIUC to assess alignment of academic standards, assessment outcomes and progression patterns with awarding institution norms and supports informed academic judgement regarding local delivery and student performance.

Review processes are undertaken in coordination with the awarding institution through ongoing academic dialogue with the Academic Partnership Link Tutor (APLT) and relevant subject and school level academic representatives of the awarding institution. Where monitoring identifies emerging trends, risks or areas for development at assessment, module or course level, these are considered proportionately and may inform local improvement activity and, where appropriate, engagement with awarding institution amendment, review or reapproval processes.

Outcomes of monitoring and review inform decisionmaking within the MIUC's Internal Quality Assurance System and support the continuous improvement of academic provision while maintaining alignment with awarding institution requirements.

15. Student Feedback and Use of Information

Student feedback is a core source of information within MIUC's Internal Quality Assurance System and contributes directly to the monitoring and review of academic provision. Feedback mechanisms are designed to capture student perspectives on teaching, assessment, learning resources and the overall academic experience and to ensure that student views inform quality assurance and improvement activity in a meaningful way.

At MIUC, student feedback is collected through a range of mechanisms, including module evaluation surveys, Course Committee meetings and structured dialogue with student representatives. Feedback is gathered at assessment, module and course level, enabling early identification of issues relating to assessment design, workload, clarity of requirements or learning support, as well as examples of effective practice.

Student feedback is reviewed alongside other monitoring information, including assessment outcomes and progression data. At assessment and module level, feedback informs reflection on assessment tasks, marking approaches and teaching delivery. At course level, aggregated feedback contributes to broader consideration of curriculum coherence, learning design and the student experience.

The use of student feedback within the MIUC's Internal Quality Assurance System emphasises interpretation and action rather than volume. Feedback is considered proportionately, taking account of cohort size, course maturity and the nature of the issues raised. Where appropriate, matters identified through student feedback inform local improvement activity and may also contribute to dialogue with the awarding institution through established partnership channels.

Through these arrangements, student feedback operates as an integral input into monitoring, review and improvement processes within the MIUC's Internal Quality Assurance System, ensuring that the student voice is embedded within academic quality assurance at MIUC.

16. Student-Centred Learning, Teaching and Assessment

MIUC has reinforced its quality systems in faculty development, student engagement, and academic integrity. Key initiatives include re-induction sessions, a centralised Faculty Hub, and a new lecturer onboarding framework; a restructured Induction Week and strengthened tutoring system to support personalised attention and retention; enhanced Blackboard Ultra training and Module Administration Follow-Up for compliance and assessment integrity; and year-round engagement through the ConnectEd calendar and Enhancement Week. In response to student feedback, MIUC has strengthened industry links, engagement with University of West London (UWL), and support in AI, sustainability, finance, and academic resources. These measures collectively safeguard quality, compliance, and student success in alignment with UWL standards.

MIUC's focus on scholarship enriches the curriculum with innovative insights and fosters a culture of inquiry and innovation among students, preparing them to be the next generation of leaders and scholars. MIUC engages in curriculum review with students, UWL and faculty development. The UWL Approval Process facilitates adjustments to the curriculum to incorporate new subject knowledge expertise, technological advancements, and the skill sets required by employers, ensuring that students are competitive and well-prepared for their professional careers.

The deliberate maintenance of favourable faculty-to-student ratios across programs is a testament to MIUC's commitment to fostering an engaging and supportive educational environment. Smaller class sizes allow for more personalised instruction,

greater interaction between students and faculty, and a more collaborative learning environment. This approach not only enhances the quality of education but also builds a strong sense of community and belonging among students and staff alike.

Student Engagement and Retention

Induction Week: Students experience structured five-day programme before their teaching commences with separate strands for new and returning students. Activities include:

- Welcome sessions and visa/immigration support
- Blackboard/email training and academic regulations workshops
- Tutor assignments and peer mentoring
- Parents' introduction meeting
- Information on AI workshops, the MIUC year-round ConnectEd calendar and student-selected bootcamps, alongside a compulsory Enhancement Week
- Career and welfare sessions.

A full overview of MIUC's module evaluation survey results is scrutinised, and will be presented to the MIUC Academic Board.

A new MIUC Student Learning Agreement was developed to guide and support students. This also provides a document for students, which outlines MIUC's expectations in a supportive and structured way. This will be used for students who need prompts to engage with their studies, and for other students where this would be helpful.

The MIUC ConnectEd Calendar

- This provides year-round support to students to foster academic excellence, it includes career development, and social engagement schedule, including workshops (AI Bootcamp, Financial Literacy, Academic Research), cultural trips, and student union elections.
- Enhancement Week: Compulsory programme between semesters (January 2026) with interactive seminars and workshops designed to complement academic modules and foster independent learning.
- Entrance Hall Support: Faculty presence scheduled four days per week to increase accessibility and promote student services.

The MIUC Tutoring Programme

Each tutor is assigned 25 students; compulsory events delivered include welcome sessions, week 7 community-building activity, and continuous monitoring with each assigned student and tutor–tutee drop-in hours.

Personalised learning: students value small cohorts and have given positive feedback on individual approaches, follow-ups, and the learning environment.

Actions from Student Feedback

MIUC integrates student feedback directly into institutional planning. Through the initiative 'You Spoke – We Listened', students highlighted the need for more industry experience, stronger links with UWL, greater exposure to AI, sustainability projects, financial training, and support in accessing resources. MIUC has acted on these

priorities, embedding them into curriculum design, co-curricular programming, and academic support to ensure student voice drives continuous improvement.

Taking into account the Module Evaluation Survey results, a series of course-specific bootcamps has been introduced, with topics chosen by students: the Marketing Bootcamp (Marketing focus), the Career Accelerator, Global Money Week (Business focus), Working in International Organisations (IR focus), the seminar series *Psychological Resilience in Emerging Adulthood* (Psychology focus), and a series of practical AI workshops.

17. Student support at MIUC

The Student Support Team helps students to improve their academic writing and study skills through one-to-one appointments and workshops available throughout the academic year. This support can be accessed face to face and consists of:

- Study Skills Support
- Financial Literacy and Statistics Support
- IT guidance

Students can book study support appointments and workshops directly through VLE.

At MIUC, the Peer Mentoring Scheme provides students with an opportunity to develop key skills, build confidence, and enhance their academic and personal experience. The scheme encourages active participation from all students, whether by receiving support from a Peer Mentor or by volunteering to become one. Through this initiative, students strengthen their sense of community, improve communication and leadership skills, and contribute to a supportive and inclusive learning environment.

18. Teaching Staff

MIUC's emphasis on engaging lecturers who hold PhD Degree, particularly within the Master's courses, is an indicator of its dedication to research excellence and effective leadership. By ensuring that a significant proportion of faculty hold doctoral degrees, MIUC raises the academic rigor of the programs and seeks to contribute to the creation of new knowledge in the fields of business, international relations, and social media marketing. This focus on research and scholarship enriches the curriculum with innovative insights and fosters a culture of inquiry and innovation among students, preparing them to be the next generation of leaders and scholars.

MIUC actively works to diversify and enhance its faculty composition, by recruiting academic staff and professional practitioners who are respected in their fields, as well as investing in the continuous professional development of existing faculty and professional staff. This combination of seasoned and emerging scholars and industry practitioners enriches the learning experience, providing students with a blend of theoretical knowledge and practical insights.

Appropriate staff will be agreed at the point of approval and any new staff need to be approved by UWL. New staff CVs will be checked by the UWL APLT and forwarded to the UWL Head of School for approval. All faculty staff are fully approved by the

University of West London, who verify the qualifications and subject expertise of the faculty.

Given that all courses are delivered in English, appropriate English language competence forms part of the recruitment, appointment and UWL approval of academic staff.

The deliberate maintenance of favourable faculty-to-student ratios across programs is a testament to MIUC's commitment to fostering an engaging and supportive educational environment. Smaller class sizes allow for more personalised instruction, greater interaction between students and faculty, and a more collaborative learning environment. This approach not only enhances the quality of education but also builds a strong sense of community and belonging among students and staff alike.

These concerted efforts demonstrate MIUC's commitment to gain a position as a leading regional institution that contributes significantly to the intellectual and professional development of students. As MIUC navigates through each academic year, the institution remains steadfast in its mission to provide high-quality education that equips students with the knowledge, skills, and critical thinking necessary to thrive in a rapidly changing world.

Through careful planning, strategic faculty recruitment, and an unwavering commitment to academic excellence, MIUC anticipates it can adapt to future challenges, preparing students to lead and innovate in their respective fields.

Teaching Observation

The MIUC Dean carries out teaching observation as part of continuous professional development. UWL's Centre for the Enhancement of Learning and Teaching (CELT) has provided guidance on the University Teaching Hub website – see Teaching / Teaching Observation Scheme:

<https://campuspress.uwl.ac.uk/teaching/>.

A full peer observation scheme will be implemented in the new academic year.

Professional Development for Academic Staff

In addition to teaching observation, the MIUC encourages staff to develop and improve their teaching practice through a range of activities which may include:

- peer mentorship;
- engaging with staff development opportunities;
- gaining membership of [ANEKA](#).
- gaining a further professional teaching qualification / undertaking continuous professional development;
- team teaching.

There may also be professional development requirements from a specific Professional, Statutory and Regulatory Body (PSRB).

UWL Centre for the Enhancement of Learning and Teaching at the University

The Centre for the Enhancement of Learning and Teaching (CELT) is UWL's academic development unit. They focus on helping staff to design and deliver student-focused interactive courses and teaching approaches.

CELT provides support and development to staff through award-bearing and accredited programmes, professional recognition, online courses and CPD events.

For further information about CELT and the courses currently available, please visit <https://campuspress.uwl.ac.uk/teaching/> - Courses & CPD.

Staff Policy Framework

MIUC is developing its policy framework. [The MIUC 'Code of Conduct for Faculty and Staff'](#) has been approved, which provides support and guidance to staff on MIUC's expectations of behaviour. MIUC are in the process of reviewing all staff policies to provide transparency in the recruitment and management of staff. MIUC operates a staff-student ratio of circa 1 to 15.

Continuous Improvement

Continuous improvement is a core principle of MIUC's Internal Quality Assurance System and ensures that monitoring and review activities lead to purposeful and sustained enhancement of academic provision. Improvement within the MIUC's Internal Quality Assurance System is understood as a structured and ongoing process rather than a series of isolated actions.

Improvement priorities are identified through the analysis of monitoring and reviewing outcomes, including assessment, module and courselevel review, student feedback and academic dialogue within the partnership framework. Where areas for development are identified, proportionate improvement actions are defined and implemented at the appropriate level.

Improvement activity is planned, recorded and reviewed through established quality assurance arrangements, ensuring that responsibilities, timescales and intended outcomes are clear. Progress is monitored over time, and actions are reviewed to confirm whether the intended improvement has been achieved or whether further refinement is required.

Through this approach, continuous improvement operates as an integral part of the MIUC's Internal Quality Assurance System, supporting responsiveness to evidence, consistency of academic standards and the ongoing development of the student experience within the framework of the awarding institution.



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