

Quality Assurance Statement

About London Higher

1. *London Higher* is a membership organization that promotes and acts as an advocate for higher education (HE) in London. It is an 'umbrella' body representing over 40 publicly funded universities and colleges and is the biggest and most varied of the regional university associations in the UK.
2. As their member association London Higher works to represent the group as a whole. We do this in two ways: by collecting and researching data on higher education in the capital and by advocating, on behalf of our members, the case for London's HE.
3. The organization currently runs six core programmes, each with its own stream of research and advocacy activities:
 - *Case for London* which aims to create a robust evidence-base pertaining to, and in support of, HE in London;
 - *Study London*, promoting London as an educational destination and the best city in which to be a student;
 - *Podium*, the Further and Higher Education co-ordination Unit for the 2012 Games;
 - *The London Higher Business Development Unit*, an initiative aimed at increasing employer awareness and use of HE training;
 - *School-HE links in London (SHELL)* developing a strategy for meaningful links between secondary schools and HEIs in London; and
 - *London Medicine*, a collaboration of London's medical schools and specialist clinical institutes aimed at promoting and representing London HE's extensive healthcare education, provision and research.
4. Our outputs are diverse and include research reports, promotional material, meetings and workshops, parliamentary lobbying, media management and receptions. We also run a wide range of advisory groups and networks.

Our Quality Mission

5. As a publicly funded organization and a registered charity London Higher is committed to delivering the highest service standards to our members and stakeholders. At all times we aim to act:
 - *Appropriately*, by developing and adhering to appropriate guidelines across our business activity, especially in the areas of finances, human resources, work we undertake for others and in work we commissions others to do for us;
 - *Efficiently*, by always seeking to secure and provide the best value for money achievable;
 - *Transparently*, by recording our deliberations, maintaining evidence and proving feedback;

- *Accurately*, by maintaining a hierarchy of quality assurances and risk assessments.

Quality Management System

6. To meet these goals we have developed and maintain a suite of policies governing each quality assurance objective. These are outlined below:

- *Commissioning Policy.* All work commissioned by London Higher, or any of its divisions, from an external body or agency is governed by our internal 'Commissioning Policy' which stipulates how, when and if tenders should be run and contracts awarded;
- *Pitching Policy.* All projects pitched to external bodies or agencies by London Higher, or any of its divisions, are governed by our internal 'Pitching Policy' which stipulates how, when and if proposals are to be submitted;
- *Guidelines for Advisory Groups.* All initiatives run by London Higher, or any of its divisions, whether commissioned to another organization or awarded to us by an external body, are governed by an 'Advisory Group' comprising a representative sample of HE members and stakeholders. Advisory Groups are responsible for the efficient and effective running of their project(s) and are the primary level of quality assurance;
- *Human Resources Policy.* London Higher seeks to be a good and fair employer. Our HR policy sets out how we approach staff development, pay and conditions, equal opportunities and internal communications;
- *Financial Procedures Policy.* Our financial procedures have been drawn up in association with our external accountants and are reviewed and tested regularly. We present management reports quarterly to our Board and have an annual internal audit. In addition we comply with all audit requirements associated with individual funding streams;
- *Risk Management Register.* All new activities which London Higher seeks to undertake are subject to a risk assessment. Existing programmes of activity are, from time to time, externally evaluated for risk as well as fitness for purpose. London Higher maintains a Risk Register.
- *Website & IT Policy.* We comply with the University of London policy on use of the web and other IT. In addition we have our own policy on how we operate our various websites which governs content.

7. *Board of Trustees.* The London Higher Board of Trustees are ultimately responsible for ensuring that London Higher, and its divisions, maintains the highest quality standards across its work. This statement and all its associated policies and documents are approved by the Board and reviewed annually. The Board monitors all aspects of London Higher's work quarterly and in many cases is required to approve specific initiatives before the Executive may action them.

Communicating Quality Assurance

8. A copy of the Quality Assurance Statement is included in the London Higher Staff Handbook; each member of staff is required to sign a declaration indicating that they have read the booklet.
9. Electronic copies of the related policies are stored in our shared access area: a) under the 'Policies' folder and b) the Project Management folder (which also houses the relevant policies on commissioning, pitching, advisory groups etc.).
10. An electronic copy of this Statement is on the London Higher website.
11. Annually all staff at London Higher attend a workshop on the suite of Quality Assurance policies and any changes that have been made to them.

About this Policy

12. *Maintenance.* This Statement is the responsibility of the **Deputy CEO** of London Higher.
13. *Approval.* This policy was approved by the London Higher Board of Trustees on **15 September 2009**.
14. *Communication.* This Statement has been circulated to all London Higher staff; a copy is filed on the London Higher shared drive and a hard copy is included in each staff member's handbook.
15. *Review.* This policy will next be reviewed in **September 2010**.

Supporting Documents

16. *Link to Pitching Policy:* [..\Pitching and Proposals\2009 08 06 - Pitching Policy - v1.doc](#)
17. *Link to Commissioning Policy:* [..\Commissioning\2009 09 03 - Commissioning Policy - v1.doc](#)
18. *Link to Guidelines for Advisory Groups:* [..\..\..\Administration\Policies\Advisory Groups\2009 09 04 - Guidelines for Advisory Groups - v1.pdf](#)

Further information

19. *Contact:* Michael Reynier (020 7664 4844) or michael.reynier@londonhigher.ac.uk.