

UNIVERSITY OF ULSTER

Paper No ASQEC/20/11a

ACADEMIC STANDARDS AND QUALITY ENHANCEMENT COMMITTEE

4 June 2020

Agenda Item 8.1

INSTITUTIONAL APPROVAL: Hotel and Tourism Management Institute, HTMi
Singapore

COVER SHEET

Presenter: Professor B Murphy

Action is required of the Committee as indicated below.

To receive a report from a Due Diligence Stage B1 Faculty Scrutiny event and to note that Chair's action has been taken on behalf of ASQEC to approve the proposal's completion of Stage B1.

**PROPOSED INTERNATIONAL COLLABORATION
QUALITY AND STANDARDS DUE DILIGENCE
STAGE 1: REVIEW OF FACULTY ARRANGEMENTS FOR MANAGEMENT OF THE PARTNERSHIP**

	Commentary	Further actions Required	Responsible / Timescale
Sponsoring Faculty	Ulster Business School		
Proposed partner	HTMI Hotel Tourism and Management Institute		
Location	Singapore	Due Diligence B Phase 2 (virtual)	Evaluation Visit circa June 2020 (virtual)
Model of Collaboration	Validated		
Agreement to work in country / ethical and reputational issues	Singapore has a low level of economic and political risk and very low level of financial system risk and rated as having one of the strongest education systems in world. No issues raised through DDA from initial trawl.		
Duration of contract	10 years with a review after 5 years		
Legal due diligence	Legal advice sought from University solicitors. MoU signed by both parties. HTMI is certified to deliver HE qualifications in Singapore.	DDA to be completed by GE and approved by SLT	Final outcome to be confirmed in advance of virtual site visit
Financial due diligence	Wong Fong Industries, the parent organisation, will continue to provide financial support as necessary to continue its operations and to meet all its liabilities.	Financial due diligence report to SLT	Final outcome to be confirmed in advance of virtual site visit
Quality and standards due diligence stage 2	Due to the Covid19 virus, an institutional evaluation of HTMI Singapore by University and staff will be undertaken digitally through a virtual tour of physical resources.	Visit arrangements to be discussed with Academic office as DDB2 to include course evaluation managed through Academic Office.	AO / June 2020
Faculty Rationale for Partnership	International education will become competitive but UU has already established a strong partnership with HTMI Switzerland which has a good reputation. The proposal enables diversification into another country with a low-risk partner and with scope to build provision in the longer term. Income contributes to academic plan Scope for articulation with UU postgraduate provision		

PROPOSED INTERNATIONAL COLLABORATION

	Commentary				Further actions Required	Responsible / Timescale
Proposed Programmes Sep 2020 entry	BSc (Honours) Degree in International Hospitality Management (Level 6 Top-Up)	Intake 2 intakes per year 25 FT	Duration 20 weeks, 2 semester	120 credits	Assessments will be revised to meet the Singapore context.	Assessment to be reviewed during course evaluation (June 2020)
Income to Faculty	<p>£700 per student in year 1 (intake year 1 = 25) £1150 per student from year 2 onwards The validation course costing, prepared on a Contribution Model basis, shows a cumulative surplus after 5 years of £75k. This positive surplus to the faculty is to cover faculty management and administration costs or for reinvestment. Evaluation and external examiner costs to be fully reimbursed Total student FTE in 5 years= 60</p> <p>If the student numbers fall by 55% the course will be in deficit.</p>				Review suggested recurrent expenditure for accommodation rental (720000 SGD)	DFO
Staffing resources	<p>Academic: 852 hours/year Clerical: 200 hours</p> <p>Hours calculated based on proposed cohort sizes which mirror sizes in Sorenberg. Teaching team are experienced in subject area and teaching in HE.</p>					
Campus	<p>Classrooms plus training room and seminar room available on campus and sufficient to accommodate proposed intakes. HoS Hospitality & Tourism has viewed and confirmed facilities. Restaurant on site. Parent company committed to develop campus further as required.</p>				Review facilities using virtual site visit	Recognition panel

PROPOSED INTERNATIONAL COLLABORATION

	Commentary	Further actions Required	Responsible / Timescale
Library and IT	<p>Learning Resource Centre on site: Library available and additional book stock to be established for programme - £3000. Annual library cost - £300</p> <p>Current IT facilities and software deemed appropriate</p>	Review library and IT facilities and management during site visit	Recognition Panel
Student Support	<p>Students will belong to HTMI Singapore and will not have access to UU academic and pastoral support (including careers guidance and counselling). A student counselling service is established at HTMI Singapore</p> <p>HTMi Switzerland has a Centre for Career Development and graduates from the Singapore programme will be able to avail of the services of the centre.</p> <p>As Associate students, they will retain borrowing and access rights to UU library (excluding electronic).</p> <p>Students studying Adv Dip are well prepared for level 6 study as courses are well aligned. Further academic support practices already established in Sorenberg will also be embedded in Singapore.</p>	<p>Review academic support practices during site visit</p> <p>Faculty to check that information provided to students includes clarification of their rights.</p>	<p>Course Evaluation panel</p> <p>FPM</p>
Student Complaints / Appeal	<p>HTMI has a formal complaints and appeals process that mirrors practice at Sorenberg. Guidance provided through a student handbook. Associate Students will have the right of appeal and complaint to the University following completion of the internal procedures of the partner institution.</p>		
Organisational Structure	<p>https://htmi.sg/wp-content/uploads/2019/03/HTMi-Singapore-Organisation-Chart-V12.pdf</p>		
Academic governance	<p>Modules to be offered are already approved and validated at UU. There will be close collaboration between home and partner module coordinators. Teaching materials will be shared and live assessments at HTMi Singapore will be recorded and available for quality monitoring.</p>	Ongoing quality monitoring via CAQE	ongoing

PROPOSED INTERNATIONAL COLLABORATION

	Commentary	Further actions Required	Responsible / Timescale
	<p>External Examiner has previously acknowledged the strong collaboration between the module leads across UU and Sorenberg – this collaborative model will apply to Singapore.</p> <p>The Faculty will be responsible for the academic governance and oversight of the programme. The CAQE process will apply as per all partner programmes.</p> <p>Course Committee and Staff Student Consultative Committee will be established at HTMi Singapore.</p>		
Course Promotion	The local marketplaces open to HTMi to promote the Ulster BSc programme is around South East Asia, Oceania, Africa and the Middle East	Monitor enrolment figures through CAQE	ongoing
Student application and enrolment	<p>Admissions managed by HTMI Singapore Entry requirements: HTMI Adv Dip International Hotel & Tourism Management (or equivalent). IELTS 6.0 required. IELT course delivered by CELT at HTMI Singapore.</p> <p>Proposed student numbers based on cohort sizes in HTMI Switzerland.</p>	Monitor enrolment figures through CAQE	ongoing
Course Structure	<p>6 20 credit modules – condensed delivery over 20 weeks 2 intakes per year</p> <p>Level 6 modules originated at UU but pattern of delivery is different. Adv Dip developed by HTMi. Modules in Switzerland have the same learning outcomes as UU modules but some assessments were adapted to meet the partner's context. The same design process has been applied to Singapore.</p> <p>4 modules mirror those delivered at Sorenberg. 2 modules will differ. Some assessments will be adapted for the Singapore context.</p>	UU and Sorenberg programme teams working with Singapore team to revise delivery and assessment methods to meet Singapore context whilst assuring quality standards and programme outcomes. Review during evaluation visit.	Evaluation panel

PROPOSED INTERNATIONAL COLLABORATION

	Commentary	Further actions Required	Responsible / Timescale
	CAQE process will be applied to monitor the quality of provision		
Professional or statutory recognition	HTMi (Singapore) will seek accreditation by the Institute of Hospitality for the proposed course		Arrangements to be in place in advance of course commencement.
Additional Faculty Resources to support partnership	N/A		
Other resources costs	Any resource costs incurred by University departments would be met through the contribution model.		