



Quality and Standards Policy

1.0 Aims of the Policy

Matrix is committed to the enhancement of the quality of learning experience and the continuous improvement of academic standards and quality associated with that learning. This aim of this policy is to ensure the safeguarding of academic standards, the assurance of academic quality and the enhancement of the student experience.

2.0 Definition of Terms

The *safeguarding of academic standards* is the process whereby Matrix ensures the award of their qualifications are made on the basis of the achievement of the appropriate academic standard.

Academic Standards are concerned with the appropriateness of the programme, the learning outcomes and the effectiveness of the syllabus.

Academic Quality includes those activities that make a contribution to the students' academic experience. This includes learning, teaching and assessment practices and the deployment of learning resources. It also includes student recruitment and admission, progression advice, programme planning, personal development planning, ongoing advice and support post qualification; pastoral support; provision of information; appeal; complaint and grievance procedures.

Academic Quality Assurance is the process whereby Matrix ensures the quality of the learning opportunities offered to the students are at an appropriate level.

Academic Quality Enhancement describes the explicit processes put in place to improve the student experience over time. This includes identification and adoption of good practice.

3.0 Safeguarding of Standards

For each of the three years of study on the BSc (Hons)

- Standards will be set at an appropriate level for the qualification.
- Standards will satisfy the requirements of Middlesex University and the UKCP.
- Academic standards will be reviewed regularly both by the external examiner and external assessors and internally by the Operational Team.
- Aims, learning outcomes, teaching, learning and assessment will be those as defined by Middlesex University and the UKCP.
- When standards are established external reference, guidance will be sought.

4.0 Assuring Quality

- We will have robust programme approval (by Middlesex University and the UKCP).
- We will monitor and review our programmes annually.
- We will have a student feedback process and will identify and take action to resolve any issues relating to the students' academic experience.
- Assurance activity will focus on the areas where there is deemed to be most risk.
- Students will be involved in the process of programme approval, development, monitoring and review.
- The views of external examiners and external assessors and external moderators will be taken into account when the quality of the programme is reviewed.

5.0 Enhancing Quality

Enhancing the student experience is a key priority for Matrix.

- Student feedback, progression and achievement data will be regularly monitored.
- Changes made to the student experience will be made on the basis of sound evidence that they are likely to be effective.

Enhancing quality is a key aim; it will be:

- Actively planned at management level
- Integrated into working practices
- Underpinned by staff development

6.0 Oversight of Academic Quality and Standards

Those engaged in programme delivery are primarily responsible for assuring standards and assuring and enhancing the student experience. The Matrix Operational Team will maintain oversight of these processes.

The principles in this Policy are developed in more detail in specific resources and policies.

Matrix Programme Handbook

Learning, Teaching & Assessment Strategy

Document name	Quality and Standards Policy		
Owner	Principal	Review Lead	Quality Manager
Approving Committee	Ops Team		
Last review	December 2025	Next review	April 2026
Amendments since last review	Detail of Revision Version control added Further in-depth review in 2026	Date of Revision December 2025	Revision approved by Ops Team