



Statement - Termination of Contract with TSD

05/12/2011, 17:30

Dear Staff and Students,

On the 16th November 2011 CTL terminated its contract with University of Wales Trinity Saint David TSD, ending a partnership that operated from August 2005.

Since terminating the contract CTL has tried to reach agreement with TSD in relation to a strategy option for an orderly wind-down of the partnership. It may still be possible to do so but CTL takes the view that it cannot any longer delay in providing a statement to staff and students outlining CTL's grounds for termination.

For over 18 months CTL has expressed its concerns over poor quality assurance and administrative standards at TSD. TSD has been unable to provide adequate explanations for its poor standards or give CTL any confidence in adequate future improvement.

It is the view of CTL that TSD is unable to manage fundamental academic and administrative tasks that would reasonably be expected of a UK university.

For over four years CTL staff have diligently checked every single letter, academic transcript and award that has been sent to CTL students by TSD. CTL has found that in 2010 forty-five percent of documentation sent by TSD has been incorrect, in 2011 25% of TSD academic correspondence to students is incorrect. The improvement still does not prevent CTL staff from having to check one-hundred percent of documentation from TSD to locate errors.

Despite an electronic transfer facility of correct digital data being sent from CTL to TSD, TSD correspondence with students has continued to be sent out with unacceptable levels of errors.

Since 2007 CTL has also found that results data from TSD to its CTL-based students is consistently wrong. Many students that should have passed have failed, and students that have failed modules, passed. Had CTL staff not checked hundreds of thousands of results for every single assessment for every module for every student, then many students would be awarded the wrong degree classification, the wrong degree pathway, the wrong degree, or been failed and terminated. TSD has also given erroneous awards to students that do not even exist.

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Our senior academicians have also questioned TSD's academic decisions, quality assurance policies and processes and have found that TSD does not follow some of its own crucial processes resulting in dubious quality decision making potentially affecting hundreds of students. Some quality assurance policies are wrong, unclear, or contradict other important policies. A rule that currently applies to certain students is a 'resit trap' permitting a student to resit and pass a module but fail to progress, resulting in failure by default and termination.

Eventually CTL was forced to conclude that the University was unable to deliver an acceptable level of performance and that in order to safeguard its own standards and commitment to students, there was no alternative but to bring the partnership with the University to an end.

CTL would like to sincerely thank its staff for all their support and hard work throughout this partnership. CTL will now seek a new academic partners, and trusts that TSD honours its obligations to its existing students at CTL.

CTL Management