

MANAGEMENT OF COLLEGE PROGRAMMES

Purpose and scope

- 1.1. This section of the Consolidated Academic Policies and Regulations (CAPR) explains how a programme is managed; how this interacts with the programme monitoring procedures; and how the College hears the students' views in such situations.
- 1.2. These regulations apply to all current programmes of the College, and to any action taken on or after 1 October 2017 regardless of the date of the approval of the programme.

These regulations do not apply to Short or Non-Award Courses that are taught through the College or professional programmes that are awarded by another awarding body and for which the College is a teaching body.

Definitions

- 1.3. 'Programme' means any stand-alone, approved curriculum that contributes to a qualification of a degree-awarding body or otherwise carries academic credit
- 1.4. 'Module' means a self-contained, formally structured piece of study, with a coherent and explicit set of learning outcomes and assessment criteria
- 1.5. 'Programme Team' means the staff (academic and professional services) who deliver the programme in the current academic year. For work-based programmes, the College expect that employers or other workplace representatives will be included.
- 1.6. 'Cognate programmes' means two (2) or more programmes of similar level with a large amount of commonality in content and Programme Team, where the Head of Department has approved a single Programme Team.

Introduction

Overview

- 1.7. The College is responsible for the academic standards of its awards and the quality of its programmes. This policy and related procedures are mechanisms to assure academic standards and quality of provision for the College, external stakeholders and students.

- 1.8. This policy also aims to facilitate the management of innovative and flexible portfolio of programmes, courses and professional which respond rapidly to the needs of students, employers, and the professions, thereby supporting the College's overall mission and strategic objectives.

Principles

- 1.9. Programme management gains its legitimacy from the powers vested in the Academic Board. On initial approval, each programme becomes the operational responsibility of a specific Head of Department.

- 1.10. The membership of Programme Committees is approved annually by the Faculty Board. It includes Programme Team members and student representatives. Head of Departments are directly responsible for allocating staff and resources to programmes and for all negotiations about servicing programmes from outside their own department.

- 1.11. As set out in the Code of Practice on Student Voice, student representatives are normally elected by their cohort of students to represent them formally through Programme Committee membership and informally through meetings with the programme leader and Programme Team. They are supported by the Students' Union through training and regular contact opportunities.

Procedures

1.12. Programme Teams

The College expect Programme Teams to meet informally to co-ordinate programme delivery and assessment, and to discuss approaches to teaching and learning. These meetings also explore the programme's performance indicators and feedback from stakeholders to monitor and improve the programme in line with our risk-based monitoring and enhancement (PrEP) processes. The meetings should occur as required to ensure the programme's smooth operation and monitoring, but at least three (3) times each academic year.

1.13. Programme leader and programme coordinator

The programme leader is the formally identified leader of the Programme Team appointed by the Head of Department. On some occasions, particularly with large programmes, there may also be deputy programme leaders or deputy year tutors or both. To support their role, Heads of Department will regularly convene programme leader meetings.

1.14. Programme risk-based monitoring and enhancement (PrEP) process

Programme Risk and Enhancement Planning (PrEP) is a continual process involving Programme Committee members and other relevant stakeholders. PrEP is used by both the Programme Team and the Programme Committee throughout the academic year to help monitor and enhance the programme. Through it, they can better consider module evaluations, student and stakeholder feedback and programme data, and agree, monitor and complete a programme action plan.

1.15. Stakeholder Forum

The Stakeholder Forum is a meeting of employers and others who can contribute to discussions on the programme's nature and future. It may also include representatives from feeder programmes. In some cases by agreement, it may be preferred that stakeholder meetings about several cognate or related programmes will be held. As an alternative, stakeholder representatives may be invited to the Programme Committee.

1.16. *Student Forum*

A Student Forum is a meeting of students from a Faculty, Department or centre that may be held if this is thought helpful.

1.17. *Programme Committee*

The Programme Committee has defined responsibilities for managing the programme. The committee includes the Programme Team, programme administrator and student representatives (except where an individual student's details are being discussed). Student representatives will normally be elected by the student body on the programme. The committee may invite others to join, such as librarians and employer representatives. The committee will meet at least thrice each academic year. It has a central role in overseeing and contributing to the College's annual programme monitoring processes.

Programme Committees are usually chaired by Heads of Department, although suitable replacements (such as Education Leads for department) can take this role. Members of the Programme Team (including the programme leader) should not chair a Programme Committee meeting. Minutes of the meeting and action points arising are produced by the programme administrator. A copy will be sent to the Quality Office.

On some occasions, such as if there is a significant shared curriculum or resources (staff or facilities), a single programme committee event may be held for more than one (1) programme. In such cases, full representation for each programme should be maintained.

1.18. *Terms of reference of Programme Committees*

Programme Committees must ensure effective programme management, administration, development, delivery, monitoring and evaluation in line with our regulations and policies. They oversee the following:

1.18.1. Implementing the programme's aims and planned learning outcomes.

Implementing and monitoring College policies and practices on: pre-entry, entry and exit counselling; admission and induction; curriculum; teaching, learning and assessment; student support; student progression; quality assurance and improvement; and resources including staff development.

- 1.18.2. Considering proposals for programme development; and ensuring that any changes to the validated programme are approved through our formal planning and approval processes.
- 1.18.3. Teaching, learning and assessment strategies deployed on the programme; examining and evaluating the effectiveness of the strategies; and planning developments and improvements of the strategies.
- 1.18.4. Responding to our policies, quality enhancement and audit initiatives; and responses to external agencies' requirements regarding the programme's quality assurance.
- 1.18.5. Developing and implementing action plans; and reporting on and evaluating the effectiveness of actions taken.
- 1.18.6. Monitoring and evaluating the programme against its performance targets; and instigating actions that will help it achieve its performance targets.
- 1.18.7. Maintaining the programme's academic standards by noting the appointment of external examiners and formally receiving and monitoring external examiners' reports and the programme leader's responses.
- 1.18.8. The effectiveness of student, staff and the stakeholder liaison; receiving the analysis of student feedback on entry, on programme, and on exit and external feedback; proposing activities to address concerns and spread good practice; and reporting back and evaluating the actions taken.
- 1.18.9. Preparing to renew approval or review the programme as required by the Academic Board, and external validating and quality assurance agencies.
- 1.18.10. Making recommendations for promotional activities.
- 1.18.11. Reviewing resources to support the programme.

1.19. *Items for Programme Committees*

There will normally be at least three (3) Programme Committee meetings each academic year. All its members should attend, as well as student representatives. Formal minutes of Programme Committees should be maintained. These, alongside the programme action plan, will be the main evidence of programme-based monitoring and enhancement activities that will feed the annual programme monitoring process.

Every academic year, the following items should be considered. Naturally, other agenda items relevant to individual programmes may be included.

Progress with action points from previous meetings, and reporting on and evaluating the effectiveness of actions. Items not dealt with should be carried forward to the next action plan.

If programmes are run in more than a single centre, any matters concerning coordination between centres should be considered.

Programme leaders will report, where relevant, discussions on:

- a) aims, outcomes, subject benchmarks – e.g., evaluation, achievements, student learning, programme enhancements;
- b) curriculum – e.g., evaluation relevance; currency; appropriateness and achievement of learning outcomes; student learning and development of knowledge, understanding and skills including key skills; curriculum developments;
- c) assessment – e.g., evaluation of strategies and processes; student achievement from previous assessment periods; external examiner reports with Programme Team responses; standards;
- d) enhancement – e.g., evidence of quality being enhanced/maintained and standards being achieved/improved; staff development; quality assurance processes as they relate to the programmes; implementation of our policies; development of position statements; appointment of external examiners; summaries of students' written evaluations on entry, on programme and on exit; responses to UK Quality Code amendments; preparations for imminent QAA reviews and periodic reviews; future plans for enhancement;
- e) teaching and learning – e.g., evaluation of effectiveness of teaching and learning strategies; staff research/publications and their relevance; initiatives;
- f) general and individual student progression – e.g., evaluation of academic and pastoral support and guidance for students; performance against enrolment;

- retention, progression and achievement targets; student destinations/successes; student evaluations of induction;
- g) learning resources – e.g., evaluation of curriculum delivery; library provision; technical and administrative support; teaching accommodation; central facilities; equipment and IT resources; deployment of resources.
 - h) matters raised by student representatives.
 - i) other matters relevant to the programme not arising elsewhere.

NOTE: Three (3) template Programme Committee agendas are available from the Quality Office: one (1) for each of the three (3) meetings of an academic year. These templates set out minimum expectations – they may be used as set out, or relevant items can be added to suit particular contexts and situations.

Evaluations should be derived from students' feedback, external examiners' reports, and feedback from other documented sources. Any issues that cannot be resolved in the Programme Team should be considered by the Head of Department.

1.20. Programme Files relevant to programme management and monitoring

The programme leader is responsible for ensuring that the following are sent to Quality Office for the Programme File (all electronic only):

- a) After approval or re-approval, the definitive validated programme documents.
- b) Documents about awarding or professional bodies, or both.
- c) At the start of each year, current Student Handbooks including placement/work experience, etc. handbooks, and an assessment schedule.
- d) Programme Committee minutes and action plans.

Table 4 further specifies documents that programme leaders and module leaders are expected to maintain, indicating when and how they should be reviewed and disseminated.

The Clerk to Boards of Examiners will ensure that paper copies of the minutes and all attachments are sent to Quality Office.

The programme leaders will ensure that any documents on individual students are sent to the Student Records Team who keep current individual student files. This will include, at the end of each student's programme, tutorial records.

Lists of responsibilities

1.21. *Head of Department*

The Head of Department has local oversight of the programme and is ultimately responsible for managing it effectively. Their other responsibilities are listed in (a) to (c) below and in Table 1, which lists specific Head of Department activities and says when they will usually be done.

- a) If a programme has no coordinator, ensuring there is agreement for responsibility on all tasks listed in Appendix A.
- b) Ensuring that changes in programme leadership and module leadership are communicated to Academic Services.
- c) Arranging and ensuring appropriate staffing is provided for scheduled teaching sessions, tutorial responsibilities (both academic and personal), and admissions activities.

1.22. *Programme leader*

The programme leader is appointed by the appropriate Head of Department in consultation with the tutor concerned. The programme leader acts in conjunction with the Head of Department and is supported by the Programme Team. Their responsibilities are listed in (a) to (v) below and in Table 2, which lists specific programme leader activities and says when they will usually occur.

- a) Effective and efficient programme leadership, management, delivery and co-ordination in line with our regulations, quality assurance and improvement policies and procedures; and the requirements of validating bodies.
- b) Recommending staff to the Head of Department as teachers on the programme. Ensuring adequate consultation with and between these teachers to achieve the programme's aims and learning outcomes. Ensuring each module has a module leader. Ensuring that modules run in more than a single centre have a module coordinator.
- c) Ensuring students make appropriate module choices within the programme regulatory framework.
- d) Convening the Programme Committees, creating the agendas and advising and reporting to the meeting. Also providing a report of the meeting to the programme coordinator, if in place, and the Head of Department.

- e) Ensuring implementation of the personal tutor system for the programme, including allocating named tutors to students. Ensuring that time is arranged for tutorials. Ensuring that student progress and attendance are monitored, appropriate advice is offered and suitable actions are planned and completed.
- f) In line with assessment policies and procedures and along with relevant administrative staff, coordinating arrangements for assessment and examinations including moderation front sheets. Organising any moderation meetings that are held.
- g) In line with the external examiner guidelines, nominating potential external examiners, providing the required documents for their information, regularly communicating with them on assessment issues, and working with programme administrators to ensure external examiners have access to online material (GSM Learn) if needed for their work.
- h) Co-ordinating the annual programme monitoring process. Ensuring action plans are applied and the associated documents completed and disseminated, as defined in the relevant documents.
- i) Promoting student feedback surveys (NSS, the College Student Survey, and Module Feedback) and encouraging student participation.
- j) Maintaining regular communication with student representatives to ensure they are able to provide feedback and raise issues as they arise. Programme contexts will determine the best means of achieving this (informally or through scheduled meetings, face-to-face or electronically), but contact should normally occur at least monthly.
- k) Collecting and analysing feedback from students and from external representatives if appropriate. This includes:
 - i. regular contact with programme representatives;
 - ii. analysis and action planning based on relevant NSS and College Student Survey results.
- l) Working with administrative systems, ensuring that programme and student records (including student withdrawals) are maintained, completing student references, and compiling programme statistics according to regulations and our requirements. This should include transfer of programme information to successors.

- m) Liaising as necessary with module leaders, personal tutors, and relevant colleagues across the College. Having day-to-day operational contact with validating bodies and other relevant external agencies. Liaising with Student Services to ensure additional support needs are met as regards learning, teaching and assessment.
- n) Leading the programme's development and updating/periodic review including overseeing the preparation and submission of the necessary documents (including CAT forms proposing changes to programme provision). If a programme is run at more than a single site, this activity will be convened by the programme coordinator.
- o) In line with existing induction guidance, organising and implementing induction for new and returning students. This includes providing programme handbooks and work-based or placement learning handbooks. The College expect handbooks and policies to be available to students electronically, usually through a programme area on Learnthe College.
- p) Organising induction to the programme for new staff, ensuring they are fully informed about all its aspects and their role in the team.
- q) Supporting the line manager to ensure that any health and safety requirements specifically related to the programme are fulfilled, and that risk assessments are done where necessary.
- r) Initiating and undertaking programme promotional activities. Contributing to relevant marketing initiatives such as prospectus entries.
- s) Submitting reports and information as required.
- t) Giving advice on resource needs (including timetabling and rooming) to the relevant Head of Department. Monitoring the programme's resource use, maintenance and development alongside the Head of Department.
- u) Ensuring that the VLE activities (on GSMLearn) for the programme are facilitated.
- v) Doing whatever else is needed to ensure the programme's smooth and successful running.

1.23. *Module leader*

Module leaders are appointed from within the Programme Team by the Head of Department in consultation with the programme leader and module tutor concerned. If the same module is run in more than a single centre, programme leaders will nominate a module leader to be module coordinator, who will operate in a convening role with the

programme coordinator. Their responsibilities are listed in (a) to (m) below and in table 3, which sets out specific module leader activities along with indications of when they will usually occur.

- a) Delivery of modules, including academic tutorials, as decided by approval requirements and in line with our regulations, policies and procedures for the subject area and level of study. For many modules this will include leading a team of tutors.
- b) Co-ordinating and administering assessment for the module. This includes the pre-issue moderation of examinations and assignment marking as specified by the College's Assessment Moderation policy. It also includes completing the records and submitting results as required.
- c) In line with College procedures, submitting module schemes of work and details of assignments and examination questions to the programme leader when required.
- d) In negotiation with other tutors on the module, modifying their modules in response to review and evaluation data in line with our policies and procedure and, alongside the Programme Committee, getting approval if changes are notifiable.
- e) As required by College regulations, maintaining attendance records of students registered for their module and alerting the programme leader or personal tutor (or both) to any prolonged absence for which a student has offered no reasonable explanation.
- f) Liaising with module contributors and others as appropriate to ensure the module's effective delivery.
- g) If a module is run in more than a single centre, liaising with equivalent module leaders on schemes, delivery, assessment and assessment moderation, through the module coordinator.
- h) Liaising with the programme leader and Head of Department as necessary to identify resource requirements and provide regular feedback on module matters.
- i) Updating module reading lists and liaising with the Library to ensure availability of materials.
- j) Attending Programme Committees, pre-Board of Examiners and Board of Examiners.
- k) Contributing to the annual programme monitoring process by completing the Module Evaluation Process and taking suitable improvement actions when necessary and possible.

l) Including a module induction at the start of every semester the module runs.

This session should include:

- i. aims, planned learning outcomes and content (scheme of work to be given to every student);
- ii. teaching and learning strategies to be employed;
- iii. tutorial pattern, style and dates;
- iv. assessment strategies, preparation and guidance;
- v. necessary learning resources, including communication and information technology resources;
- vi. student time commitment;
- vii. reading for the module (essential and useful texts and relevant websites);
- viii. any costs to students;
- ix. key skills criteria to be developed and assessed.

m) Developing and maintaining a module file. It should include:

- i. full module specification from the most recent approval document, including any formally approved amendments with supporting pro formas;
- ii. current/most recent scheme of work;
- iii. current reading/website list, correctly referenced;
- iv. assignment guidelines;
- v. examples of past examination papers;
- vi. mark sheets;
- vii. summary statements of any student module evaluations from the past three (3) years.
- viii. all Module Evaluation Forms from the past three (3) years.

1.24. *Personal tutor*

Personal tutors are assigned to students by the relevant programme leader in discussion with the tutors concerned. Whenever possible and, providing the arrangement is agreeable to both parties, the personal tutor will remain in this role for the complete duration of each student's period of study.

If a problem arises between the parties, the programme leader will make other tutorial arrangements. Detailed guidance on the personal tutor's role and the conduct of

personal tutorials is available in the Personal Tutors' Handbook. Their responsibilities are as follows:

- a) Helping to ensure their students' well-being regarding their studies, looking after their interests and guiding them in their preparations for future study needs.
- b) Ensuring that students' academic, personal development and key/employability skills progress are monitored. This may be supported by module activities and programme leaders.
- c) Ensuring that students' attendance is monitored, taking appropriate action as necessary.
- d) Maintaining students' tutorial records in line with relevant policies, procedures and formats.
- e) Being available to meet each personal tutee individually in line with the Personal Tutorial policy.
- f) Enabling students to maximise their academic strengths and interests, to tackle any difficulties they may be having in their programme and to cope with any problems affecting their progress.
- g) Advising on students' selection of modules and the making of other academic choices to ensure continuity and coherence in their chosen programme, relevance to their intended post-programme destination, and adherence to the relevant regulatory framework.
- h) Liaising with the programme leader, module leaders, employers, professionals and other relevant external agencies as necessary.
- i) Giving guidance on careers and postgraduate professional training opportunities in collaboration with the College careers and employability advisers.
- j) Advising students on the availability of relevant specialist services inside and outside the College.
- k) Writing references for personal tutees during and after their period of study.
- l) Attending and contributing to programme committees, team meetings and Board of Examiners as required.

1.25. *Student representatives*

Student representatives are responsible for representing their cohort of students, ensuring that their fellow students' views and concerns are communicated to the Programme Team in a suitable way. Their other responsibilities are as follows:

- a) Preparing for Programme Committee meetings by collating their fellow students' views and concerns about the programme.
- b) Attending and contributing to Programme Committee meetings. If this proves impossible, student representatives should ensure they pass feedback they get from their fellow students to the programme leader or Chair of the Programme Committee before the meeting.
- c) Disseminating programme committee discussions and decisions to their fellow students.
- d) Maintaining regular contact with their fellow students to identify emerging issues and communicate these promptly to the programme leader.
- e) Maintaining regular contact with the programme leader to enable effective communication.
- f) Contributing to programme evaluation processes.

Table 1: Head of Department responsibilities and tasks

The table below lists activities for which Heads of Department are responsible. The list includes most of the activities they should expect to do in an academic year, but it is not exhaustive.

The College hopes the list will help them delegate many of the activities to other members of the Department and to agree responsibility for tasks between themselves.

	Action	In liaison with	When	Doc. Ref.
1	Module offerings for year	Programme leader and programme co-ordinator	Well before programme delivery begins	
2	Agree timetables: staffing and timings	Programme leader		8
3	Arrange rooming for classes	Programme leader		
4	Set recruitment targets	Programme leader		
5	Rota for Summer recruitment activities	Programme Team	Start of academic year	
6	Promote the NSS and Internal Student survey	Programme Team	January to April	
7	Chair the Board of Examiners		Each Board of Examiners	
8	Results released and awards and other letters sent out	Academic Services/ Partnerships Staff		20
9	Chair the Programme Committee meetings		Throughout the year	
10	Communicate staff changes and prolonged staff absences to the College Academic Partnerships office			
11	Review recruitment and enrolment against targets	Programme leader		

Table 2: Programme leader's responsibilities and tasks

The table below lists activities for which programme leaders are responsible. The list includes most of the activities they should expect to do in an academic year, but it is not exhaustive.

The College hopes the list will help them delegate many of the activities to other members of the Programme Team and to agree responsibility for tasks between themselves.

	Action	In liaison with	When	Doc. Ref.	
1	Advise on timetables: staffing and timings	Head of Department	Well before programme delivery begins		
2	Advise on rooming needs	Head of Department			
3	Update work placement / work-based learning handbook	Module leaders			5
4	Update the handbook and publish it on GSMLearn				3
5	Update website information				6
6	Review resources to support the programme				
7	Plan and oversee student induction		Just before programme delivery begins	10	
8	Schedule Programme Committee and other programme-related meetings	Head of Department / Academic Services			13
9	Agree the programme assessment schedule	Module leaders			12
10	Ensure staff are introduced to the programme				
11	Assign personal tutors to students		First two (2) weeks of delivery	11	
12	Ensure students receive a library induction	Library staff			

	Action	In liaison with	When	Doc. Ref.
13	Ensure students receive an IT induction			
14	Confirm Programme Committee and Board of Examiners membership			9
15	Oversee provision of support for students with specific needs	Student Services Team	By the end of October	
16	Introduce personal development planning	Module leaders		
171	Promote / complete online student attendance tracking system	Module leaders	Throughout delivery	
18	CVs updated by 1 December	All team members	November	
19	Convene exam moderation panels	Programme Team	At least six (6) weeks before examination dates	
20	Promote NSS and Internal Student survey		January to April	
21	Send assignment specifications to external examiner	Module leaders	As available from module leaders	
22	Collate GKS / Employability Skills claims for the Board of Examiners	Personal tutors	In preparation for each Board of Examiners	19
23	Liaison with external examiners			
24	Manage pre-Board of Examiners actions			
25	Prepare papers for the Board of Examiners	Academic Services/ Partnerships Staff		17
26	Ensure any programme-specific health-and-safety requirements are promoted and met	Head of Department	Ongoing activities throughout academic year	
27	Equality and diversity considerations			

	Action	In liaison with	When	Doc. Ref.	
28	Monitor personal tutoring	Personal tutors			
29	Chair Programme Team meetings, make notes				
30	Ensure regular contact with programme students representatives	Student representatives			
31	Maintain student files				
32	Ensure insurance etc. for any trips				
33	Ensure compliance with the Placement policy if placements are occurring	Module leaders			
34	Mentor training and liaison				
35	Conduct exit interviews for withdrawing students				
36	Complete mitigating circumstances forms				16
37	Prepare for and lead Programme Team meetings				
38	Maintain programme and module files	Module leaders			
39	Maintain the programme's presence on the applicant portal				7
40	Arrange Programme Committee meetings				14
41	Manage RPL / RPEL processes	Module leaders			18
42	Oversee and support admissions processes				
43	Approve assignment extension applications	Module leaders			
44	Monitor timeliness of feedback				

	Action	In liaison with	When	Doc. Ref.
45	Oversee careers support for students	Careers Services	Ongoing activities throughout academic year	
46	Enable student achievement recording for HEAR			
47	Nominate external examiner(s)			
48	Co-ordinate external liaison/employer/stakeholder forum			
49	Promotional activity	Module leaders / External Relations		
50	Ensure international students are supported	International officer		
51	Manage reporting of student transfers and withdrawals	Academic Services /LN Administrative Staff		
52	Review retention, achievement and progression		After delivery is complete	
53	Attend and contribute to Department / Centre Annual programme monitoring event			
54	Response to external examiner's report			22
55	Contribute to Annual programme monitoring Risk-Alert Audits	Head of Department		
56	Submit any proposed module or programme changes	Module leaders	At least three (3) months before module delivery begins	23
57	Lead preparations for periodic review / re-approval events	Programme Team		1

Table 3: Module leader's responsibilities and tasks

The table below lists activities for which module leaders are responsible. The list includes most of the activities they should expect to do in an academic year, but it is not exhaustive.

The College hopes the list will help them delegate many of the activities to other members of the Module Team and to agree responsibility for tasks between themselves.

	Action	In liaison with	When	Doc. Ref	
1	Get reading lists up to date	Library	Well before programme delivery begins	4	
2	Produce a scheme of work	Module contributors	Just before delivery begins	26	
3	Provide module induction		First week of module delivery	27, 28, 30	
4	Design assessment components for the module	Module contributors	Early in delivery	32	
5	Internal moderation of assignment specifications. Then send them to the external examiner for approval			31, 33	
6	Submit exams to Examinations and Assessment Office			Three (3) weeks before the exam date	34
7	Ensure completion and recording of moderation / double marking of assessed work	Programme Team	Within four (4) weeks of the submission deadline	37	
8	Produce student feedback for assessed work and show it to students	Academic Services		36	
9	Collate results			Before the Pre-Board	37
10	Complete the register				
11	Attend pre-Board and Board of Examiners		Each Board		

	Action	In liaison with	When	Doc. Ref
12	Provide tutorial support for referred / deferred students	Programme leader	After the Board of Examiners	
14	Attend Programme Committee meetings		Throughout module delivery	
15	Support students seeking RPL / RPEL for the module	Programme leader		
16	Provide academic tutorial support for students			
17	Support student applications for assignment extensions and mitigating circumstances	Programme leader		35
18	Arrange collection of student feedback on the module		At the end of the module	38
19	Complete the evaluation of the module			39
20	Attend and contribute to periodic review / re-approval processes	Programme leader		

Table 4: Programme-related document management

This table lists documents that the programme leader and Programme Team are responsible for maintaining and disseminating, along with indications of responsibilities, timings and destinations for each item.

Unless stated otherwise below, the College expects all documents to be produced and disseminated electronically. If Programme Teams believe it appropriate, printed copies for student use may also be provided. Unless stated below, the programme leader is responsible for signing off each of the documents.

DEFINITIVE COURSE DOCUMENTS			
Ref. No.	Document	Where copies should be kept / published / sent to	When document should be produced / updated
1	Approval / re-approval documents	Quality Office	Sent to Quality Office at least four (4) working weeks before approval / re-approval event.
2	Definitive programme documents	Quality Office	After completion of the approval / reviewer-approval process – signed off by the Chair of the event.
<i>Documents that form the definitive programme documents should be reviewed annually as follows:</i>			
3	Programme Handbook	Quality Office for inclusion in online Programme File, and made available on-line to current students and through applicant portal	Updated annually before induction of the new cohort. Dissemination before programme delivery begins.
4	Module reading lists	Programme leader for inclusion in the Programme Handbook; Library	End of May.
5	Work-based learning / Placement Handbook	Quality Office for inclusion in online Programme File, and made available to current students	Updated annually before induction of the new cohort. Dissemination before the start of teaching.
6	Website programme information	Website / Copy sent to the Quality Office	Updated annually.

7	Applicant portal programme information	Applicant portal	Updated regularly (at least annually, preferably more often).
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OPERATIONAL DOCUMENTS			
Ref. No.	Document	Where copies should be kept / published / sent to	When document should be produced / updated
8	Programme timetable	Copy should be published online for current students and through applicant portal	Before programme delivery begins.
9	Membership lists for Programme Team, Programme Committee and Board of Examiners	Copy provided to both Quality Office and Registry	By end of November.
10	Induction timetable	Copy should be sent to Registry and Student Engagement Team and published on-line for students	In advance of induction week.
11	Allocation of students to personal tutors	Copy made available online for student and staff reference	During induction week; updated regularly to reflect any changes.
12	Assessment schedule	Copy should be sent to Registry for programme file and published online for students on GSM Learn	Within the first couple of weeks of teaching, each academic year.
13	Schedule for programme committees, Board of Examiners	Copy published online for students and staff; copies sent to any external members of the Programme Committee and to Quality Office.	Within the first couple of weeks of teaching each academic year.
14	Programme Committee agenda	Copies sent to all members of the Programme Committee along with copies of key performance data that will be reported on at the meeting	At least one (1) week before each committee.

OPERATIONAL DOCUMENTS			
Ref. No.	Document	Where copies should be kept / published / sent to	When document should be produced / updated
15	Programme Committee minutes and action plans	Copy should be sent to Registry for the Programme File and published online for students on GSMLearn Programme area	Distribution within two (2) weeks of Programme Committee.
16	Extenuating circumstances forms	Completed and passed to Student Records Team	Normally in advance of scheduled Extenuating Circumstances panel; otherwise as soon as possible.
17	Programme leader's report for Board of Examiners	Copy to Clerk of Board in advance of meeting	Sufficiently before the meeting to permit availability at the Board.
18	RPL/RPEL documents and evidence	Available for external examiner's review and for the Board of Examiners	Ready and checked by Assessment and Progression Boards.
19	Graduate key skills / employability skills documents	Available for external examiner's review and for the Board of Examiners	Ready and checked by Assessment and Progression Boards.
20	Awards letters and other letters arising from Board of Examiners' discussions	Copy to student file	Following the Board of Examiners (Head of Department to sign off).
21	Personal tutor records	During students' studies, the personal tutor retains these. At the completion of studies, records are sent to Student Records Team	

QUALITY ASSURANCE AND ENHANCEMENT			
Ref. No.	Document	Where copies should be kept / published / sent to	When document should be produced / updated
22	External examiner's report	Registry notifies the programme leader of the external examiner's submission	When received from the external examiner.

		online	
		Response completed by the programme leader	Within three (3) weeks of notification.
		Response approved by Head of Department	Within a week of Programme leader's completion.
		Copy published to students on the GSMLearn programme area (provided by Quality Office)	When approved by Head of Quality.
		Completed report published by Quality Office in programme files	When approved by the Academic Board.
23	Proposals for changes in programme provision	Completed forms sent to Quality Office for consideration by Programme Development Committee	Well in advance (at least three (3) months) of the start of the delivery of any modules for which a change is proposed.
24	Documents relating to awarding or professional bodies	Copy should be sent to Quality Office	As and when produced / received.
25	Staff CVs	Copies to Quality Office	By 1 August.

MODULE DOCUMENTS (all items listed below are the responsibility of the module leader and copies should also be retained in the module file)			
Ref. No.	Document	Where copies should be kept / published / sent to	When document should be produced / updated
26	Scheme of work and delivery schedule	Online for students	By the start of module delivery.
27	Module team contact information		
28	Arrangements for academic tutorials supporting the module		
29	Dissertation Handbook	Online for students	Normally at the start of the dissertation module (but often in advance).
30	Assessment schedule	Online for students	Within two (2) weeks after delivery starts.
31	Assessment pre-issue moderation records	External examiner for approval	Before assessment briefs are released to students.
32	Approved assessment briefs	Online for students	At least five (5) weeks before the assessment deadline.
33	Draft exam papers and pre- issue paperwork	External examiner for approval	At least six (6) weeks before the exam date.
34	Final exam papers	Submitted to Examinations and Assessment Office	At least three (3) weeks before the exam date.
35	Requests for assignment extensions	Kept for reference by the Board of Examiners	
36	Mark sheets and feedback for assessed student work	To students; Copies kept with samples of student work for external examiner's inspection	Within four (4) weeks of submission of work.
37	Moderation paperwork	Copies to Academic Services / Partnerships for entry onto IT systems.	Before pre-Board.
		Kept with samples of student work for external examiner inspection	Ready for external examiner's visit.

38	Summary of students' feedback on module	Online for students	Near or at the end of module delivery.
39	Module evaluation report	Electronic copy sent to the programme leader and provided to students on the module area of GSMLearn	Before the final Programme Committee of the year.

Advice and support

- 1.26. Advice for students and students on programme management, and the associated lower-level College rules, is available from the relevant Head of Department. More complex queries may be referred to appropriate individuals or the Quality Office (quality@gsmlondon.ac.uk)
- 1.27. If any staff development needs are identified, these may be discussed with members of the Staff and Educational Development Team.

Fees

- 1.28. No additional fees and charges are associated with this policy.

Legal and regulatory context

- 1.29. These regulations are about the terms on which the initial relationship between the student and the College has been set up. Therefore, while there is limited legal context specifically on registration or enrolment, these regulations have taken account of the principles of contract law that apply to relationships between students and Higher Education institutions.
- 1.30. The College may not be bound by the principles in paragraph 1.45 and this policy alone may not provide the procedure to meet all of these principles, some of which may be met by other College policies and procedures. It uses the principles as guidance only, to help it deal soundly with these matters.

Enforcement, monitoring and review

- 1.31. If any person or body in the College refuses to comply with a request or decision made to enforce these regulations, their refusal must be reported to the Academic Registrar, who will take such action to enforce this policy as they think necessary. Each year, the College must receive a report that enables it to monitor, identify and act on any shortfalls in how these regulations are interpreted and applied.
- 1.32. Every three (3) years, the College must review these regulations to ensure that:

- a) they remain up to date and continue to meet the expectations of the UK Quality Code, applicable legislation or guidance;
- b) areas of improvement, or any concerns, raised by students, external examiners, or professional bodies have been addressed; and
- c) opportunities to reduce unnecessary bureaucracy have been taken.

Schedule (not part of the policies and regulations):

Responsible Officer: Head of Quality and Governance

Approved by: Board of Directors and Academic Board

Version: 1.0

Date: 1 June 2017

Monitoring and Review Body: Faculty Board

Effective From: 1 June 2017

Next Scheduled Review: October 2019