University of Cumbria

Procedures and Processes for the Approval and Management of Academic Collaborative Provision

Section 3

Process for the Ongoing Management of Academic Collaborative Provision

POLICY SCHEDULE	
Policy title	Procedures and Processes for the Approval and Management of Academic Collaborative Provision Section 3: Process for the Ongoing Management of Academic Collaborative Provision
Policy owner	Academic Quality and Development
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Related Procedures	Section 1: Introduction and Definitions Section 2: Management of Initial Enquiries and Processes for the Approval of Academic Collaborative Provision
Review interval	Annually

NB. This policy is available on the University of Cumbria website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.

Management of Academic Collaborative Provision Arrangements

Academic Partnerships Team

1. Academic Partnerships Team (APT) maintains institutional oversight of the majority of the University's Academic Collaborative Provision (ACP) and acts as the institutional level contact. APT undertakes routine partnership visits to partners. APT monitor partner student numbers against any targets and routinely report this to ACPSC. This may lead to the instigation of further Due Diligence where required. For Associate Partners (School Direct) and Associate Partners (SCITT) this role is overseen by the Director of School and Business Engagement within the Faculty of Arts, Education and Business.

6. For Articulation Arrangements, APT liaises with the relevant Programme Leader and the University's APL Office as appropriate to ensure regular communication is maintained that that relevant information is disseminated. Once operational, students articulating onto a University programme will progress through the programme in accordance with the University's standard processes. Likewise, the programme onto which students articulate will operate in accordance with the University's standard processes.

7. For Guaranteed Progression Arrangements, APT liaises with the relevant Programme Leader and the University's Admissions Office as appropriate to ensure regular communication is maintained and that relevant information is disseminated. Once operational, students commencing a University programme through a Guaranteed Progression Arrangement will progress through the programme in accordance with the University's standard processes.

8. For Flying Faculty Arrangements, APT liaises with the relevant Programme Leader and the University's International Development Office (IDO) as appropriate to ensure regular communication is maintained and that relevant information is disseminated. Once a Flying Faculty arrangement is operational, students studying under the arrangement do so in accordance with the University's standards processes. Likewise, a programme operating under a Flying Faculty arrangement does so in accordance with the University's standard processes.

9. A summary of responsibilities of different areas of the University involved in ACP is detailed as an Annexe to this document.

Management of Admissions and Registration Arrangements with Associate Partners

10. Students being admitted to a programme leading to a University award must satisfy the University's entry requirements.

11. Academic Partnerships Team (APT) work with University Admissions and the collaborative partner to agree the admissions process. The exact arrangements will depend on the specifics of each partnership and are considered and approved through the institutional approval process. An Admissions Flowchart is available as an annexe to this document.

12. For Associate Partners (School Direct), an agreed admissions process is set out on the [School Direct Pebblepad site](#).

13. Where students apply to an Associate Partner, the Associate Partner submits applicant details to the University Admissions team within the agreed timeframe. The University Admissions team use this to create student records on SITS.

14. Where students are applying to an Associate Partner, the Associate Partner uses the UPL as a point of contact for queries.

15. Following the start of the programme, the Associate Partner submits details of registered students to the University Admissions team within the agreed timeframe. The University Admissions team use this to make the student record live on SITS. This enables students to gain access to the University resources they are entitled to.

16. The University Admissions team routinely audit the Associate Partner's admissions process. This is undertaken by a sample of each cohort. Should queries arise, University Admissions may audit the entire cohort admission and take action as required.

17. Following audit, the University Admissions submit a report to AQD. This is fed into the Annual Partnership Review process.

Management of Admissions and Registration Arrangements with Articulation, Guaranteed Progression and Flying Faculty Arrangements

18. Students being admitted to a programme leading to a University award must satisfy the University's entry requirements and are admitted in accordance with the University's standard processes.

19. Students applying to a University programme in relation to an Articulation, Guaranteed Progression or Flying Faculty arrangement apply to the University. APT ensures partners have sufficient information to enable them to accurately inform students about the processes for applying.

Management of Assessment Arrangements with Associate Partners

Marking and Moderation

20. Programme assessment strategy and methods of assessment are approved through the validation process and published in the Programme Specification.

21. All arrangements for assessment are conducted in accordance with the University's Academic Regulations and Academic Processes and Procedures (except where specific Academic Regulations are approved to manage Joint Awards).

22. The University is responsible for setting assessment (for Franchised provision) and for approving assessment (for Validated provision).

23. Assessment is normally marked and second marked by the Associate Partner unless agreed otherwise. The University is responsible for undertaking moderation of the assessment.

24. All assessment is reviewed by a University appointed External Examiner as per the University's regulations.

Examination Arrangements

25. Associate Partners are responsible for making arrangements for students to take examinations according to the University examination procedures. The University's Student Data Management Unit (Assessment) supports Partners in ensuring appropriate arrangement are made.

26. Associate Partners are required to follow the University procedures for invigilation (except where specific arrangements are approved to manage Joint Awards).

27. Any time differences from the UK will be taken into account so that examinations take place simultaneously (or as near as possible).

28. Partners are required to retain examination scripts and a sample of other work as agreed with the Faculty until after assessment results have been confirmed by the appropriate University Assessment Board and in accordance with the University's policy on the retention of assessed work.

External Examiner Arrangements

29. External Examiners for programmes leading to a University award are appointed by the University as External Examiners of the University. The arrangements for External Examining shall be as per the University's Academic Regulations and the Academic Procedures and Processes. The following provides further context for Associate Partner delivered provision.

30. Where modules are franchised for delivery by an Associate Partner, the External Examiner acting for the University's provision shall normally be used. In such instances, an extension to remit must be completed.

31. External Examiners whose remit includes Associate Partner delivered provision will receive additional guidance to inform them of the nature of the collaboration and any additional responsibilities related to it.

32. External Examiners whose remit includes Associate Partner delivered provision shall be asked to specifically comment on the collaborative provision in their reports.

Reports shall be circulated to the Associate Partner and the Partner shall be involved in the production of the response.

33. It shall be expected that External Examiners are able to visit an Associate Partner and meet students. Appropriate arrangements shall be made to facilitate this.

34. The Associate Partner is responsible for ensuring External Examiner details (name, position and institution) and reports are made available to students.

35. The University will work with the Associate Partner (Joint Award) to consider the appropriateness of making a joint appointment. The requirements of all partners must be satisfied in such a way to enable all to secure their academic standards. Alternatively it may be agreed that dual appointments be more appropriate. Where this is the case, it shall be expressed in the discrete Academic Regulations underpinning the Joint Award.

Assessment Boards

36. Assessment Boards operate in accordance with the Academic Regulations and the Academic Procedures and Processes (The Conduct and Operation of Assessment Boards). Where variations to these exist for Associate Partner (Joint Awards), this shall be expressed in the discrete Academic Regulations underpinning the Joint Award. The following provides further context for Associate Partner delivered provision.

37. Modules that are franchised for delivery by an Associate Partner are presented to the same assessment boards as the modules as delivered by the University.

38. A representative from the Associate Partner is expected to attend the Module Assessment Board (MAB) and University Assessment Board (UAB). This would normally be the PPL although other staff with substantial responsibilities for teaching and/or assessment may be considered members of the MAB and invited as appropriate. Associate Partners are expected to input into any pre-MAB meetings as necessary.

39. Where appropriate and to best facilitate attendance, Associate Partners may attend MABs and UABs via secure remote conference facilities. This should be discussed with UPL at the beginning of the academic year (as part of the Programme Planning Meeting) to enable appropriate arrangements to be made by the University's Course Information Point (CIP) (for MABs) or Assessment Team (for UABs).

40. Where appropriate, and with prior approval from the Executive Dean, MABs may be held at the Associate Partner. In such cases, the MAB would be chaired by the relevant University staff. The preparation and paperwork for the MAB would be produced by the University's Course Information Point (CIP). The MAB would operate in accordance with University Regulations.

41. The UPL would be expected to attend the Module Assessment Board (MAB) and University Assessment Board (UAB).

Extenuating Circumstances

42. A student wishing to make a claim for Extenuating Circumstances does so following the University's procedures (except where specific Academic Regulations are approved to manage Joint Awards). The claim is considered in accordance with the University's procedures. This is detailed in the University's Procedures for Extenuating Circumstances.

Academic Malpractice

43. Where a student is suspected of engaging in Academic Malpractice, the case is considered in accordance with the University's procedures (except where specific Academic Regulations are approved to manage Joint Awards). This is detailed in the University's [Policy and Procedures Governing Academic Malpractice](#).

Publication of Results, Certificates and Graduation

44. Following confirmation at the University Assessment Board (UAB), the Student Data Management Unit (Assessment) (SDMU) is responsible for making confirmed assessment grades available to students and for notifying students of any fails and arrangements for submission of reassessment.

45. A set of results is sent confidentially to the Associate Partner following the UAB by SDMU.

46. The University is responsible for the production and dispatch of all formal certificates and transcripts. The publication of results and production of certificates will be undertaken by the University in accordance with standard University procedures. The name of the Associate Partner shall be recorded on students' certificates.

47. Certificates and transcripts are sent to students' home addresses as detailed on the University records. Any variation to this must be discussed with SDMU.

48. The University retains responsibility for awarding certificates granted in its name. In the case of Joint Awards, the University may agree to delegate the issuing of certificates to its Partner (where it is satisfied it can retain a means to exercise control over the process). Where this is the case, it is expressed in the discrete Academic Regulations underpinning the Joint Award.

49. The arrangements for Graduation are managed by the University. This is in accordance with standard University procedures with the additional guidelines available as an [annexe to this document](#).

50. A student wishing to submit an Academic Appeal must do so in accordance with the University's [Academic Appeals Procedures](#).

Quality Assurance, Monitoring and Review of Associate Partner-Delivered Provision

51. The monitoring, review and enhancement of University provision delivered by Associate Partners follows the University's standard processes. The following provides guidance about how this works in the context of ACP. Variations agreed to support Associate Partners (Joint Award) are expressed in the discrete Academic Regulations underpinning the Joint Award.

52. Annual Evaluatory Report (AER). As per the University delivered provision, all programmes complete a programme-level AER. The following provides further context for Associate Partner delivered provision.

53. Where programmes are franchised for delivery by an Associate Partner, the Associate Partner is responsible for completing a collaborative programme AER. For the franchised provision, this is normally completed by the PPL. The UPL provides support on the production of the collaborative programme AER, including the

timetable for the production of the AER (eg as part of the Programme Delivery Planning Meeting). The franchised delivery AER complements the University's own AER for that programme.

54. For programmes that are validated for delivery by an Associate Partner, the Associate Partner is responsible for completing a collaborative programme AER. This is normally completed by the PPL. The UPL provides support on the production of the collaborative programme AER, including the timetable for the production of the AER.

55. Where programmes operate as a Networked arrangement (validation or franchise), the UPL is responsible for ensuring a complete programme AER is produced that sufficiently captures input and commentary from all Associate Partners involved.

56. For Associate Partner (Joint Awards) and Associate Partner (Shared Delivery), the UPL completes a University Programme AER for the whole programme. This will require input from the Associate Partner(s) as appropriate.

57. Where programmes are approved for delivery by an Associate Partner that include a number of University-delivered modules, the Associate Partner shall be responsible for the completion of the Programme-level AER (as detailed above). However, prior to Peer Review of AERs, the UPL, in consultation with the Associate Partner, works with the Module Leader(s) to ensure relevant information about the University-delivered module(s) is added

Staff and Student Representation and Feedback of Associate Partner-Delivered Provision

58. In addition to teaching staff, the views of students are a key component in quality assurance and enhancement processes. Associate Partners would be expected to actively seek the views of staff and students. The systems used by the Associate Partner will be considered as part of the Institutional Approval process.

59. The manner in which feedback is gathered may vary dependent upon the nature and scale of the Associate Partner. Associate Partners will normally undertake forms of the following:

- Gathering evaluation from students at modular level.
- Provide opportunities for student representation.
- Provide opportunities for recorded staff and student meetings.

60. The UPL and PPL are responsible for agreeing the most appropriate system for gathering staff and student feedback and for agreeing the most appropriate means for feeding this into the University. This may be through a number of mechanisms, but may include:

- The PPL attending the relevant Department Quality Committee (DQC).
- The UPL representing the Associate Partner at the DQC and giving a summary report.
- Minutes from the Associate Partner 'student/staff meetings' feeding into the DQC.

Annual Partnership Review (APR) of Associate Partners

61. Following the first full year of operation of an Associate Partner partnership and each year following this, an Annual Partnership Review (APR) is undertaken.

62. APRs are a critical appraisal of the partnership with an Associate Partner and the programmes operating within it. They review performance against the formal agreements supporting the arrangements. Through this, the APRs seeks to ensure threshold standards continue to be met (at Institutional and Programme levels). Where Associate Partners are approaching the end of their period of approval, the APR also considers and recommends re-approval to ACPSC.

63. APRs are managed by AQD. They normally take place during the Autumn term.

64. The APR Panel will comprise the Associate Deans (Quality) and a member of AQD. Other members of staff will be invited as necessary.

65. AQD will request a set of evidence from the Associate Partner, the Faculty Department(s) involved in the partnership and Professional Services as necessary. This will include:

- Student feedback (MEQs, online forums, etc).
- Minutes of staff-student meetings.
- Minutes of relevant MABs and UABs.
- Programme AER(s).
- EE report(s) and response(s)
- Statements from UoC professional services.
- Statements from PPL/UPL/HE Managers.
- Confirmation from APT of student numbers on programmes and the agreed limit of student numbers.
- Admissions audit reports from the University's Admissions Team.
- Details of Peer Review of Teaching, Learning and Assessment activities for the year.
- Details of any changes to Associate Partner's complaints policy and procedures and any other relevant processes.
- A summary of all complaints (including outcomes) relating to the collaborative programmes.

66. The APR panel will scrutinise the documentary evidence. Should queries arise, the Panel may seek additional paperwork (eg to clarify a particular area) or may request a meeting with the Associate Partner (eg to discuss an area of concern).

67. The outcomes of APRs are reported to Academic Collaborative Provision Sub-Committee (ACPSC) and Faculty Academic Quality and Standards Committee (FAQSC) together with an annual summary.

The University Programme Leader (UPL) and Partner Programme Leader (PPL) roles

68. The University Programme Leader (UPL) and Partner Programme Leader (PPL) are responsible for the day to day management of partnerships at programme level.

69. The UPL role is given time allocation as part of Academic Workload Planning. This is reviewed annually as part of Performance and Professional Development Review (PPDR).

70. Full details of UPL and PPL roles and responsibilities are detailed as an [Annexe] to this document.

Induction

71. AQD (led by Academic Development Team) coordinate bespoke training to the UPL, dependent upon the type of partnership and level of expertise of the academic. AQD identify mentors for new UPLs and provide training as appropriate.

72. Staff at Associate Partners are provided with a University Partner Staff Induction Programme and have access to the Partnerships Pebblepad and Blackboard site. These are managed by APT. The induction arrangements for Associate Partners (School Direct) are managed by the Director of School and Business Engagement within the Faculty of Arts, Education and Business.

Programme Delivery Planning and Development

73. UPLs are expected to undertake programme delivery planning meetings with relevant counterparts at the Associate Partner. The purpose of these is to ensure an appropriate alignment of the Partner's programme delivery to the University's assessment calendar and other arrangements to ensure the successful operation of the programme.

74. The UPL is responsible for maintaining oversight of Associate Partner staff delivering on the programme. This will be informed by the [partner staff qualification criteria]. It is expected that at programme delivery planning meetings, the UPL will confirm staffing and approve any changes to teaching staff. Copies of staff CVs should be lodged with AQD and APT.

75. In liaison with APT, the UPL may also undertake development meetings with Associate Partners. Development meetings are designed to have an enhancement focus with themes dependent upon need.

Academic Collaborative Provision - Publicity and Management of Information

76. APT publishes information about the University's ACP on the University's website.

77. Academic Collaborative Provision Partners are responsible for maintaining and publishing accurate information about their relationship to the University.

78. Draft publicity material must be approved by the University. APT liaise with the University's Marketing department and Faculties as appropriate to ensure publicity material is accurate and accurately reflects the relationship with the University.

79. The University's Marketing Department undertakes routine auditing of partner's marketing.

80. Associate Partners are responsible for complying with national requirements around the publishing of information (such as the Key Information Set).

81. Associate Partners are responsible for ensuring UPLs are provided with copies of programme documentation at the start of each academic year.

82. Information that is passed between an Associate Partner and the University does so in accordance with the Data Protection Act. More details of this is available as an Annexe to this document.

Withdrawal of Partnerships

83. Academic Collaborative Provision partnerships may close or be withdrawn for a variety of reasons. This may happen mid-cycle during a partnership or at the point of reapproval.

84. Where partnerships are closing, the University will follow its standard Programme Withdrawal Process for formally managing the withdrawal of the programme. The University will work with the Partner to establish a timely withdrawal that ensures a suitable and appropriate student experience in maintained.

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86. In instances where a programme is being withdrawn, while the Programme is phasing out, an AER will be required, to address in particular the progression, achievement and support of remaining students.

87. In addition to Programme withdrawal, the University will work with the Partner to ensure an appropriate disengagement of the partnership.