Cardiff Metropolitan University | Prifysgol Metropolitan Caerdydd

Collaborative Provision Handbook 2015/2016

COLLABORATIVE PROVISION HANDBOOK
2015/2016

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Introduction

Croeso – Welcome!

Welcome to the Cardiff Metropolitan University Collaborative Provision Handbook. We at Cardiff Metropolitan University are proud of our partnerships and to be associated with such high-calibre partners in the UK and internationally.

As the awarding body for the programmes delivered collaboratively the University has a responsibility to ensure that its programmes are of the highest quality, that the academic standards of its awards are maintained and that the quality of the learning experience is comparable to that of students studying on campus in Cardiff.

We hope that this handbook will not only act as a guide and sign-posting tool for the Cardiff Metropolitan University Moderators/Link Tutors who work closely with institutions, but will also act as a useful information and reference manual for our partner institutions. Ultimately, we hope that it will assist with the future development, growth and fine-tuning of all collaborative arrangements.

If you are based at a partner institution I hope that this Handbook will help you to build a positive and lasting relationship with the University. If you have concerns about anything please ask or seek advice. Relevant contact details are included in the Handbook and on our website www.cardiffmet.ac.uk.

Professor Antony J Chapman
President and Vice-Chancellor

Guide to Collaborative Provision & UK Higher Education

Guide to Collaborative Provision and UK Higher Education

Collaborative Provision

In Chapter B10 of the Quality Code: Working with Others, the Quality Assurance Agency (QAA) defines working with others as 'all learning opportunities leading or contributing to the award of academic credit or a qualification that are delivered, assessed or supported through an arrangement with one or more organisations other than the degree-awarding body'.

Within this broad scope the University defines its collaborative provision activity as falling within one of the following models:

Franchised programme: a programme initially developed and validated for delivery at the University and subsequently delivered at a partner institution. Franchised programmes may be allowed limited, approved modifications deemed by the University to reflect the local context of the collaborating institution;

Validated programme: a programme developed by the collaborating institution and approved by the University to be delivered in that institution;

In both of the above, delivery of the programme is normally by staff of the collaborating institution, though there may be some delivery by the University staff in certain instances.

Outreach franchise: a programme developed and validated at the University delivered at an institution other than the University by staff of the University or a combination of Cardiff Metropolitan University staff and partner staff.

The University also operates an External Moderation arrangement whereby University staff provide quality assurance guidance and play a developmental role with a partner. Under this arrangement the students are not enrolled with the University.

Full details of the University's current collaborative partnerships can be found at its partnership pages: http://www.cardiffmet.ac.uk/partnerships/Pages/default.aspx

Guidance Documents and Reference Points

Many of the University's collaborative partners are based overseas, in countries with different educational traditions and backgrounds to those of the UK. In our partnership and collaborative work internationally, we are keen to respect the various traditions. However, since students will be enrolled on UK university programmes and will in time receive a UK University degree, it is also important to understand there are certain norms, procedures and regulations in the UK higher education system that will have to be followed as part of our collaboration.

Please find below links to several important sources of information in relation to the UK higher education system in general and more specifically to the University's requirements.

It is essential that key staff involved in any collaboration are made aware of these documents, understand the key elements and disseminate the relevant information to colleagues across the organisation.

If you have any queries or would like further guidance, please contact the Academic Standards and Quality Unit (asqu@cardiffmet.ac.uk).

Guide to UK Higher Education

As noted above, the UK higher education system differs from other education systems in several ways in how it operates. The UK Higher Education International and Europe Unit has produced a 'Guide to UK Higher Education and Partnerships for Overseas Universities', which is available at:
http://www.international.ac.uk/media/2346832/guide-to-uk-he-and-partnerships_web_final.pdf
This document provides a good deal of information regarding the history of UK higher education and the key issues affecting international collaborations as well as seeking to provide an understanding of how the UK higher education system operates.

The Quality Assurance Agency (QAA)

http://www.qaa.ac.uk/aboutus/Pages/default.aspx

It is important that staff at partner institutions are aware of the work carried out by the UK Quality Assurance Agency (QAA).

The QAA is an independent body funded by subscriptions from universities and colleges of higher education, and through contracts with the main higher education funding bodies. In the UK, each higher education institution is autonomous and responsible for ensuring that appropriate standards are being achieved and a good quality education is being offered. It is the QAA's responsibility to safeguard the public interest in sound standards of higher education qualifications, and to encourage continuous improvement in the management of the quality of higher education.

The QAA achieves this by reviewing standards and quality, and providing reference points that help to define clear and explicit standards. The QAA uses a variety of methods to review

standards and quality, including an Institutional Review of the University's activities every six years. The reports of these reviews are publicly accessible. The last institutional review of the University was carried out in 2014 and the report can be found at:

http://www.cardiffmet.ac.uk/about/Pages/Academic-Standards-and-Quality.aspx.

The activities carried out at the University's collaborative partner institutions will be subject to review by the QAA, either directly or indirectly. Collaborative Provision/Transnational Education (TNE) provision is reviewed as part of Institutional Review, or if the scale of provision is large and complex, through a separate review exercise. The QAA also undertakes audits of UK universities' overseas activities and the reports of these audits are accessible via the QAA website, see:

http://www.qaa.ac.uk/InstitutionReports/types-of-review/overseas/Pages/default.aspx

The QAA works with the higher education sector to develop reference points and resources, which institutions use to guide their own policies for maintaining academic standards and quality. The new UK Quality Code for Higher Education (or Quality Code) sets out the expectations all providers of UK higher education should meet, see:

http://www.qaa.ac.uk/publications/information-and-guidance/publication/?PubID=180 It gives all higher education providers a shared starting point for setting, describing and assuring the academic standards of their higher education awards and programmes and the quality of the learning opportunities they provide. The Quality Code has three parts:

- Part A: Setting and maintaining threshold academic standards
- Part B: Assuring and enhancing academic quality
- Part C: Providing information about higher education.

It is worth noting that for collaborative/TNE partnerships, meeting many of the expectations of the UK Quality Code will be the responsibility of the University. The Quality Code has been taken into account when designing our regulations, procedures and guidelines. However, there is an expectation that staff at partners with responsibility for quality and standards will be aware of the Code, its contents and where this should be applied within a partner institution. This may form the basis of staff training/staff development conducted by colleagues from the University.
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The University's Academic Handbook

Academic handbook. The University's Academic Handbook contains a wealth of information relating to regulations, procedures and guidance that will underpin all aspects of the academic delivery of the programmes. It is not expected that staff memorise the Academic Handbook, but it is important that key staff are aware of this important source of information, and access it when necessary in order to seek information and guidance. Further advice and guidance is of course available from colleagues within the University.

However, two cornerstones of the University's processes and regulations (in line with other UK higher education institutions) that must be adopted by all collaborative partners are:

Peer review

Academic colleagues from the University and at partners will work collaboratively and will have an opportunity to comment constructively on the work of others. In practice this will include:

Scrutiny of new programmes and changes to programmes will involve consultation with colleagues and external experts

Appointment of an external examiner from outside the University to ensure that academic standards are comparable to those in UK HE

Submission to the University of draft assessments well in advance of their being taken by students (at least 10 weeks) – colleagues in the University as well as the External Examiner will have an opportunity to comment on and suggest changes to the draft assessments

Second marking of candidates' assessed work by colleagues at the partner institution

Holding Examination Boards, which involve partner teaching staff participation as well as colleagues from the University and the External Examiner meeting to scrutinise student work and to confirm the marks awarded to students.

<u>Student Involvement in the quality process</u>
Again, in line with other UK higher education institutions, the 'student voice' is very important. In practice, this will include:

Student evaluation of modules, and analysis of results and feedback to students on outcomes

Student representatives for each programme being appointed

Staff-student liaison committee and programme committee with student representation being held regularly

The evidence from these processes is important in that (i) it will help to improve the programmes and the overall student experience and (ii) will form a key part of the evidence base which feeds into the partner's Annual Programme Review submitted to the University.

Role of the
University Units

Role of the University Units

Who to Contact in the University

There are a range of units within the University involved in the administration and support for collaborative provision:

The Partnership Office

The Partnership Office contributes to the University's Corporate Plan and Internationalisation Strategy by:

- **Establishing** partnerships that are mutually beneficial.
- **Managing** and **developing** the individual relationships with partnerships in line with the University's overall intent, in order to realise the wider benefits to the University, its partners and students.
- **Co-ordinating** the University's risk management of its partnership activities and regularly **reviewing** all facets of the operation of those activities.
- **Enhancing** cross unit and school coordination of the operational aspects of the University's partnerships through the **facilitation** of Partnership coordination groups.
- **Promoting**, **facilitating**, and where appropriate **leading** the development of other cross-cutting University working arrangements in order to continually improve the integration of academic and administrative support to partnerships
- **Informing** the University's planning and strategy development processes by **producing** business intelligence and market research on current partnership activities and opportunities.

To fulfil its mission with regard to the support and development of Cardiff Met's existing collaborative partnerships, the Partnership Office carries out the following tasks amongst others:

- Provides a Partnership Manager for each collaborative provision partner
- Circulates and liaises with partners regarding the academic calendar at the start of each session
- Approves publicity materials
- Provides Cardiff Met admissions documentation and guidance
- Facilitates, processes and provides a single point of contact for applications
- Manages the financial aspects of each partnership including fee management
- Works with collaborative partners to develop each partnership
- Coordinates the travel and further arrangements for initial vetting visits, other visits and periodic reviews
- Coordinates the logistical arrangements for Examination Boards held in Cardiff and overseas
- Supports Collaborative Partner access to Cardiff Met electronic resources and the virtual learning environment
- Organises the annual Partner Conference
- Supports the Students' Union and Student Services to engage with our students studying overseas with our Collaborative Partners

The Academic Standards and Quality Unit

The Academic Standards and Quality Unit oversees the custody, implementation, monitoring and review of business processes supporting quality assurance and standards framework for Cardiff Metropolitan University's programmes.

Programme-Level Quality Assurance: Internal Approval, Monitoring and Review Processes:
- Joint planning with School Management and Planning Teams;
- Initial programme approval;
- Validation, periodic and elective review, programme modification, annual programme reports, accreditation by external agencies;
- Appointment/induction/reports of external examiners;
- Induction/reports of moderators and link tutors;
- Discontinuation of programmes;
- Compliance with Pearson's Licence;
- Administering the agreement and articulation processes in relation to new and existing arrangements for on-campus and collaborative programmes;
- 5-year cycle of Partnership Review;
- Internal Academic Audit;
- Support for External Audit.

Academic Secretariat: Direct servicing and support for:
- Academic Quality and Standards Board
- Collaborative Provision Committee
- Credit Committee
- Academic Handbook Review Group
- Initial Approval Panel
- Quality Assurance Advisory Group
- Portfolio Development Group

Developmental Activities:
- training of Chairs and Panellists
- training of External Examiners
- training of Moderators and Link Tutors
- training for APR staff development

The Learning and Teaching Development Unit

The Learning and Teaching Development Unit is a central unit based at the University which works to develop, support and enhance student learning and to promote the highest standards in learning and teaching through raising awareness of current issues and progressing the scholarship of learning and teaching.

The Learning and Teaching Development Unit has a range of resources designed specifically for staff and students based at the University's Collaborative Partners. Details of these resources are outlined in section 6 'University Resources'.

Academic Registry

The Registry Services unit is responsible for academic and student administration. The Unit works closely with all academic schools and other administration and support departments. It comprises two operational areas, each headed by an Assistant Registrar:

Student Administration Services is responsible for the timely, accurate and responsive maintenance of the university's student records from registration through to graduation and supports the delivery of the university's academic programmes in compliance with the academic regulations .

The Student Data and Information Services team are data and statistics experts responsible for the quality of student data, analysis and development of management information and making the statutory returns to various higher education agencies.

Student Services

Student Services offers support services to address the non- academic support needs of students and to offer help and guidance to ensure your time at Cardiff Metropolitan University is as enjoyable and successful as possible. In Cardiff, this includes provision of Finance and Welfare Advice, Counselling, Health and Disability Services, a Multi-Faith Chaplaincy and I-Zones. At partner institutions, Student Services are provided primarily by our partners to ensure that they are tailored to the needs of their students, in accordance with Memoranda of Agreement.

All the advisory services are free, confidential, impartial and staffed by professionals. If you require any information, advice or guidance please do not hesitate to contact the relevant service.

The International Office

The International Office operates a series of activities for Cardiff Met's international student recruitment, international development and international relations.

The International Office has responsibility for international marketing, PR, advertising, student recruitment, relations and development. It also deals with admissions and pre-arrival requirements of international students studying on campus in Cardiff and TNE. During their course, international students studying on campus in Cardiff receive advice and support with issues relating to student welfare including health, immigration, accommodation, emergencies situations, cultural activities, social programmes, travel, liaison with their Embassies and more. The International Office also provides free language and study-skills support both on an individual and group basis, to assist international students to develop their academic skills in areas such as critical thinking and assignment structure to examination revision techniques.

The work of the International Office contributes significantly to the University's internationalisation strategy by contributing to a positive ethnic and cultural balance amongst the student body and future ambassadors for Cardiff Met.

The International Office also has an enviable reputation amongst other UK institutions for its international development work. The International Office is currently coordinating two Tempus

projects and six Erasmus Mundus projects, and are partner in a further 12 Erasmus Mundus projects. The Erasmus Mundus projects focus on institutional cooperation and mobility, facilitating student and staff exchange both to and from the EU. The Tempus projects support leadership in higher education management and capacity building in the MENA region. Both programmes now fall under the Erasmus+ programme.

Through such projects the International Office is supporting its students through the Outward Mobility initiative which provides students with the opportunity to travel to institutions across six continents through full or partial scholarships.

Library and Information Services

24hr, 7 days a week Electronic Library
42,000 e-journals 56,000 ebooks and 250,000 items on our shelves

Library & Information Services (L&IS) are at the heart of the learning, teaching and research experience for students and staff at Cardiff Metropolitan University.

Our extensive library collections have been specially tailored and developed to enhance your learning and research experience. Both online via the Electronic Library and on campus in the modern, equipped Learning Centres, you will find a wealth of resources in print and electronic formats – books for core and wider reading, a vast collection of academic journals and a broad range of eBooks, many of which have been selected by staff and students across the University's Franchise Partner college network.

Our website is our main information point for all students and can be accessed at any time and from any device, whether mobile, a PC or an android device. At the centre of our online presence is the Electronic Library - this is available 24 hours a day and provides access to thousands of quality, academic resources purchased by the University to help your study with us, such as specialist databases, e-journals and ebooks.

The online pages also contain subject specific guidance and advice created by the University Library's team of Subject Specialists, including advice and tips on how to locate the key title for your assignment as well as guidance on copyright and research.

Further information can be found at:
www.cardiffmet.ac.uk/lis

Library & Information Services are on Social Media:
Twitter: @CardiffMetLearn

Role of the Moderator/Link Tutor and External Examiner

Role of the Moderator/Link Tutor and External Examiner

Moderators and Link Tutors are essential to the quality assurance and quality enhancement of Cardiff Metropolitan University's collaborative programmes. **Moderators** are appointed to all collaborative programmes situated in the Schools of Education, Sport, Health Sciences and Art. They are also appointed for Wales-based programmes situated in the School of Management. **Link Tutors** are appointed for Cardiff School of Management (non Wales-based) TNE activity. Their efforts ensure that every student studying at a collaborating institution receives the highest quality educational opportunity. The role of the Moderator and Link Tutor are outlined in the following appendices:

Appendix 1 - Role of the Moderator
Appendix 2 - Link Tutor Roles and Responsibilities
Appendix 3 - Checklist for Link Tutors and Moderators

Although there is some flexibility in how schools approach the management of their collaborative programmes, there is consistency in that Cardiff Metropolitan University and their collaborative partners have the following quality control procedures in place:

- Moderator/Link Tutor visits and reports;
- Programme Committee meetings;
- External Examining;
- Staff/Student liaison meetings;
- Assessment and Examination Boards;
- Review and modification to programmes;
- Approval of academic staff;
- Review and approval of published information;
- Annual Programme Review.

From the outset, it is important to emphasise that there is, by the very nature of the wide range of collaborative programmes at Cardiff Metropolitan University, some flexibility in the way Moderators/Link Tutors fulfil their roles. Moderators/Link Tutors, and their respective School Management and Planning Teams, must determine how best to utilise their resources. Their approaches will depend on the nature of the programme and the practicalities of the interactions between institutions, as influenced by factors such as location or the range of communication media available.

Some collaborating institutions are geographically close to Cardiff Metropolitan University, allowing greater opportunities for face to face interaction between respective course teams. The Cardiff Metropolitan University Moderator/Link Tutor will, wherever possible, attend one Programme Committee per year in accordance with the Cardiff Metropolitan University Academic Handbook.

Other collaborating partners may be more geographically distant, in other countries. Whilst there may be less physical contact between the two institutions, Moderators/Link Tutors will focus their efforts on ensuring clear lines of communication, primarily by conducting visits at least twice a year and with regular email or Skype contact.

Cardiff Metropolitan University has at its disposal a number of other options for enhancing communication including virtual learning platforms and video-conferencing facilities.

Whichever approach toward moderation is chosen, the planning process is considered to be crucial. A Moderator's/Link Tutor's duties are only a small part of their overall job within Cardiff Metropolitan University. Time spent in the planning stage will save time operationally. Forward planning will ensure that the expectations of both Cardiff Metropolitan University and collaborating institutions are fulfilled in a timely fashion, and that there is co-ordination between the quality management systems at both institutions.

The Moderator/Link Tutor is a recognised academic within his/her field, whose role is to support collaborating institutions with regards to academic issues. Appendix 3 includes a useful checklist which Moderators and Link Tutors should use to ensure that the University's requirements in regard to collaborative provision have been addressed.

Appointment of Moderators and Link Tutors

Moderators are appointed by the Collaborative Provision Committee after nomination by their School. **Link Tutors** are appointed through their School via an application and interview process and reported to Collaborative Provision Committee.

On appointment, all new Moderators/Link Tutors receive the following documents (where available) from the Academic Standards and Quality Unit (ASQU):

- Collaborative Provision Regulations – Section 09.02 Cardiff Metropolitan University Academic Handbook;
- Copy of the definitive programme document;
- Moderator/Link Tutor and external examiner reports for the previous 3 years;
- Most recent Annual Programme Review relating to the collaborative programme;
- Details of the previous Moderator(s)/Link Tutor(s);
- Copy of the collaborative partner(s) programme handbook;
- Relevant contact details for the collaborative partner;
- Minutes of the most recent Examination Board;
- Minutes of the 2 most recent Collaborative Provision Committees;
- Expense claim form;
- Moderator's/Link Tutor's Handbook containing the report form and interim report form;
- Copy of the Memoranda of Programme Agreement;
- Link to Cardiff Metropolitan University learning and teaching development materials.

These documents will provide the new Moderator/Link Tutor with an overview and recent history of the collaboration. They will also flag issues that the Moderator/Link Tutor should track. It is paramount that the Moderator/Link Tutor continues to maintain a transparent and consistent paper trail and that a concise history of each individual collaborative programme is recorded.

Induction of Moderators/Link Tutors

All newly appointed Moderators/Link Tutors are invited either to attend an initial induction session organised by the ASQU or to declare themselves 'sufficiently experienced' on the basis of prior experience of Cardiff Metropolitan University collaborations.

The induction will focus on the following aspects:

- Role of the Cardiff Metropolitan University Moderator/Link Tutor within QA processes;
- Annual cycle of activity;
- Promotion of effective communication;
- Funding arrangements to support Moderator/Link tutor initiatives;
- Implementation of 'good practice';
- Electronic learning resources.

Visits to Collaborating Institutions

A Moderator/Link tutor is expected to meet with the collaborating institution at least twice a year, once is normally for the end of year Examination Board. For partners operating multiple campuses Link Tutors (or a designated nominee) should visit each campus at least once per year. If the visit is not made by the Link Tutor, the nominee should provide a report to the Link Tutor after the visit, which will feed into the Link Tutor report. The Link Tutor report includes a section on 'Campus Visit Issues'.

Typical activities during a Moderator'/Link Tutor visit are outlined in the Academic Handbook as:

- participation in a Programme Committee meeting and in meetings of Examination Boards;
- meet and discuss the programme with students;
- review facilities in relation to programme developments and student numbers;
- review student's work;
- review Programme Committee records;
- review assessment calendars and where possible (franchised programmes) harmonise these with the 'home' programme;
- review teaching plans;
- meet informally with the Programme Director and members of the programme team.

In general, the objective of a visit is quality assurance and quality enhancement. By observing and collecting evidence, the University can demonstrate to itself and to external observers that the programmes continue to be delivered to a high standard. The visits also provide a forum for quality enhancement issues, in which the Programme Team and Moderators/Link Tutors exchange ideas for continuous improvement. With different intake dates, a typical cycle of activities for a Moderator/Link Tutor is outlined below. Moderators/Link Tutors and collaborating institutions are encouraged to develop and formally agree upon their own annual timetables, based on the information provided. .

Prior to visits, Moderators/Link Tutors should decide, which issues in particular should be addressed. These issues should be formally or informally communicated to the collaborative Programme Director so that they may involve the necessary staff or resources during the visit.

Visits may include:

- following up from previous session's Moderator/Link Tutor and External Examiner reports;

- attendance at Programme Committee meeting (minutes from this meeting will provide QA evidence of the Moderator/Link Tutor visit);
- classroom observation;
- staff development;
- resource audits-see resources guidelines and questionnaire;
- forward planning;
- discussions regarding the Annual Programme Review;
- discussions with staff/staffing changes;
- a meeting with students;
- sampling application forms.

Reports

The Moderator/Link Tutor is expected to submit reports, which include those items specified in the Academic Handbook. The purpose of the reports is to summarise and to comment upon issues raised throughout the year and during the visits.

Moderator/Link Tutor reports are an important link in the paper trail, which evidences quality and should attempt to close the loop on issues raised in other documents, such as:

- Reports from programme approval events and follow-up;
- Annual Programme Reviews;
- Previous Moderator/Link Tutor reports;
- Programme Committee minutes;
- External Examiner reports and reports arising from any other internal or external reviews of activity.

Reports need not be lengthy. They should be transparent and provide clear links to previous action plans and the Collaborative Programme's Annual Programme Review. They should not be overly descriptive, but act as a signpost to other documents. The reports should, however, be specific when it comes to action points and progress toward meeting agreed targets and goals. As with any goal setting exercise, it is important to establish who does what and when.

Moderators/Link Tutors are required to make at least two visits to the collaborating institution and for partners with multiple campuses, visit each campus at least once per year. The purpose of the interim report is to ensure that issues evident during the first visit are documented and fed into the quality assurance system in a timely fashion.

Templates for Moderator/Link Tutor reports are attached as Appendices 4, 5, 6 and 7. It is the responsibility of Programme Directors at collaborative institutions to provide a response to the reports, with related actions. Copies of responses should be sent to asqu@cardiffmet.ac.uk The Response proforma is attached in Appendix 8.

Moderator's/Link Tutor's Payment Scheme and Expenses

The ASQU administers the Moderator's Payment Scheme. Payment is made directly to Moderators upon receipt of the Moderator's report. Completed Moderator's reports and claims for payment should be forwarded to asqu@cardiffmet.ac.uk at the Academic Standards and

Quality Unit, Llandaff Campus within four weeks of interactions with collaborating institutions. A copy of the claim form is attached in Appendix 9.

Link Tutor payment will be arranged by the School at the commencement of the position. Claims for expenses following visits to partner institutions should be made to the Partnership Office, Llandaff Campus.

The Partnership Office can assist Moderators/Link Tutors with their travel arrangements, if required. Financial authorisation and travel allowances for visits follow standard Cardiff Metropolitan University procedures.

Prior approval for overseas visits must be sought via the normal approval process available at: http://tsr.uwic.ac.uk/Units/HR/HSWB/Pages/Level%203/Overseas-Travel.aspx

Staff Development

Attendance at staff development activities has the following objectives:

- To disseminate good practice;
- To encourage and promote effective communication;
- To support the further development of the partnership approach;
- To tailor an appropriate strategy to support Moderator/Link Tutor and collaborative staff development;
- To identify future priorities for the following year's staff development schedule.

All Moderators/Link Tutors and collaborative institutions are encouraged to attend a range of workshops organised within Cardiff Metropolitan University. Collaborating institutions based relatively near to Cardiff are able to take advantage of all of Cardiff Metropolitan University staff development events and regular updates of staff development opportunities are available through Cardiff Metropolitan University's Learning and Teaching Development Unit website and Human Resources website staff development.

Moderators/Link Tutors are required to carry out staff development as part of their role and it is desirable that workshops are hosted at collaborating institutions. **It is very important that both lecturers and administrative staff attend such training sessions wherever possible.**

The Learning and Teaching Development Unit have developed a range of materials to assist Moderators and Link Tutors in delivering staff development sessions at partners. These resources are available via the University's VLE and include course materials, videos and links to other resources developed by the University. Further details of these resources is included in section 6 'University Resources'.

The Moderator/Link Tutor and collaborating institutions can also access useful on-line staff development tools via the University's Staff Development Unit by contacting Elen Le Cras at elecras@cardiffmet.ac.uk.

Annually, the Academic Standards and Quality Unit holds six Moderator and Link Tutor Forums for all Cardiff Metropolitan University Moderators/Link Tutors to discuss various wider issues and receive training in a range of areas. The annual staff development programme will be driven

by feedback and comments received via these Moderator/Link Tutor meetings and as a result of initiatives emanating from Collaborative Provision Committee proceedings.

Collaborative institutions are expected to have their own staff development processes in place as discussed at programme approval and continue to be reviewed via Moderator/Link Tutor reports.

The Partnership Office will also arrange staff development events for partners, to be held in Cardiff Metropolitan University, normally on an annual basis. The University can also arrange specific training to be delivered in a variety of areas. Partners should discuss any specific training needs with their Moderator/Link Tutor who will liaise with relevant University departments to organise training.

Meetings with Students

Students should always be given the opportunity to feed back on the experience of their programme to the awarding institution. Where possible it is advisable that Moderators/Link Tutors should meet with students independently of staff in the collaborating institution at least once a year. As noted elsewhere, collaborating institutions should also have in place their own procedures for student feedback and mechanisms for processing feedback from students. Any action to be taken as a result of their feedback should be confirmed to Cardiff Metropolitan University.

Role of External Examiner

External Examiners are a key element in Cardiff Metropolitan University's pursuance of quality enhancement and the maintenance of academic standards. They provide an objective view of the operation of the programmes they are associated with, and they enable comparisons with the standards of programmes offered in other institutions of which they have knowledge. The role of the External Examiner is specified in the Academic Handbook: External Examining.

All external examiner reports are submitted to the Academic Standards and Quality Unit asqu@cardiffmet.ac.uk **within 4 weeks**. **It is the responsibility of Programme Directors to provide a response to each External Examiner**, with related actions, using the standard Cardiff Metropolitan University proforma, which requires comment on the strengths of the programme, areas for development, action to be taken, member of staff responsible and the deadline for the action to be completed. **A copy of the response should be sent to** asqu@cardiffmet.ac.uk **for monitoring purposes, within 2 weeks of receipt of the report.** The External Examiner report and response should then be considered at the next meeting of the Programme Committee.

Role and Responsibilities of Collaborative Partners

Role and Responsibilities of Collaborative Partners

When an institution enters into a collaborative partnership with Cardiff Metropolitan University both parties are required to undertake designated duties to ensure the relationship is successful and that academic quality and standards are maintained. These duties are first explored through the programme approval process and later, if approval is granted, are secured by legally binding agreements. How the parties fulfil their responsibilities is thereafter monitored on a continual basis through a variety of mechanisms including External Examiner and Moderator/Link Tutor reports, periodic and partnership reviews, analysis of data and annual programme review. The following table is indicative of the designation of responsibilities for a typical franchised or validated programme and may provide a useful reference point for academic and administrative staff delivering a collaborative programme with the University. A full description of the duties and responsibilities of both parties is available in the programme and financial agreements and are explored in detail throughout this Handbook.

Cardiff Met & Partner Responsibilities

Course of Action   Responsible Party

Admission & Recruitment	
• Undertake local marketing activities	Partner
• Provide Cardiff Met guidance for marketing materials	Cardiff Met
• Develop text of marketing materials in line with Cardiff Met guidance	Partner
• Produce and fund local marketing materials	Partner
• Approve publicity materials	Cardiff Met
• Provide Cardiff Met admissions documentation and guidance	Cardiff Met
• Co-ordinate local admissions activities and submit applications to Cardiff Met	Partner
• Consider applications	Cardiff Met
• Communicate decisions on admission to applicants	Partner

Student Registration	
• Collect student fees	Partner
• Provide Cardiff Met enrolment guidance	Cardiff Met
• Submit enrolment and RPL forms to Cardiff Met	Partner
• Submit student photographs to Cardiff Met	Partner
• Provide ID cards to students	Partner/CMet
• Provide students with log on details for Cardiff Met electronic library	Cardiff Met
• Create and maintain student records	Partner/ Cardiff Met

Student Induction	
• Provide student handbook	Cardiff Met
• Provide Cardiff Met guidance on programme handbooks, placement handbooks and induction	Cardiff Met

• Provide sample module handbooks	Cardiff Met
• Develop programme, module and placement handbooks in line with Cardiff Met guidance	Partner
• Approve programme, module and placement handbooks	Cardiff Met
• Provide induction materials for use by partners	Cardiff Met
• Organisation of a student induction programme in line with Cardiff Met guidance	Partner

Resources	
• Provision of learning and teaching resources such as rooms, IT facilities, access to appropriate software and other learning resources as agreed at programme approval	Partner
• Provision of online student resources	Cardiff Met
• Provision of Moodle sites for partner staff	Cardiff Met
• Provision of teaching support materials for partner staff	Cardiff Met /Partner

Programme Delivery & Student Support	
• Delivery of programme	Partner
• Pastoral support and the organisation of personal tutorials	Partner
• Ensuring the health and safety of students and ensuring that appropriate liability cover is in place	Partner

Assessment	
• Drafting of academic calendar and submission to Cardiff Met	Partner
• Drafting of assessments and the determination of marking criteria	Partner
• Submission of draft assessments to Cardiff Met within agreed timescales	Partner
• Submission of draft assessments to Link Tutor and External Examiner for approval	Cardiff Met
• Review of draft assessments prior to submission to External Examiner	Cardiff Met
• Organisation and invigilation of examinations in accordance with Cardiff Met regulations	Partner
• Coordination of the submission of coursework and dissertations	Partner
• The marking of assessments and the provision of feedback on student performance	Partner
• Appointment of External Examiner(s)	Cardiff Met
• Communication with External Examiner(s)	Cardiff Met
• Communication of assessment results to students	Partner
• Collation of examination results for the Examination Board	Partner/ Cardiff Met
• Chairing and recording of Examination Boards	Cardiff Met
• Communication of assessment results to student	Partner

Programme Management	

• Appointment of a Programme Director	Partner
• Acting as a point of contact for students in relation to the day-to-day administration of the programme	Partner
• Adherence to Cardiff Met's Academic frameworks as outlined in the academic handbook	Partner

Quality Assurance	
• Compliance with Cardiff Metropolitan University quality assurance procedures including the organisation of programme committees, student-staff liaison committees, the undertaking of student evaluations, production of the annual APR report, and contributing to review activities	Partner
• Co-ordination of the production of documentation relating to review and on-going quality assurance	Partner
• Submission of Link Tutor reports	Cardiff Met
• Collation and circulation of Link Tutor reports	Cardiff Met
• Response to Link Tutor reports	Partner
• Review of Link Tutor reports and responses	Cardiff Met
• Collation and circulation of External Examiner reports	Cardiff Met
• Response to External Examiner reports	Partner
• Review of External Examiner reports and responses	Cardiff Met

Staff Support & Development	
• Responsibility for local staff development	Partner/Cardiff Met
• Appointment of a Link Tutor/Moderator	Cardiff Met
• Support local staff development in relation to Cardiff Met learning teaching and assessment strategies and quality assurance requirements	Cardiff Met /Partner
• Provide access to Cardiff Metropolitan University staff development resources online	Cardiff Met
• Organisation of an annual partner training event	Cardiff Met

Visits	
• Organisation of Mid Term visits	Cardiff Met /Partner
• Organisation of Examination Board visits	Cardiff Met /Partner

Finance	
• Collection of student fees	Partner
• Payment of an agreed sum to Cardiff Met as outlined in the Memorandum of Financial Agreement	Partner

Articulation	
• Submission of annual articulation report	Partner
• Approval of annual articulation report	Cardiff Met

Graduation	

• Production of transcript and certificate	Cardiff Met
• Organisation and resourcing of graduation event in Cardiff	Cardiff Met
• Organisation and resourcing of a local graduation event	Partner

Appeals, Complaints and Unfair Practice	
• Consideration of Academic Appeals	Cardiff Met
• Consideration of student complaints	Partner/Cardiff Met
• Consideration of unfair practice cases	Cardiff Met

University
Resources

University Resources

Resources for Students

The University's approval process requires that students have access to the necessary services that their students require to allow them to successfully complete their studies. In addition, the University allows its students studying at a partner institution full access to its electronic resources and provides a wide range of additional support materials available online. These include:

MyCardiffMet

MyCardiffMet is the University's free mobile app for students. MyCardiffMet is packed full of useful services and features, enabling students round-the-clock access to many apps. Non-campus-based students can make use of many of the apps functions, including access to the Virtual Learning Environment (Moodle), Student Email, My Details, Library access, including searching online and library resources, etc.

For full details and how to download the app, please follow the link:
http://www.cardiffmet.ac.uk/mycardiffmet/Pages/default.aspx

Metflix

Metflix is a series of short videos to help students to access and use library and IT services at Cardiff Met. Using on-screen demonstrations and clear step-by-step instructions, Metflix will help students to get to grips with some of the key services and resources available.

Further information can be found at:
https://tsr.cardiffmet.ac.uk/Learning/Help/Pages/MetFlix.aspx

Academic Skills

Adapting to higher education means learning to work independently, think objectively and write clearly. Any time and attention you give to developing these abilities will increase your chances of success during your degree and beyond. Whatever your starting point, the academic skills team can teach you approaches, knowledge and habits to raise your academic performance.

We have a web space covering eighteen areas of skills including assignment-writing, critical thinking and referencing. Each is packed with resources such as guides, e-lessons and worksheets, as well as links to books and online material. If you're keen to develop your writing, we also offer a facility where you can email a sample of your work to us and get feedback and solutions for improvement.

For further information contact:
academicskills@cardiffmet.ac.uk

Resources for Collaborative Partner Staff

Library Services

Please note that if you are a member of staff responsible for delivering Cardiff Met courses to students at one of our Partner Institutions, the library provides a range of services and resources to support your teaching.

Unfortunately, due to Publisher and supplier licensing restrictions, we are unable to offer staff at partner institutions full access to some of the University's Electronic Library content. This issue is being explored on an on-going basis and is a UK HE sector-wide issue.

We are able to offer a range of e-resource access to members of teaching staff from Collaborative Partner institutions, on the understanding that this access will be used exclusively to support the delivery of Cardiff Met courses.

Please visit the following page to find out more:
http://tsr.cardiffmet.ac.uk/Learning/Library/services/Pages/Staff.aspx#collaborativepartnerstaff

For further information contact:
electronicservices@cardiffmet.ac.uk

Moodle

Staff involved in delivering a Cardiff Met programme at a partner institution have access to the University's Moodle Site which has recently replaced Blackboard as the University's Virtual Learning Environment (VLE). It is designed to support teaching and learning, and provides a collection of tools such as those for assessment, communication, uploading of content, collecting and organizing student grades. A recent development is the use of Turnitin plagiarism detection software to allow students to use it as a formative learning tool – this software is hosted on Moodle and can only be accessed through it.

The Moodle institution, programme and programme module sites are automatically created once a programme has been approved by the University. The School will normally populate the modules with a minimum level of relevant information for the partner: however the Schools, though Moderators or Link Tutors, can decide to provide additional content or access should the Partner require it in their judgement. Partners are responsible for applying for access to Moodle, raising requirements for technical or academic assistance in utilising them and for developing and utilising their module sites thereafter. In order to apply for access to Moodle staff at partner institutions should use the form located here. If you are unable to access the form please contact partnerships@cardiffmet.ac.uk

Further guidance on getting the most out of Moodle has already been provided by automatically enrolling all staff with a Cardiff Met IT account onto an on-line training module

Academic Staff Development Resources

https://tsr.cardiffmet.ac.uk/units/ltdu/Pages/default.aspx

The Learning and Teaching Development Unit has created a range of materials to support the development of learning, teaching and assessment practices at collaborative partners.

The Learning and Teaching 'Developing Your Practice' module is hosted on the University's Moodle VLE (see section above) and is available to all staff teaching on University programmes at a collaborative partner.

The suite of courses offers a blend of engaging activities and media-rich content that raise awareness of the key challenges of teaching and learning in higher education.

The materials and courses are primarily designed to support staff in their daily activities in teaching and supporting learning, by providing a theoretical framework, practical examples and opportunities to reflect and evaluate current practice. Additionally, these materials and courses can help staff teaching at a collaborative partner to prepare an application for Fellowship of the Higher Education Academy.

To access the resources, log into Moodle via:

https://learn.cardiffmet.ac.uk/

In the My Modules tab, you will find a module called Learning & Teaching: developing your practice. In here you will find all of the associated materials and resources available to you.

For more information, contact: rmatheson@cardiffmet.ac.uk

Corporate Staff Development Resources

http://uwicstaff.learningpool.com/

The University's Corporate Staff Development programme is open to all staff involved in the delivery of its programmes. The programme brings together learning and development opportunities facilitated by trainers both internal and external to the University, across eight broad topic areas:

Business Skills
Equality and Diversity
Health Safety and Well-being
ICT Skills
Induction, Probation and Staff Performance Review
Learning and Teaching
Managing and Developing People
Research and Enterprise

It is acknowledged that for partners based outside of the UK it may not be feasible to attend training sessions in Cardiff however, a number of on-line training programmes are also available. Examples of the titles included are:

Giving and Receiving Feedback
Equality and Research Excellence Framework
Effective Minute Writing

Managing Yourself and Your Time
Studying and Planning
An Introduction to Data Protection

MBA Academic Practice Module

http://tsr.uwic.ac.uk/Learning/AcSkills/Course/csmmbaap/index.html

The University has developed an extensive academic practice module which partners may use to assist in the development of students' academic skills. The module has ten sections each including subsections with detailed information and examples. The sections are:

Introduction and English for Academic Purposes
Academic Writing
Note-Making
Information Skills
Referencing
Understanding Assessment
Summary Writing
Critical Reading
Critical Thinking
Reflective Practice

Please note that access to these resources is only possible if a staff member has been registered with the University. To register you should use the form located here. If you are unable to access the form please contact partnerships@cardiffmet.ac.uk.

Further information on accessing resources is included under the section of the Handbook entitled 'Pre-enrolment and Enrolment'. Once access is granted students and staff are required to change their password every 90 days.

Pre-enrolment
and Enrolment

Pre-enrolment and Enrolment

Admissions

Collaborative Provision students are required to apply to study at Cardiff Metropolitan University via the Collaborating Institution which will submit application and enrolment details to the Partnership Office. The full process is included in Appendix 10 but you will also be sent an admissions process which is tailored to your institution as guidance.

The Application Form

All Further Education Institutions (FEIs) and Higher Education Institutions (HEIs) application forms must contain all of the information contained on Cardiff Metropolitan University applications. An example of a Cardiff Metropolitan University Application form is available via the following link: [How to Apply](#)

Enrolment - Student Registration

The accurate and timely registration of students is important as this affects students' access to Cardiff Metropolitan University's electronic resources. It is essential that all student data is provided using the SharePoint webform as per the advice provided to your institution. Applications will close two weeks after the first day of teaching of each programme.

Class Lists

When all students have been enrolled onto their programme, the Partnership Office will produce a final class list for each cohort which needs to be signed and returned to us within 10 working days. If class lists are not returned within this grace period, Cardiff Met will assume that the class list is correct and issue an invoice for all students on the class list. Therefore you must check and let us know of any errors or withdrawals before they become chargeable, as per your Memorandum of Financial Agreement.

Checking Enrolment Data

It is essential that all students check their details upon receiving their offer letters. Offer letters contain all relevant personal details therefore it is important that they are passed onto students without delay.

If any changes need to be made, students need to be directed to our new SDV portal. Advice and guidance on this system will be sent out separately. The SDV portal allows students to change any details themselves, subject to providing suitable identification. All requests will be approve by Cardiff Met.

Changes to personal details are to be made by students prior to an examination board. Failure to do so can result in considerable charges and delays for re-prints and other documentation. No alterations to student's names are permitted after an examination board has taken place without special case approval which Cardiff Met reserves the right to refuse.

It is the responsibility of a Cardiff Met Collaborative Partner to ensure that all students are aware of this policy and procedure (please ensure it is included in your handbooks), and the responsibility of each student to certify that their personal information is correct

Access to Cardiff Metropolitan University's Electronic Resources

Academic Registry facilitates the issue of ID cards and access to Cardiff Metropolitan University's electronic resources for students and staff at collaborative institutions. Once a student is enrolled they will receive an e-mail advising them of their username and password and will be asked to log into the student portal to check the data the University holds on them is correct. This is extremely important as the data will be used to print transcripts and certificates and any changes must be made BEFORE the examination board.

Please be aware that staff and student access passwords will expire every 90 days. There will be no reminder service if you are accessing the sites outside of a Cardiff Metropolitan University campus. Students and staff are advised to set a reminder to change their passwords every 90 days or access will be refused. Should a password expire, then the student or staff member will need to contact the Information Services Division helpdesk at Cardiff Metropolitan University directly (ithelpdesk@cardiffmet.ac.uk) to ask for their password to be re-set or use the self-service help system which can be found on the log-in page. They can email from an external account and will need to provide their Cardiff Metropolitan University student number, registered e-mail address, date of birth, name, and address (which is listed with Cardiff Metropolitan University). Please see the guide to accessing Cardiff Metropolitan University's Electronic Resources in Appendix 17.

ID Card Production
In order to produce ID cards Academic Registry must first receive a picture of the student. Cardiff Metropolitan University cannot produce ID cards without this picture.

Picture Style

In order to maintain quality standards, and to enable printing, the picture format needs to conform to the following:

- The file must be in a .jpeg / .jpg format only
- The file must be a high resolution image
- Scanned files taken from photos cannot be used as the resulting picture quality on the ID card is too low

To ensure that the final image of the student is clear when printed on the ID card, the picture itself needs to conform to the following:

- The image should be a head and shoulders shot
- No other individuals are to be in the picture – i.e. group photos are not accepted
- The background should be plain i.e. a blank wall or screen

Some students have names that contain a large number of characters. The length of the name may affect the production of the card and partners are advised to contact TNERegistry@cardiffmet.ac.uk for advice.

Status of Collaborative Provision Students

Cardiff Metropolitan University treats franchised, validated, and outreach franchised programmes and their associated students in the same way as for internal programmes and students, as far as it is possible to do so.

An explanation of the status of students studying on the University's programmes at partners institutions, and answers to frequently asked questions are included in the University publication 'A Student's Guide to Studying on a Cardiff Metropolitan University Programme at a Partner Institution'. This document is provided to all applicable students in their enrolment email and is accessible at: http://www.cardiffmet.ac.uk/partnerships/Pages/Student-Information.aspx

Induction of Students

All Cardiff Met students are expected to be given an appropriate induction/orientation programme at the start of their programme, which conforms to the details outlined in the Commitment to Student: Public Information Handbook.

To help you to meet these requirements the University has prepared a series of power point presentations for you to use for your student inductions. Our 'Welcome to Cardiff Met' presentation includes exciting information about the University and lots of images of Cardiff to help to make students feel their connection with the University from the beginning of their studies.

The additional presentations contain key information and will allow you to easily deliver an informative and encompassing induction.

These materials can be found in the Documents area of the Collaborative Provision SharePoint site under Information for Partners/Collaborative Provision Resources.

Where a collaborative institution is located in close proximity to Cardiff Metropolitan University, arrangements can be made by the collaborative institution for students to attend the Cardiff Metropolitan University Week-1 induction programme, in consultation with the link Cardiff Metropolitan University school.

Module Selection Forms

At the beginning of each year, all partners must inform via the academic calendar which modules will be compulsory for learners studying at their institution for each intake of each programme. For those programmes where students have optional module choices and these are not known at enrolment, partners should inform Cardiff Met as soon as possible once these become known and/or complete any class lists from Cardiff Met requesting this information. Without the appropriate completion of module selection, Cardiff Metropolitan University will hold an incomplete record of the student and this will cause issues and delay at the time of the exam board. This will lead to further confusion in numerous areas most notably, in the area of student transcripts, progression on successful completion and payments.

Entry with Advanced Standing

Within Higher Education, the credit awarded on the basis of prior learning and/or experience can be represented by direct entry into a programme of study, the award of advanced standing within a programme of study or credit towards a given award. Decisions regarding the type and amount of credit can be based on certificates (with demonstrable evidence of assessed learning outcomes) or be based on any learning resulting from experience and which is considered to be worthy of credit. The Academic Handbook procedures for awarding credit on the basis of recognised prior learning/or experience are accessible via the attached link: Procedure for Recognition of Prior Learning. **Recognition of Prior Learning (RPL) forms should be submitted at the time of enrolment so that the RPL can be agreed and added to the student record to avoid any misunderstanding later in the year. The RPL form can be found at the above link.**

Withdrawal, Suspension of Studies and Transfer

In case of student withdrawal or transfer, a withdrawal/transfer form must be completed and returned to the Partnership Office as soon as possible after the student has moved institution or withdrawn from study. Unless this form is received Cardiff Metropolitan University will not be aware of the withdrawal/transfer and the student may remain chargeable even if they withdrew within the 10x grace period provided after enrolment to amend class lists. Please contact partnerfinance@cardiffmet.ac.uk for assistance with these forms.

A request to "suspend" studies must be approved by the Regulations and Special Cases Committee (RSCC) and will thus require completion of the appropriate form found in Special Cases Suspensions are granted only on compassionate grounds, illness, serious domestic difficulties or exceptional professional commitments. Any ground(s) claimed to apply must be backed by evidence. Partners can instigate suspensions themselves but must be mindful of the evidence requirement. Suspensions can be open ended or for a specific period of time. At the end of the suspension the student should fall in line with the appropriate cohort – effectively they transfer into another cohort and their candidature is extend by the length of their suspension.

Further suspensions can be granted but again partners and students must be mindful of the evidence requirement. This route would best suit a student who had already completed credits and who intends to complete the programme and is judged likely to be able and willing to do so.

The RSCC is the only body which can officially approve a suspension of studies and thus a student will only be considered properly suspended upon receipt of such a decision from the RSCC. Should the RSCC decide not to allow a suspension, the student will be considered active again.

Assessment

Assessment

The following assessment guidance should be read in conjunction with the relevant Cardiff Metropolitan University school assessment guidance, assessment and feedback policy and the document 'Understanding Assessment: A Guide for Collaborative Partners'. These documents can be accessed through the Collaborative Provision portal or by emailing asqu@cardiffmet.ac.uk

https://tsr.cardiffmet.ac.uk/units/cp/Pages/home.aspx

Academic Calendar

The Partnership Office will contact you prior to the start of each session asking for an Academic Calendar template to be completed. Amongst others things it specifies the dates that assessments are to be taken with estimated dates for the submission of draft assessments should be sent by the Partner Institution to the University at the start of the academic year. Please refer to the example overleaf. This is where partners confirm which modules are being offered to students and if there are any optional modules from which students can select.

Preparing Assessments

For those collaborations with common assessment, it is good practice for collaborative partners to participate in the setting of examination questions and assignments. At the very least, it is important to establish a schedule for exchanging such information as soon as reasonably practical. Lecturing staff at collaborating institutions must have a good idea of the contents of the questions likely to be in an examination, in order to ensure the relevance of the taught component. The content of the franchised programmes at both institutions should be the same and is laid out in the programme document and the module descriptors. Inevitably there will and should be some variations between the institutions, taking into account the strengths and expertise of individual lecturers and/or local variations to reflect the cultural context. Therefore, every effort must be made to make the examination papers available to collaborating institutions at an early date. Not that the collaborative lecturers are expected to 'teach to the questions', but rather they should be confident that a) they are on the right track, and b) the students can become familiar with the type and format of questions that they are likely to encounter under examination situations.

It is good practice for Moderators/Link Tutors to provide collaborating institutions with copies of past examination papers and assignments, as guidance for staff preparing draft assessments. These past papers should also be made available to the students as well, as is the case at Cardiff Metropolitan University, unless the module content and/or format have changed.

Cardiff Metropolitan University would expect that a process of internal/peer review has been conducted at the partner institution with regards to draft examination papers, again to ensure consistency of presentation, level and standards. This should be carried out before the draft assessments are submitted to Cardiff Metropolitan University for consideration- it is not the Moderator/Link Tutor or External Examiner's role to proof read papers for staff!

As with all Cardiff Metropolitan University programmes, the External Examiner has the final say in assuring standards. The Link Tutor/Moderator will also play an important role in ensuring

parity, reporting and advising the collaborative partners on issues arising as a result of reviewing assessment.

Draft Assessment Approval Process

Stage 1:
All draft assessments including exams, coursework, presentations, in class tests etc are sent to cpoassessments@cardiffmet.ac.uk at least 10 weeks before the due date. All assessments must have the following documentation with them: IV form showing evidence of internal verification, Module Descriptor and Marking Scheme (assessments will be sent back to the partner college without this documentation)

Stage 2:
Assessments are sent to the Link Tutor in Cardiff Met for comment

Stage 3:
Link Tutor's comments are sent to partner college

Stage 4:
Partner college re-submits assessments to cpoassessment@cardiffmet.ac.uk corrected according to the Link Tutor's comments

Stage 5:
Partnership Office in Cardiff Met forward corrected assessments to the External Examiner for comment

Stage 6:
External Examiner's comments are forwarded to partner college

Stage 7:
Partner college makes amendments to assessments according to the External Examiner's comments. At this stage the Examiner will indicate if they need to see the assessment again

Final Stage A :
If the Examiner has indicated that they do not need to see the assessments again then the assessment will be signed off at this point

Final Stage B:
If the Examiner has indicated that there are a lot of corrections and they would like to see the assessment again, then this should be re-submitted to cpoassessments@cardiffmet.ac.uk . This will then be forwarded to the External Examiner for signing off

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All draft assessments (coursework and examinations that contribute to the final award of the programme) should be submitted to the Partnership Office for transmission to External Examiner and Moderator/Link Tutor 10 weeks prior to being given to students. This also applies to re-sit examinations.

Under no circumstances should any assessment that contributes to an award be undertaken until it has been approved by the External Examiner.

1. **Draft Coursework Assignments / Examination Papers**

    Where the assessments undertaken on a collaborative programme are the same as those on a Cardiff Metropolitan University programme delivered at Cardiff Metropolitan University, the assessment approval process used at Cardiff Metropolitan University should take precedence over this assessment approval process.

2. **Submission of all Draft Assessments**

    Draft examination questions and coursework assignments must be sent to the Partnership Office **at least 10 weeks** before the examination/hand-out dates. If assessments are received less than ten weeks before the examination date/hand out date, then the assessment may be postponed. It is recommended that re-sit assessments (both examinations and coursework) are submitted at the same time as the first assessments.

    Institutions may send draft assessments by email. Assessments should be sent to Cardiff Metropolitan University's Partnership Office at: CPOAssessments@cardiffmet.ac.uk

    In certain cases 'banks' of questions may be collated by collaborative partners to be used for assessment. In these cases the approval by the relevant Moderator/Link Tutor and the External Examiner must be received for each assessment.

3. **Information to be supplied with Draft Assessments**

    All draft assessments must be accompanied by the following information. If any element of this information is not provided the assessment will be returned:

    - module descriptor
    - assessment criteria
    - marking scheme or model answer
    - a completed IV2 form (see below)

    All assessed work should contain the appropriate rubric (name of module, programme, date, duration, materials allowed, open or closed book). See the example below for rubric which should be included on the front page of an examination paper.

    - Title of Programme
    - Title of Module (and module No.)
    - Duration of Examination
    - Date of Examination

Instructions to Candidates

- Specify clearly how many questions should be attempted, for example: 'All questions to be attempted' or 'Answer 2 out of 5 questions' or 'Answer 3 questions, at least 1 from Section A and 1 from Section B'.

- Provide information on marks available, for example: "All questions carry equal marks" or "Marks for each question are shown in brackets".

- If multiple choice questions are being used, state clearly whether or not <u>negative</u> marking is to be used.

- Statements are required defining any books or equipment which students may bring in to the examination. (In general it is accepted that non-programmable calculators may be used.)

- Paginate if examination paper continues overleaf and/or on another page. State clearly 'turn over' or 'continued on p.' at foot of page.

4. <u>Transmission to Moderators/Link Tutors and External Examiner(s)</u>

The Partnership Office will forward all draft assessments to the Moderator/Link Tutor for consideration and suggested amendments. Moderators/Link Tutors are asked to comment within 5 working days of receiving the draft assessment, where possible. Comments will be referred back to the Partner Institution and a revised version, incorporating any changes arising from Moderator/Link Tutor comments should be sent to the Partnership Office within 5 working days.

The draft assessments will then be forwarded to the External Examiner by the Partnership Office for approval. If necessary, the External Examiner and the Moderator/Link Tutor should consult with regard to draft assessments. The External Examiner may approve all assessments (with or without comment) or may request that revisions are made to all/some assessments and may then request to see the final drafts before final approval, using the IV2 proforma. Institutions will be advised by the Partnership Office.

Institutions should incorporate External Examiner comments into final assessments to be taken by candidates - in the event of a disagreement over a recommendation, the Moderator/Link Tutor should discuss the issues concerned with the Programme Director and External Examiner.

Draft Assessment Cover Sheet

Institution Name:

Programme:

Module:

☐ **Exam**

Exam Title:

Date of Exam:

Duration of Exam:

Open or closed book exam:

Detail any allowable materials in the exam room:

Instructions to candidates included ☐

☐ **Assignment**

Assignment Title:

Assignment Hand out date:

Marking Scheme included ☐

IV2 – VERIFICATION OF INTERNAL MODERATION OF ASSESSMENT

Module Number: *ZXP7056*	Module Name: *How to test forms*			Module Leader: *Simon Browning*		Year/Term: *2012 / 2*

LIST ASSESSMENT METHODS FROM MODULE DESCRIPTOR		BRIEFING INCLUDES:	X	IV's COMMENTS / RECOMMENDATIONS	MODULE LEADER'S ACTION TAKEN
Exam	*30%*	Description of Task/Problem/Topic	X	*Amend typo on pg2 – 2nd paragraph*	*Amended*
CW	*60%*	Hand in Details	X	*Amend Q3 to ask students to critically evaluate…rather than describe*	*Question amended to reflect this terminology*
Presentation	*10%*	Guidance Notes (including ethics guidelines where applicable)	X	*Would add a question asking the students to display an awareness of the different types of forms and to critically analyse the difference between then and which to use in different situations*	*This is covered in the exam*
		Learning Outcomes	X		
Total	*100%*	Assessment Criteria	X		
ASSESSMENT DETAILS		Mark/Grade Criteria	X		
Title: *Testing a form in real life situations*		Marking Scheme	X		
		Feedback Sheet	X		
		Module Descriptor	X		

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Assessment type: *Coursework*	Referencing Requirements Given	*X*		
Nominated IV: *Lloyd Powell*		IV Signature: *dbiisgishgh*		Date: *22/10/2012*

CARDIFF METROPOLITAN LINK TUTOR/MODERATOR COMMENTS:			EXTERNAL EXAMINER COMMENTS:	
Mark totals in section A add up to 11 not 10 as indicated. This needs to be amended				

Please check appropriate box below	X	Please check appropriate box below
I confirm that I have considered the above draft assignment/exam and I am happy to approve the content. **Assessment can now be forwarded to the External Examiner for approval.**		I confirm that I have considered the above draft assignment/exam and I am happy to approve the content. **Assessment can now be released to the students.**
I confirm that I have considered the above draft assignment/exam and I am happy to approve the content subject to the above amendments. **Assessment can be forwarded to the External Examiner once these changes have been implemented and verified.**		I confirm that I have considered the above draft assignment/exam and I am happy to approve the content subject to the above amendments. **Assessment can be released to students once these changes have been implemented and verified.**
I confirm that I have considered the above draft assignment/exam and suggest the above amendments. **I would like to see the final amended version before I confirm approval.**		I confirm that I have considered the above draft assignment/exam and suggest the above amendments. **I would like to see the final amended version before I confirm approval.**

Cardiff Metropolitan Link Tutor/Moderator: *Theo Koukouravas*	Link Tutor/Moderator signature:	Date *22/10/2012*	External Examiner:	Date

Cardiff Met Programme Academic Calendar (2015-2016 Session) v2.1

Part A - Programme Information

General Programme Information

Programme Name	Cohort	Teaching Start Date

Admissions Cut Off Date	14-15 Articulation Report Due	14-15 APR Due
14/01/1900		

Term Information

Term	Dates	Modules taught during that term
Term I		
Term II		
Term III		

Programme Assessment Information

Module	Assignment Component	Date assignment handed out to students	Deadline for assignment completion	Deadline for feedback to students	Exam Board Date

Programme Committee Dates (please mark the meeting which will approve the APR for the programme)

Centre / Campus	Term I	Term II	Term III

Student Liaison Committee Dates ()

Centre / Campus	Term I	Term II	Term III

Part B - Programme Visit Information

Visits (for CMET and/or Partner use)	Dates Required	Notes
Please overtype this text		
Please overtype this text		
Please overtype this text		
Please overtype this text		
Please overtype this text		
Please overtype this text		
Visits (for CMET and/or Partner use)	**CMET Traveller**	**CMET Travel Dates**
Please overtype this text		
Please overtype this text		
Please overtype this text		
Please overtype this text		
Please overtype this text		
Please overtype this text		
Link Tutor / Moderator Visits	**CMET Traveller**	**CMET Travel Dates**
Link Tutor/Moderator Visit 1		
Link Tutor/Moderator Visit 2		

Regulations

Details of the regulations covering Cardiff Metropolitan University's programmes can be found in the [Academic Handbook](#).

If you have any queries regarding the programme regulations, you are advised to discuss this with the Moderator/Link Tutor.

Conduct of Examinations and Assessment

The directions contained within the following regulations: [Conduct of Examinations](#) apply to all formal, written examinations and other forms of assessments for which Cardiff Metropolitan University has jurisdiction. The regulations include directions regarding materials and equipment permitted in the examination room, retention of examination scripts, illegible examination scripts, suspected unfair practice in examination conditions and the procedure for allocation of a mark for lost student work. All assessments should be carried out under similar conditions to those applied on-campus and invigilators appointed and trained by collaborating institutions to monitor students throughout all formal, written examinations. The University reserves the right to attend examinations at partner institutions unannounced.

Answer booklet examples are available and can be requested from Academic Registry.

Fuller information regarding suspected unfair practice can be found in the Academic Handbook [Unfair Practice Procedure](#), Vol. 1 - 08.1 & 08.2.

Examination Boards

Examination Boards are the cornerstone of the maintenance of standards in the UK education system.

For every programme of study leading to an academic award there shall be an Examination Board. **The Examination Board will confirm the marks of each individual student on each module and will be solely responsible for granting any re-submissions, compensations or exit awards. A student is not able to progress or resubmit unless they have been presented to an examination board.**

Exam boards will normally be held by Video Link and in some cases they may be held with the exam board for the same programme at Cardiff Metropolitan University.

Marks for all examination boards convened at collaborating institutions must be submitted to the Academic Registry (TNERegistry@cardiffmet.ac.uk) at least 10 days in advance of the scheduled date of examination boards along with module packs. The marks should be submitted in a spreadsheet in accordance with requirements from the Academic Registry – you will be provided with a template prior to the first exam board.

The Moderator/Link Tutor should attend examination boards where possible.

The quorum for the Examination Board shall be the Chair, the external examiners (where appropriate) and one-half of the internal examiners. The "internal examiners" should normally consist of the relevant Programme Director and Module Leaders (or alternates). At the discretion of the Chair, other tutors/markers could be invited to attend Examination Boards to offer advice and to participate in discussions, but not to vote. In the case of the unexplained absence of any examiner from a meeting, the Chair may take such steps as he/she thinks desirable if the business of the meeting is adversely affected. These measures may include adjourning a quorate board if the Chair deems it appropriate.

The Moderator/Link Tutor need not include details of examination boards in Moderator/Link Tutor reports, as they will be included in the minutes. However, the Moderator/Link Tutor may wish to comment on any issues leading up to the board, such as pre-exam board meetings where the teaching teams conduct internal moderation. An example of an examination board agenda and minute templates are attached in Appendix 11.

Dates for Examination boards and re-sit boards need to be approved by Cardiff Metropolitan University's Academic Board and agreed with the Assessment and Awards Unit one year in advance. The Cardiff Metropolitan University Examination and Examination board Timetables are accessible here: Examination Board Timetable. A copy of the Examination Board Process is attached in Appendix 11.

Mitigating Circumstances

Mitigating Circumstances, often called Exceptional Personal Circumstances, are significant changes in the candidate's circumstances during the programme, which are outside the control of the candidate, and which the candidate believes have adversely affected his/her academic performance on one or more assessments.

Students are encouraged to work with their Personal Tutor/Year Tutor as soon as difficulties are foreseen or occur, in order to attempt to prevent those difficulties from adversely affecting the student's academic performance, and reduce the need to submit a Mitigating Circumstances Form. Claims for mitigating circumstances must be made prior to the relevant Examination Board and the collaborating institution must convene a Mitigating Circumstances Committee to consider these prior to the Examination Board (unless it has been agreed that these be presented to the School Committee). The procedure and guidelines are available through the following link: Mitigating Circumstances . All decisions will be made at the discretion of the Examination Board.

Special Cases

The Regulations and Special Cases Committee considers all applications submitted by candidates in respect of:

1.   Requests for extensions to time-limits of candidature

2.	Requests for deferral/suspension of studies
3.	Requests for Aegrotat Awards
4.	Requests for posthumous Awards
5.	Requests for Bars on Access to Dissertations and Theses

For any other individual student special case not complying fully with the requirements of the Academic Handbook, the Collaborating Institution must submit the completed Special Case Request Form to the Academic Registry, attaching a rationale for the request explaining why it is not possible to comply fully with the requirements of the Academic Handbook. Where a special case involves a cohort or cohorts of students, rather than just one individual student, not complying fully with the requirements of the Academic Handbook, the Special Case Request Form must not be used. Instead, a paper setting out a clear rationale for not complying fully with the requirements of the Academic Handbook should be submitted to the Student and Registry Services Unit (Regulations & Research Unit) for consideration by the Regulations and Special Cases Committee in the first instance. Information regarding special cases is available through the link: Guidance on Special Cases

Plagiarism Detection and Avoidance Using Turnitin

Plagiarism has been recognised as an increasing issue across the HE sector. It is argued that the internet is an almost limitless resource that can be easily be misused, and that it can be very difficult to identify source materials if plagiarism is suspected.

TurnItIn offers a simple method for students to submit work electronically, which is then analysed with reference to 13.5 billion website URLs, an extensive journal collection and other student works submitted to TurnItIn. A detailed Originality Report is then generated that highlights passages of suspected unoriginal material which the tutor can use to help assess whether plagiarism may have occurred. These reports can also be used as an aid to help develop the student's understanding of plagiarism and this is embedded in a Cardiff Metropolitan policy which requires that all collaborative students must be allowed to use Turnitin as a formative tool for this purpose.

As a minimum the University expects that all undergraduate and Master's dissertations contributing to an award of Cardiff Metropolitan University must be submitted for TurnItIn analysis and be accompanied by a TurnItIn Originality Report. Furthermore, as mentioned above, it is expected that students are offered the opportunity to submit draft assignments to Turnitin and receive Originality Reports prior to their assignment due date to allow them to develop their understanding of plagiarism. Some partners may wish to extend this scrutiny to cover additional assessments and this is encouraged.

TurnItIn software is made available to all partners (students and academic staff) through the University's Moodle provision. Each partner has available to them a Moodle module dedicated to hosting Turnitin formative submission points to ensure students can be provided with opportunities to submit formative drafts of their work. Guidance and training can be provided by the University however partners remain responsible for ensuring the maintenance of these modules for students to utilise. Guidance on using TurnItIn

effectively can be accessed through the [Learning and Teaching website](#). Guidance on setting up Turnitin for formative learning use is provided within the Moodle module mentioned above. Moderators/Link Tutors can also provide guidance and training to partners on request.

If you would like further details or to arrange training for you and your colleagues, please contact [learningdevelopment@cardiffmet.ac.uk](#)

Should a TurnItIn report indicate that an assessment may have been the result of unfair practice the following policy should be followed:

Unfair Practice Process - Guidance for Collaborative Partners

Reporting Unfair Practice - Assignments

- If you suspect a student of Unfair Practice in an assignment – most commonly plagiarism or collusion – you must report the matter to the Chair of the Exam Board at Cardiff Metropolitan University via the Regulations Unit, Academic Registry using the [Unfair Practice](#) reporting template (regulationsunit@cardiffmet.ac.uk);

- If it is agreed that a case exists then the matter will be reported to the Academic Registrar at Cardiff Metropolitan University, via the Regulations Unit, Academic Registry;

- In instances of suspected collusion, all students' names should be included on the reporting form, with an explanation of the case;

- In all cases you should advise whether you have spoken to the student(s) or not, and summarise any discussion and include this when reporting the alleged unfair practice; In collusion cases the students must be interviewed.

- In instances where the students dispute the originality of the work in suspected collusion cases, and cannot come to an agreement as to why their work is too similarly matched/identical; then these must be reported to Academic Registry as a collusion case. These will go to a formal Committee of Enquiry see below.

- Instances of plagiarism which, as defined in section 2 of the attached Unfair Practice procedure, can include a student taking text/ideas etc. from any other source and including it in their work without citation should be reported to Cardiff Metropolitan University as such;

- The student(s) will be sent a suspected Unfair Practice letter by Academic Registry. Cases under 20 credits will be given the option of having their cases dealt with either by a Committee of Enquiry, or through being offered a fixed penalty, which gives them an automatic outcome

- If you wish the student to be offered the fixed penalty option this must be indicated on the Unfair Practice reporting form.

- Cases of Unfair Practice over 20 credits should be reported to Cardiff Metropolitan University explaining the allegation, in a similar manner to the above,. You will need to include the sources that the student(s) has copied from and any other evidence found when looking at their case. This is important as these students have their cases automatically forwarded to a formal Committee of Enquiry meeting which Academic Registry will convene;

- Cases of collusion that result from a dispute by both students surrounding the originality of the work also need to be forwarded in this way. A Committee of Enquiry will be set up which enables the panel to explore the origins of the work;

- Unfair Practice Reporting forms must be signed by the Programme Director and Deputy Dean Learning and Teaching sent to the– Regulations Unit, Academic Registry- scanned copies are acceptable by e-mail as long as these signatures are present.

Reporting Unfair Practice - Examinations

- If you suspect a student of Unfair Practice in an examination you should inform the candidate that the circumstances will be reported, but allow the student to continue with the exam with the script marked at the point where the Unfair Practice was discovered, giving the time, and then the time when the student continued with the exam;

- Where appropriate the invigilator should confiscate any evidence relating to the Unfair Practice, e.g. written notes held by the student;

- If it is agreed that a case exists then cases of Unfair Practice occurring in the exam room will be reported to the, Academic Registry. Please also provide statements from the invigilators who discovered the Unfair Practice and any confiscated evidence;

- The student(s) will be sent a suspected Unfair Practice letter by Academic Registry and will be given the option of having their cases dealt with by fixed penalty, or at a Committee of Enquiry (which will be arranged by Academic Registry ;

- Unfair Practice Reporting forms must be signed by the Programme Director and Deputy Dean Learning and Teaching sent to the Academic Registry – scanned copies are acceptable by e-mail as long as these signatures are present.

Follow-up action

- If the student has opted for their case to be dealt with by an exam board then this means that they admit the offence and the exam board will agree an appropriate penalty at the next board meeting. This should be reported back to Academic Registry.

- If the student chooses the fixed penalty option the Academic Registry must write to them informing them that they are being issued with a fixed penalty. This means that they receive a formal reprimand on their record, they can resubmit the work (capped at 40%), and the information on resubmission should be given in this letter. All students are required to pay a penalty fee.
- If the student has opted for their case to be heard by a Committee of Enquiry then Academic Registry will convene one normally within **8 weeks** of receipt of all evidence relevant to the case.

- The student will be invited to attend and to submit any further evidence. If the student is not able to attend then the Committee will proceed without them.

- The relevant tutor may be invited to attend the Committee of Enquiry, however, if they are unable to attend they are required to submit a written witness statement instead, including evidence of any discussions held with the student.

- The Committee will determine whether the case is substantiated and if so, determine an appropriate penalty (acceptable penalties can be found in the Unfair Practice Regulations). The student will be notified in writing of the outcome of the Committee of Enquiry and any such penalty will be reported to the exam board; **The Collaborative Institution will be required to inform the student of any re-sits or re-submissions following the decision of the Committee of Enquiry or exam board.**

Appeals

All students enrolled on a Cardiff Metropolitan University programme have recourse to the University's appeals procedure. Any appeal of an academic decision must be made through the University's appeals procedure.

There are two procedures that can be accessed in the Cardiff Metropolitan University Academic Handbook:

Verification Procedure (and associated application form)

The only way a decision of an Exam Board can be changed is following a successful outcome from either the Verification Procedure or the Appeals Procedure.

To ask for verification (confirmation) of whether or not the marks are free from error, or that mitigating circumstances you reported before the Examination Board were actually

taken into account, you should use the **Verification Procedure**, available on the web at: [Verification Procedure](#)

You should complete the Application for Verification form, available on the web at: [Application for Verification form 07.3](#)

Programme Directors can also use this procedure if they wish to raise errors in the marks after a Board has agreed them (e.g. tutor finds missing mark or mark error after the Board and no Chairs Action was authorised). If there is an error, it will be referred back to the Chair of Exam Board as an outcome of Verification Procedure.

Appeals Procedure (and associated application form)

Any appeal against an academic decision must be made through the University's appeals procedure. To appeal against the decision of the Examination Board on grounds of (i) mitigating circumstances you could not report before the Exam Board, or (ii) you believe there were irregularities in conduct of the assessment or associated written instructions or advice (e.g. from supervisors), you should use the Appeals Procedure, available on the web at [Application for Appeal Form](#)

You cannot appeal against academic judgment or just because you are not happy with the results. Completed forms must be sent **only** to the postal or email address provided on the forms.

Complaints

Students are advised in their programme handbooks that if they are unhappy with any aspect of their experience and wish to make a complaint they should first try and resolve the complaint through the mechanisms that are in place at their local institution. If the matter cannot be resolved informally, the institution should have complaints procedures which the student should follow. These procedures should be available in the programme handbook provided to students by the institution at induction. Once the student has completed these procedures, if they are still not satisfied they may complain to the University directly.

The Procedure and guidance are accessible at [Complaints Policy and Procedure](#)

Certificates/Transcripts

It is very important that all student details are correct at the time of enrolment and these should be checked by the Collaborating Institution and by students when they receive their enrolment email notification. Cardiff Metropolitan University must be notified immediately of any corrections otherwise transcripts and certificates will be printed with the incorrect information. CHANGES CANNOT BE MADE ONCE AN EXAM BOARD HAS TAKEN PLACE

The Cardiff Metropolitan University will issue replacement certificates **only in specific circumstances for example:** Where an error has been made on the part of Cardiff Metropolitan University.

Details and an application form can be obtained from the Cardiff Metropolitan University website at the following link: [Replacement Transcripts and Certificates](#)

Students and collaborating institution are required to check spelling of names and name order BEFORE the awarding exam board. A form is available to request a change to personal details and can be found in the Academic Handbook here:

TRANSCRIPTS AND CERTIFICATES CAN ONLY BE RE-ISSUED IN EXCEPTIONAL CIRCUMSTANCES.

Regulations for the Submission of Master's Dissertations

A copy of all Undergraduate and Master's dissertations which have received a mark of 60% or above, whilst still remaining the property of Cardiff Metropolitan University, should be deposited in the library of the Collaborative Institution.

Dissertations which achieve a mark of 70% or above, or are of particular relevance to Wales should be deposited in the National Library of Wales, Aberystwyth. Please discuss such cases with Cardiff Metropolitan University's Academic Registry or the Programme Link Tutor/Moderator.

A copy of all dissertations achieving a mark of 60% or more and having been submitted to Plagiarism Detection Software and no unfair practice found, should be sent to Cardiff Metropolitan University for storage in the e-repository.

It would be in order for the Partner Institution logo or identifier to appear on the dissertation cover and/or spine, as long as this is in addition to the Cardiff Metropolitan University logo or identifier.

Quality Assurance, Enhancement & Monitoring

Quality Assurance, Enhancement and Monitoring

Quality Assurance

The Quality Assurance Agency describes quality assurance as "the means through which an institution ensures and confirms that the conditions are in place for students to achieve the standards set by it or by another awarding body" (QAA 2004)

The University achieves this through setting in place procedures and processes which test, verify and demonstrate that our quality expectations are being met. The procedures are outlined in this section of the Handbook.

Quality Enhancement

The Quality Assurance Agency describes quality enhancement as "the process of taking deliberate steps at institutional level to improve the quality of learning opportunities.... and operate, steady, reliable and demonstrable improvements in the quality of learning opportunities" (QAA 2006)

The University's commitment to quality enhancement is identified in the Strategic Plan and in the Learning, Teaching and Assessment Strategy. At institutional level, enhancement activity is planned to meet identified strategic objectives and to be responsive to information gained from programme review and student feedback.

The enhancement of students' learning opportunities is the responsibility of all Schools, Partners and Units. Moderators and Link Tutors play a key role in working with collaborative partners to enhance provision through staff development and the sharing of good practice.

In addition the University has a central Learning and Teaching Development Unit with the principal function of enhancement of student learning. The Unit has a wide-ranging role in the enhancement of academic practice, drawing on expertise from across the institution. Further information on the role of the LTDU and resources available to you are included in Section 6 of this Handbook 'University Resources'.

Quality Assurance and Enhancement should be interlinked so that whenever you take day to day actions to assure quality, you later reflect on those actions to see how they can improve.

Further explanation is given below and full details of the University's quality assurance and programme monitoring processes are available in the Academic Handbook. The Moderator/Link Tutor and other Cardiff Metropolitan University staff will be able to provide advice regarding these matters. However, as a minimum Cardiff Metropolitan University will expect to see the following in place:

1. effective arrangements to maintain appropriate academic standards and to enhance the quality of taught degrees;

2. effective and adequate management and administration, adequate and well deployed human and physical resources and appropriate systems for quality assurance;

3. systems to monitor, support and review student progress and obtain student feedback and that appropriate student welfare/support services are in place;

4. academic staff to supervise and manage taught degrees are sufficient in number and quality;

5. resources, (especially library, information technology and research facilities) are adequate in extent and quality.

Programme Committee Meetings

Moderators/Link Tutors should ensure that collaborating institutions are fully aware of the requirements to hold programme committee meetings in a style that is consistent with Cardiff Metropolitan University and in accordance with the Academic Handbook: Programme Committees. A sample agenda is attached in Appendix 12.

The collaborating institution should hold a **minimum of three per year**, at least one of which should, wherever possible, be attended by the Moderator/Link Tutor. Attendance at a programme committee meeting ensures consistency in standards and content, and provides opportunities for sharing common experiences of the home team.

The Programme Committee meetings and their subsequent minutes are an important aspect of the quality assurance system in that they demonstrate an inclusive and transparent decision-making process. They also provide opportunities to close the loop on outstanding issues. It is important that the Chair of Programme Committee meetings sets agenda items that cross reference issues raised elsewhere. A Moderator/Link Tutor may wish to suggest items for discussion, based on a review of past Annual Programme Reviews (APRs), Programme Committee minutes, External Examiner reports or Moderators/Link Tutor reports.

Records of meetings should be sent to the Academic Standards and Quality Unit at asqu@cardiffmet.ac.uk

Student Evaluation of Provision

The purpose of module and programme evaluation is to gather students' views of the suitability of resources, accommodation, timetabling etc. in relation to the modules that they study. This information will be utilised by Programme Directors and will provide a clear evidence base for the Annual Programme Review and programme action planning.

Issues identified should be considered at Programme Committee and forwarded to the Learning and Teaching Committee as appropriate. An example Evaluation Form is attached in Appendix 13.

Staff-Student Liaison Committee

Staff/Student Liaison Committee meetings provide a forum for an exchange of views between students and staff in relation to all aspects of the work of the School. Meetings should be convened <u>twice</u> in an academic session. Further information is available via the attached link: Staff/Student Liaison Committee. For efficiency, meetings of Staff/Student Liaison Committees and Programme Committee may be combined providing that agendas and records of meetings reflect the discussions accordingly.

Annual Programme Reviews

There is a formal reporting process for reviewing all taught academic provision in Cardiff Metropolitan University; it is called Annual Programme Review– APR. It takes place in the autumn term of each academic year, separately for first degrees and taught postgraduate awards. Reporting templates, statistics, cover sheets, and guidance are distributed by the Academic Standards and Quality Unit to individuals in collaborative institutions responsible for quality. The deadlines for submission of undergraduate and postgraduate provision reports are attached in Appendix 14.

It is important in APR reports to trace issues raised in previous documentation such as:

- action points in Programme Committee meetings
- comments from External Examiners
- comments from Moderators/Link Tutors
- feedback from students
- management information such as retention and progression
- staff changes
- recommendations from Cardiff Metropolitan University regarding programme approvals and modifications

The formal APR procedure in the Academic Handbook is available on the web, at: Annual Programme Review

Additional aspects for collaborative arrangements can be found in Section 09.2 Collaborative Provision Regulations.

Moderators/Link Tutors should work with the collaborating institution to ensure that the reports are equivalent in quality to those produced by home programmes and are submitted by the required deadline. Completed reports should be submitted to asqu@cardiffmet.ac.uk at the Academic Standards and Quality Unit and are scrutinised by Directors of Learning and Teaching, with summaries reviewed by the School Learning and Teaching Committee and University Learning and Teaching Board.

Modifications to Programmes

All programmes evolve over time. The associated Cardiff Metropolitan University School and Programme Team and their collaborating institution must decide how best to manage these changes within the Cardiff Metropolitan University framework for quality. All modifications to programmes need to be implemented in consultation with the link Cardiff Metropolitan University School.

Changes will come about as a result of internal or external pressures. They can involve simple, routine updates or changes to the structure of the programme. Unless changes are extensive and require a panel scrutiny event, such changes are classified as a modification under the Cardiff Metropolitan University regulations, specified in the Academic Handbook. As such, the Moderator/Link Tutor must be aware of the timing implications of making such changes. The changes must be ratified by the appropriate Cardiff Metropolitan University committees. If the modification request originates from a franchise partner, the home programme team may also need to consider whether these changes will be incorporated into the home programme.

If a-Cardiff Met programme, which is also franchised to a partner(s), is undergoing a modification the Moderator/Link Tutor should liaise with the collaborating institution to ensure that they are aware of the proposed modification. Collaborating institutions are required to be consulted and to participate in the consideration of modification proposals for programmes which they franchise. If the modification proposal is approved, partners are expected, wherever possible, to implement the modification in parallel with its implementation on the home programme.

Moderators/Link Tutors are instrumental in disseminating the approved changes to collaborating institutions and should liaise with the Academic Standards and Quality Unit, Partnership Office, Academic Registry and the Learning and Teaching Development Unit at Cardiff Metropolitan University for support. Moderators/Link Tutors should help partner institutions by establishing goals and deadlines for implementing changes.

Example of a Modification Procedure to a Programme:
The modification process can be found at the following link and below is an example of the process and what is required.

For modification such as a change to module title, removal or addition of an optional module within a Cardiff Metropolitan University programme operating at a Collaborating Institution, the following process should be used: Modification Procedure

A proposal and rationale for the change should be produced by the Programme Director/Module Leader in the collaborating institution and the Moderator/Link Tutor; this should be agreed between all parties. A modification form must also be produced to accompany this. The form can be found at the following link: Modification Proposal Application Form.

The suggested modification, once agreed between all parties, must be presented to the Programme Committee in the Collaborating Institution. The Moderator/Link Tutor should

supply the Collaborating Institution with relevant Cardiff Metropolitan University module descriptors for additional modules and these should be presented to the committee also. Once the Committee has approved the modification, then a copy of the minutes from the Programme Committee must be sent to the Moderator/Link Tutor. At this stage of the procedure, the Moderator/Link Tutor must seek approval of the modification from the External Examiner.

Once approved by the External Examiner, the Moderator/Link Tutor must seek approval from the relevant Associate or Deputy Dean of Learning and Teaching (A/DDLT) by providing him or her with the Proposal (as agreed with the Collaborating Institution), including a rationale, modification form, minutes of the Programme Committee, external examiner approval and relevant module descriptors (if changes to existing modules are proposed, existing versions of module descriptors and proposed versions are required with changes clearly highlighted.. The A/DDLT will then present the forms to Academic Standards and Quality Unit for scrutiny and approval. This decision will then be submitted to the Academic Quality and Standards Board (AQSB) for ratification.

The deadline for modification proposals for the 2016/17 will be set at the next AQSB meeting on 14th October 2015. The documentation must be sent to the A/DDLT 4 weeks before the deadline.. Please contact the Academic Standards and Quality Unit for further guidance.

Periodic Review

All University programmes undergo Periodic Review at intervals of approximately five years and information pertaining to such reviews is given in the Academic Handbook: [Periodic Review Regulations](#)

The essential purpose of the Periodic Review is to ensure that quality and standards set at the introduction of a programme have been maintained and that relevant developments and changes have taken place and are properly documented.

Periodic Reviews may involve individual programme scrutiny or the scrutiny of groups of related programmes. Therefore a programme offered collaboratively may be reviewed as part of a periodic review of the programme at the University or on its own.

If a home programme, which is also franchised elsewhere, is undergoing a periodic review or revalidation, the Moderator/Link Tutor should liaise with the collaborating institution to ensure that they are aware of the process and timing of the event. Collaborating institutions are required to be consulted and to participate in review/revalidation events for programmes which they franchise.

Partnership Review

All collaborative partnerships will be reviewed, normally on a quinquennial basis, against the terms of the Cardiff Metropolitan University procedures for collaborative provision and the agreements in place between partners in which the expectations of both partners are expressed.

The main aim of partnership review is to provide assurance that the collaborative partnership is operating, on the part of both partners, in accordance with the terms of the agreements in place and that it is an arrangement to be recommended for continuation.

Full details of the procedure for a periodic review of a collaborative partnership can be found in the Academic Handbook:
http://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH2_09_02.pdf

Approval of Additional Programmes in an Existing Collaborative Partner

The procedure for seeking approval of new programmes can be found in the Academic Handbook along with guidance on the required documentation:
http://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH2_09_02.pdf

Approval of an Additional Campus Proposed by a Collaborative Partner

The procedure for seeking approval of an additional campus can be found in the Academic Handbook along with guidance on the required documentation:

http://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH2_09_02.pdf
If you would like to discuss adding a new programme or campus to your collaborative arrangement with the University please contact Lloyd Powell, Head of Partnerships (lpowell@cardiffmet.ac.uk) or Professor Mohamed Loutfi, Pro Vice-Chancellor (International) (mloutfi@cardiffmet.ac.uk).

Guidance for the Provision of Information to Collaborative Partner Institutions & Prospective Students

Guidance for the Provision of Information to Collaborative Partner Students and Prospective Students

Introduction

This guidance outlines Cardiff Metropolitan University's requirements regarding the information provided to students studying on its collaborative programmes. It is intended to assist partners and Moderators/Link Tutors in ensuring that the information provided is of the highest quality and that it is comparable to that provided to students studying on campus in Cardiff.

This guidance should be read in conjunction with:

Cardiff Metropolitan University's Commitment to Students: Public Information Handbook
Student Handbook and Student-Charter

Cardiff Metropolitan University's Procedure for Preparing Advertising and Publicity Materials for Collaborative Partners
Collaborative Provision Principles and Procedures

Part C of the QAA Quality Code for Higher Education 'Information About Higher Education Provision'
QAA Information and Guidance

A flowchart detailing the University's processes for approving public information is included as Appendix 15. The guidance below covers four main categories of information that should be provided to prospective and enrolled students. These are:

- Publicity materials
- Student Handbooks
- Programme Handbooks
- Induction

1. Publicity Material

It is important that accurate material information and publicity material is provided to prospective students and that students are informed and agree to any deviations from the material they use to make their choice of institution or programme to study. For example if a module or pathway does not run as not enough students have selected to study it.

The University's procedure for preparing advertising and other publicity is included in the Academic Handbook and as Appendix 15 to this Handbook. **Further information on this matter will be sent during the academic session in order to ensure Cardiff Met is complying with relevant UK consumer protection legislation.**

Photographs of Cardiff Metropolitan University, copies of Cardiff Metropolitan University's logo and other publicity materials are available from the Partnership Office.

2. Prospectuses

In addition to the guidance contained in the publicity materials partner institution prospectuses should include details of the following in relation to Cardiff Metropolitan University Programmes:

- Information pertaining to any recent QAA or external institutional reviews and how reports of these can be accessed;
- A brief description of any residential accommodation available to students (and how to gain further information/assistance) and private accommodation in the locality of the institution where applicable;
- A brief outline of student financial advisory help, careers advice, counselling facilities, student support, childcare and chaplaincy services that may be available;
- An overview of the library and learning centre facilities, including on-line resources available from Cardiff Metropolitan University;
- Details of the admissions process, how to apply, information about fees and where such information can be found;
- Details of how term dates and programme specifications can be obtained;
- An entry on Cardiff Metropolitan University's Students' Union (see http://www.cardiffmetsu.co.uk/ /);
- A statement about Cardiff Metropolitan University's Equal Opportunities and Race Equality Policy (See Equality and Diversity Information);
- A statement that copies of individual programme specifications may be obtained by contacting the appropriate Programme Director;
- Information about transfer opportunities to study at Cardiff Metropolitan University.

Further detailed information on what should be included can be found in Cardiff Metropolitan University's Commitment to Students: Public Information Handbook at Student Handbook and Student Charter.aspx

3. Student Handbook

A link to the Cardiff Metropolitan University Student Handbook will be provided directly to students by the University via their enrolment email. Students studying at a partner institution will also receive a guidance document to inform them of which elements of the Student Handbook are of relevance to them and which areas do not apply. Both documents can be accessed on the University's external pages at: Student Handbook and Student Charter.aspx

The student handbook contains information on the following areas:

- Your status as a Cardiff Met student

- The Cardiff Met Student Charter
- Academic Regulations and Conduct of Examinations
- Unfair Practice Procedure
- Mitigating Circumstances Procedure
- Data Protection and Freedom of Information
- Transfer to Cardiff Metropolitan University
- Cardiff Metropolitan University's Student Union
- Complaints and Appeals
- Disciplinary Procedures, Codes of Conduct and Ethics
- Health and Safety and Health advice

4. Programme Handbooks

In addition to the Student Handbook partners are required to produce a Programme Handbook for each Programme as is the case for Cardiff Metropolitan University home programmes, which contains detailed information on the specific programme. There may be one handbook which relates to all years of the Programme, or there may be one for each year group.

The Partner Institution should produce a Programme Handbook in liaison with the Moderator/Link Tutor.

The Programme Handbook (or that for year one) should be sent to all new students before the completion of Induction. A template programme template and checklist is provided to all partners at the commencement of the collaboration and annually thereafter. The checklist is included in this Handbook as Appendix 16. Please contact the Academic Standards and Quality Unit for a copy of the Programme Handbook template.

The Programme Handbook should include information on the following areas:

- General information about the department in which the programme is located and the staff involved, including web site addresses and the names, functions and locations of key people associated with the Programme/department and how to reach them by phone or e-mail.

- Information about the award and what a successful candidate would expect to have recorded on the award certificate and transcript.

- A full description of the programme, including its aims, intended learning outcomes, structure, general content, tutor system, assessment processes, methods, criteria and schedules, possible careers outlets and professional body requirements and opportunities, etc. In addition, laboratory schedules and details of work placement and field work, where appropriate should be included.

- Details of the teaching methods associated with the particular programme and how the programme is managed and an indication of probable/normal time commitments associated with study and independent learning requirements.

- An explanation of the programme structure and routes, including opportunities for placement and opportunities for further study.

- What the programme structure is, what options are available and what restrictions, if any, apply.

- Details of where students can access the previous session's External Examiner reports.

- Details of expectations of students, such as attendance requirements, anticipated study time commitments and other performance requirements and Codes of Practice (such as safety and dress codes).

- Specific penalty systems which may apply with regard to poor performance, late submission of work etc.

- Details of the University's unfair practice procedure and an explanation of what constitutes unfair practice.

- Details of the University's mitigating circumstances procedure, appeals procedure and complaints procedure and a weblink to these.

- Details of the partner institutions own formal complaints procedure.

- Undertakings with regard to standards of feedback on work and assignments and turn-around times for these.

- Information on the University's and the School's quality assurance and quality enhancement systems and mechanisms and the contribution students are expected to make, for example through the Programme Committee and other School and University Committee's, including the roles and responsibilities of student representatives.

- For overseas and disabled students any special support or assistance which is available within the School.

- Where the programme has option routes, the arrangements for academic counselling.

- Guidance on how students may apply to transfer their studies to the University on completion of the collaborative programme and/or part-way through the programme.

- An outline of any programme or School specific regulations, which may or may not be agreeable to the student, such as dress codes or sports team exclusivity, and reference to any special purchases or other financial obligations the programme requires.

- An outline of the induction process and when this takes place.

- Reference to the University's electronic resources and a weblink to these.

- Fees.

- Student Services (Finance, Counselling, Health, Disability, Careers).

- Accommodation.

- Learning Centre Services.

- School and Course Representatives.

- Health and Safety.

5. Module Handbooks

Partners are required to produce Module Handbooks for each module as is the case for Cardiff Metropolitan University home programmes, which contains detailed information on the specific module. This will normally include detailed information on the delivery and assessment of the module.

Example module handbooks can be provided by the relevant School via the Moderator or Link Tutor.

6. Induction:

Induction is important in introducing students to key elements of the Programme.

Induction for new students should take place during the first week of term.

Induction programmes should include **enrolment, presentations, tours, meetings with relevant staff and question and answer sessions.** Induction should also include **reference to the Programme relationship with the equivalent Cardiff Metropolitan University programme and/or School.** Attention should also be drawn to the information available in the Student Handbook and Programme Handbooks. Induction could involve the relevant Cardiff Metropolitan University Moderator/Link Tutor or a visit to the Cardiff Metropolitan University campus where possible or appropriate.

In addition to this information programme information provided at Induction should include:

- How the Programme's Quality Assurance systems work and how the student can register their views and take part in decision making;
- The Programme Structure, options and the policy on attendance and assessment deadlines;
- Health and Safety issues;
- Any further explanation of anything included in the Student or Programme Handbook, including, **plagiarism or collusion, complaints, appeals etc.**

To help you to meet these requirements the University has prepared a series of power point presentations for you to use for your student inductions. Our 'Welcome to Cardiff Met' presentation includes exciting information about the University and lots of images of Cardiff to help to make students feel their connection with the University from the beginning of their studies.

The additional presentations contain key information and will allow you to easily deliver an informative and encompassing induction.

These materials can be found in the Documents area of the Collaborative Provision SharePoint site under Information for Partners/Collaborative Provision Resources.

Where a collaborative institution is located in close proximity to Cardiff Metropolitan University, arrangements can be made by the collaborative institution for students to attend the Cardiff Metropolitan University Week-1 induction programme, in consultation with the link Cardiff Metropolitan University school.

Should you have any queries about any of the above your Moderator/Link Tutor or the Partnership Office will be able to advise you.

Conclusion

This is intended as a helpful guide with templates and we hope that you will find it useful. It is important that all Cardiff Metropolitan University students have access to a full range of information regarding their studies and that the information provided to students studying off-campus is comparable to that given to students studying on-campus in Cardiff.

Any comments or suggestions would be gratefully received.

September 2015

Fieldwork & Off-Campus Activities

Fieldwork and Off Campus Activities at Collaborative Partners

The responsibility for ensuring the safety of students studying Cardiff Metropolitan University programmes at a partner rests with the collaborative partner. This is confirmed through legal agreements which state that one of the partner's responsibilities is 'ensuring the health and safety of students and ensuring that appropriate liability cover is in place'.

In order to fulfil this responsibility partners must consider the health and safety of students studying on-campus, but must also consider any programme-related activities undertaken by students off-campus.

This applies to activities such as placements, work based learning, undertaking interviews for primary research and general field study research.

It is the responsibility of the partner to ensure that when undertaking such activities:

- Adequate consideration and arrangements have been made for the off-campus activity before it is approved;
- Adequate resources (time, budgets and personnel) are allocated for planning and carrying out the activity;
- Suitable and sufficient risk assessments have been conducted and any necessary actions taken;
- Arrangements have been established for any foreseeable emergencies; and
- Further advice is sought if required.

The University publishes a Code of Practice for all off-campus activities undertaken by Cardiff Metropolitan University staff and students and partners may find it useful to refer to this Code when designing their own procedures.

The Code provides a framework of guidance and common health and safety principles, as well as links to more detailed advice.

The Code of Practice, relevant forms and procedures and general guidance can be accessed by accessing the Heath, Safety and Wellbeing website at http://tsr.uwic.ac.uk/Units/HR/HSWB/Pages/Level%201/AboutUs.aspx

Appendices

Moderators

The purpose of Moderators is to:

- act as a reporting and action link between the associated School, University and the collaborating institution;

- act in consultation with the Dean of Quality and Standards as an advisor to the collaborating institution programme team on regulatory issues, quality assurance and enhancement processes, mechanisms for effecting programme changes, interpretation of aspects of the programme document (where appropriate), programme delivery, and other pertinent issues;

- where necessary, ensure that student entrance qualifications comply with the requirements determined at validation;

- ensure, via inspection and moderation as necessary, that assessment/examination exercises and questions are of an appropriate level and that marking schemes and marking are similarly of an appropriate level, and are fair; for franchised programmes it is desirable that common assessment across the "home" and collaborative programme takes place wherever possible;

- advise the collaborating institution on resourcing issues for the programme;

- monitor staffing changes and additions to the programme team;

- attend at least one meeting of the Programme Committee each academic year and ensure that the Programme Committee is operating effectively and addressing issues that affect quality and standards;

- attend meetings of the Examination Board and where necessary advise upon procedures and moderate gradings; and invite the External Examiner to appropriate meetings of the Examination Board;

- provide and/or facilitate where possible and appropriate, staff development/training sessions for staff of the programme team;

- Ensure that students concerns are being discussed in the relevant fora.

The above are intended to ensure that the programme is delivered at an appropriate quality level and that graduating students do so to required standards.

Moderators will visit the collaborating institution as necessary to ensure that the programme progresses appropriately. Moderators will normally visit the collaborating institution twice during each academic session to a schedule negotiated with the collaborating institution. If this is not possible, the moderator should make arrangements

to interact with staff and students of the Partner Institution via alternative means, for example, video conference meetings.

Link Tutors

The role of Link Tutors is to be the main point of contact within the School for a particular collaborative partnership. This includes:

- Quality assurance role: including advising on the University's regulations and procedures and advising partners on programme modifications) [LINK 1 OR 2]

- Quality enhancement role: identify staff development needs at the partner institution, participate in or facilitate training events and share good practice with partners [LINK 1 OR 2]

- Advise partners on draft APRs prior to their submission to the University [LINK 1 OR 2]

- Meet students during visits to partner institution [LINK 1]

- Attend programme committee at partner institution or videoconference/skype (at least one p.a.) [LINK 1]

- Attend Exam Boards and undertake scrutiny of samples prior to the Board [LINK 1]

- Assist with staff and student induction (where necessary) [LINK 1]

- Agree academic calendar with partners [LINK 1 OR 2]

- The purpose of the Link Tutor is to be the main point of contact within the School for a particular collaborative partnership. [LINK 1]

- Report to the University Collaborative Provision Committee and relevant School Committees on partnership issues [LINK 1 OR 2]

- Monitor recruitment (with PO) and support recruitment activities at the partner, including transfers on-campus [LINK 1 OR 2]

- Assist with the admissions process and ensure that student qualifications comply with the entry requirements agreed at validation [LINK 1 OR 2]

- Monitor marketing and publicity materials, and provide marketing assistance where required (with PO/IO) [LINK 1 OR 2]

- Advise on and monitor student handbooks [LINK 1 OR 2]

- Peer observation of teaching (where necessary) [LINK 1]

- Approve new staff members at partner institutions (and interview, if deemed necessary) [LINK 1 OR 2]

- Review resources at the partner institution on an on-going basis and advise on and monitor any necessary improvements [LINK 1]

- Provide advice (in conjunction with colleagues in the relevant School) on draft assessments (coursework and examinations) prior to transmission to External Examiner(s) {LINK 1 OR 2]

- Provide assistance to partners on learning materials and Moodle [LINK 1 OR 2]

- Report to the University on the above following visits (at least two p.a. by Link Tutor One) [LINK 1 AND 2]

- The above are intended to ensure that the programme is delivered at an appropriate quality level and that graduating students do so to required standards.

Link Tutor 1 and 2 Roles and Responsibilities

Task	Link Tutor 1	Link Tutor 2	LT 1 or LT2
1. Overall action planning	x		
2. Agree Academic Calendar	x	x	
3. Quality	x		
4. Applications		x	
5. Induction	x		
6. Approve new staff		X	
7. Marketing		X	
8. Review Moodle		X	
9. Website review with PO		x	
10. Recruitment	X		
11. Handbooks	X		
12. Staff Development	x		
13. Checking assessments		x	
14. Exam board	x	x	
15. Turnitin reports	x		
16. Visits	x		x
• Peer observation	x		x
• Programme Committees	x		x
• Observing exams	x		x
• Meeting students	x		x
• Attending UFP committees		x	x
• Reports on visits	x		x
• Review resources	x		x
17. Respond to articulation reports	X		

[NB: The allocation of duties is indicative – these are decided at an initial meeting with the Deputy Dean TNE and reviewed on an on-going basis]

Checklist for Link Tutors and Moderators

This checklist is to assist Link Tutors and Moderators in carrying out their duties. The list is not exhaustive but is an attempt to focus key areas that affect collaborative programmes, quality assurance and student experience.

Programme:

Link Tutor/Moderator:

Action	Completed	Comments
Academic calendar agreed and includes all relevant information		
Programme Handbooks checked. Include accurate details of the University's procedures including Academic Appeals, Complaints and Unfair Practice		
Induction process in place and in line with university requirements		
Student Reps in place and attending Programme Committees		
Meeting(s) with students held		
Programme Committee minutes checked. Take place once per term and are in line with University guidance		
Student Feedback on Assessments. Timescales? What feedback form is being used?		
Draft assessments have been received and approved		
Annual Programme Review (APR) has been received for previous academic session		

Student Services have been checked and are in keeping with the University's requirements (see student services guidelines)		
Resources have been checked and are appropriate. Awareness of Cardiff Met resources?		
Publicity Materials checked and approved with PO		
Applications submitted and checked		
Registrations have been received prior to commencement of programme		
Ethics Process in place		
Moodle sites are populated		
Use of Moodle, Turnitin and other resources.		
Marketing/Recruitment support provided?		

Useful References

Student Handbooks, Induction – Guidance for the Provision of Information to Collaborative Partner Students and Prospective Students (Collaborative Provision Handbook, Section 8)

Programme Committees – Programme Committee Terms of Reference (Collaborative Provision Handbook, Section 9)

Student Services – Student Services Checklist (Academic Handbook, Vol 2, 09.8)

Resources – Resources Checklist (Academic Handbook, Vol 2, 09.3)

Publicity –Procedure for Preparing Advertising and Other Publicity (Academic Handbook, Vol 2, 09.2, Appendix 2)

LINK TUTOR REPORT

Link Tutors are required to make two written reports per year, one initial report and one interim report. These reports are normally submitted within 4 weeks of a visit to a Collaborating Institution and should reflect on, summarise and comment upon issues raised throughout the year and during the visits.

The report need not be restricted to the areas given below and suggestions for future action are particularly welcome. The reports should be specific when it comes to action points and progress toward meeting agreed targets and goals.

Please return reports to Academic Standards and Quality Unit, Llandaff Campus: asqu@cardiffmet.ac.uk.

---

1. Name of Link Tutor:	
2. Collaborating Institution:	
3. School of Management programmes delivered at Collaborating Institution (or validated programmes):	
4. Date of Visit:	
5. Signed:	Dated:

SECTION A

Please ensure you complete <u>all</u> sections. Comments may be made on the following page.

1.	Did you receive, at the appropriate time, all the necessary information on the programme?	Yes/No/Comment
2.	Did you (or a colleague) have the opportunity to check and comment on draft assessments?	Yes/No/Comment
3.	Were changes made according to your requirements?	Yes/No/Comment
4.	Did you have the opportunity to check and comment on the assessment criteria?	Yes/No/Comment
5.	Did you have the opportunity to check and comments on the marks awarded?	Yes/No/Comment
6.	Was the examining board conducted properly and in accordance with established procedures?	Yes/No/Comment
7.	Were the arrangements for your participation in the assessment process satisfactory?	Yes/No/Comment
8.	Were you satisfied with the monitoring of student progress?	Yes/No/Comment
9.	Did you attend a programme committee and if so, was it conducted in accordance with Cardiff Metropolitan University's normal requirements? (if your answer is no please confirm your last attendance/involvement in a programme committee)	Yes/No/Comment
10.	Have all issues relating to your previous reports been progressed/addressed?	Yes/No/Comment
11.	Had proper consideration been given to all recommendations made by the external examiner in the last sessions' reports?	Yes/No/Comment
12.	Were you satisfied with the interaction between Cardiff Metropolitan University and the Collaborating Institution?	Yes/No/Comment
13.	Have any modifications been made to the programme(s) and if so have the University's processes for approval been adhered to? (if yes please outline the modifications below)	Yes/No/Comment
14.	Have arrangements for the ethical approval of primary research been made satisfactorily?	Yes/No/Comment

15.	Are students enrolled in good time for the commencement of the intake?	Yes/No/Comment

COMMENTS:

1.	
2.	
3.	

SECTION B

Please comment on the following:

1.	How did the knowledge and skills (both general and subject specific) demonstrated by the candidates compare with those shown by students at Cardiff Metropolitan University? Please include reflection on module results achieved at the Partner compared with the same (or similar) modules delivered on-campus.
2.	What lessons may be drawn about the programme and the quality of teaching as indicated by student performance?
3.	In what ways, if any, should the programme be reviewed or revised?

SECTION C

1.	Please provide full details (on a separate sheet if necessary) of your opportunities to interact with staff and students at the Collaborating Institution. Students should be given the opportunity to meet privately with the Link Tutor, independently of staff of the Collaborating Institution.
2.	Were the views of students represented at the Programme Committee?
3.	Did you have an opportunity to undertake peer observation of teaching?
4.	Had there been any staff changes or additions to the programme team? (Please attach CVs). If there have been changes, what arrangements have been made for staff induction?
5.	Did you receive an opportunity to review and approve all student application forms (or a sample in the case of an Associate College) ?
6.	Please give details of any staff development which has taken place during the session including detailed information on the uptake of staff development activities at Cardiff Metropolitan University by the staff of the Collaborating Institution.
7.	Are there any examples of innovations in practice?
8.	Please provide details of any student related issues which you would like to draw to the attention of the Collaborative Provision Committee.

9.	Are you satisfied with the resources available to support the programme (staffing and library and learning resources?). Please give details of any specific areas of concern.
10.	Please provide details of future developments that you would like to draw to the attention of the Collaborative Provision Committee.
11.	Are you satisfied that Cardiff Metropolitan University's Regulations and Quality Assurance procedures are being applied in full by the institution?
12.	Please comment on any issues relating to programme management/administration that you would like to draw to the attention of the Collaborative Provision Committee.
13.	Are there any issues (general or specific) regarding the duties and functions of the Link Tutor which you would like to draw to the attention of the Collaborative Provision Committee?

SECTION D

1.	In the case of partners with more than one campus please provide full details of any campus visits (undertaken by you or a nominee) and details of any campus specific issues.

SECTION E

ACTION PLAN

Please provide an Action Plan in response to issues raised within this report and any outstanding issues from your previous report. Actions should be carried forward from one report to another until the issue has been resolved effectively.

Please identify who an action is for:

Collaborating Institution – CI
Link Tutor – LT
School - CSM
Partnership Office – PO
Academic Standards and Quality Unit – ASQU
School Management and Planning Team - SMPT

Area for Development	Action	Staff Responsible	Timescale

Thank you very much for your contribution to the maintenance and enhancement of quality and standards of the programme with which you are associated.

LINK TUTOR'S REPORT (INTERIM)

Link Tutors are required to make two written reports per year, one initial report and one interim report. These reports are normally made following a visit to a Collaborating Institution but should reflect on, summarise and comment upon issues raised throughout the year and during the visits.

The purpose of the interim report is to ensure that issues evident during the first visit are documented and fed into the quality assurance system in a timely fashion.

The report need not be restricted to the areas given below and suggestions for future action are particularly welcome. The reports should be specific when it comes to action points and progress toward meeting agreed targets and goals.

 Please return reports to Academic Standards and Quality Unit, Llandaff Campus: asqu@cardiffmet.ac.uk.

1. Name of Link Tutor:	
2. Collaborating Institution:	
3. School of Management programmes delivered at Collaborating Institution (or validated programmes):	
4. Date of Visit:	
5. Signed:	Dated:

SECTION A

Issues discussed with Programme Leader(s)/Collaborating Institution's Management.
(Should include discussion of External Examiner's/Link Tutor's Reports, Annual Programme Review and Action Plans.

Issue	Action Required

SECTION B

Issues discussed with the Programme Team.
(Should include details of any staff development exercises conducted and any peer observation or staff induction activities you have had involvement in).

Issue	Action Required

SECTION C

Issues discussed with students. (Students must be given the opportunity to meet privately with the Link Tutor).

Issue	Action Required

Did you attend a programme committee and if so, was it conducted in accordance with Cardiff Metropolitan University's normal requirements? (if your answer is no please confirm your last attendance/involvement in a programme committee)	**Yes / No**

SECTION D

Resources. Are you satisfied with the resources available to support the programme (staffing, physical, library and other learning resources)? If 'no', please give details of any areas of concern.

	Issue	**Action Required**

SECTION E

Student recruitment and admissions. Please give details of your involvement in marketing and publicity activities (including student induction). Are target numbers for recruitment being met? Are you satisfied with the arrangements for marketing and student induction? Are students enrolled in good time for the commencement of the intake?

	Issue	**Action Required**

SECTION F

Adherence to University quality requirements. Have you had an opportunity to comment on and approve programme handbooks, publicity materials and academic calendars?

Issue	Action Required

SECTION G

Any further comments. (Please include details of any innovations or best practice identified.

SECTION H

Additional Campuses. In the case of partners with more than one campus please provide full details of any campus visits (undertaken by you or a nominee) and details of any campus specific issues.

SECTION I

ACTION PLAN

Please provide an Action Plan in response to issues raised within this report and any outstanding issues from your previous report. Actions should be carried forward from one report to another until the issue has been resolved effectively.

Please identify who an action is for:

Collaborating Institution – CI
Link Tutor – LT
School - CSM
Partnership Office – PO
Academic Standards and Quality and Unit –ASQU
School Management and Planning Team – SMPT
Collaborative Provision Committee - CPC

Area for Development	Action	Staff Responsible	Timescale

Thank you very much for your contribution to the maintenance and enhancement of quality and standards of the programme with which you are associated.

<u>MODERATOR REPORT</u>

Each moderator is required to make a written report following a visit to a Collaborating Institution. The report need not be restricted to the areas given below and suggestions for future action are particularly welcome.

Please return reports to Academic Standards and Quality Unit, Llandaff Campus: <u>asqu@cardiffmet.ac.uk</u>.. Payment will be authorised once the report has been received.

1. Name of Moderator:	
2. School:	
3. Title of Programme:	
4. Collaborating Institution:	
5. Date of Visit:	
6. Signed:	Dated:

<u>SECTION A</u>

Please ensure you complete all sections. Comments may be made on the following page.

1.	Are common examination/assessment procedures in place?	Yes/No/Comment

If common examination/assessment procedures are not in place:

2.	Did you receive, at the appropriate time, all the necessary information on the programme?	Yes/No/Comment
3.	Did you have the opportunity to check and comment on assessments?	Yes/No/Comment
4.	Were changes made according to your requirements?	Yes/No/Comment
5.	Did you have the opportunity to check and comment on the assessment criteria?	Yes/No/Comment
6.	Did you have the opportunity to check and comments on the marks awarded?	Yes/No/Comment
7.	Was the Examination Board conducted properly and in accordance with established procedures?	Yes/No/Comment
8.	Were the arrangements for your participation in the assessment process satisfactory?	Yes/No/Comment
9.	Were you satisfied with the monitoring of student progress?	Yes/No/Comment
10.	Did you attend a programme committee and if so, was it conducted in accordance with the Cardiff Metropolitan University's normal requirements? (if your answer is no please confirm your last attendance/involvement in a programme committee)	Yes/No/Comment
11.	Have all issues relating to your previous reports been progressed/addressed?	Yes/No/Comment
12.	Had proper consideration been given to all recommendations made by the external examiner and moderator in the last sessions' reports?	Yes/No/Comment
13.	Were you satisfied with the interaction between Cardiff Metropolitan University and the Collaborating Institutions?	Yes/No/Comment
14.	Have any modifications been made to the programme and if so have the University's processes for approval been adhered to? (if yes please outline the modifications below)	Yes/No/Comment

15.	Have arrangements for the ethical approval of primary research been made satisfactorily?	Yes/No/Comment
16.	Are students enrolled in good time for the commencement of the intake?	Yes/No/Comment

COMMENTS:

1.	
2.	
3.	

SECTION B

Please comment on the following:

1.	How did the knowledge and skills (both general and subject specific) demonstrated by the candidates compare with those shown by students at Cardiff Metropolitan University?
2.	What lessons may be drawn about the programme and the quality of teaching as indicated by student performance?
3.	In what ways, if any, should the programme be reviewed or revised?

SECTION C

1.	Please provide full details (on a separate sheet if necessary) of your opportunities to interact with staff and students at the Collaborating Institution. Students should be given the opportunity to meet privately with the moderator, independently of staff of the Collaborating Institution.
2.	Were the views of students represented at the Programme Committee?
3.	Had there been any staff changes or additions to the programme team? (Please attach CVs).
4.	Did you receive an opportunity to review a sample of student application forms?
5.	Please give details of any staff development which has taken place during the session including detailed information on the uptake of staff development activities at Cardiff Metropolitan University by the staff of the Collaborating Institution.
6.	Are there any examples of innovations in practice?

7.	Please provide details of any student related issues which you would like to draw to the attention of the Collaborative Provision Committee.	
8.	Are you satisfied with the resources available to support the programme (staffing and library and learning resources?). Please give details of any specific areas of concern.	
9.	Please provide details of future developments that you would like to draw to the attention of the Collaborative Provision Committee.	
10.	Are you satisfied that Cardiff Metropolitan University's Regulations and Quality Assurance procedures are being applied in full by the institution?	
11.	Please comment on any issues relating to programme management/administration that you would like to draw to the attention of the Collaborative Provision Committee.	
12.	Are there any issues (general or specific) regarding the duties and functions of the moderator which you would like to draw to the attention of the Collaborative Provision Committee?	

SECTION D

ACTION PLAN

Please provide an Action Plan in response to issues raised within this report and any outstanding issues from your previous report. Actions should be carried forward from one report to another until the issue has been resolved effectively.

Please identify who an action is for:

Collaborating Institution – CI
Moderator – MOD
School – CSHS/CSE/CSS/CSAD
Partnership Office – PO
Academic Standards and Quality Unit – ASQU
School Management and Planning Team - SMPT

Area for Development	Action	Staff Responsible	Timescale

MODERATOR INTERIM REPORT   **APPENDIX 7**

Each moderator is required to make a written report following a mid-term visit to a Collaborating Institution. The report need not be restricted to the areas given below and suggestions for future action are particularly welcome.

Please return reports to Academic Standards and Quality Unit, Llandaff Campus: asqu@cardiffmet.ac.uk. Payment will be authorised once the report has been received.

1. Name of Moderator:	
2. School:	
3. Title of Programme:	
4. Collaborating Institution:	
5. Date of Visit:	
6. Signed:	Dated:

SECTION A
Issues discussed with Programme Leader(s)/Collaborating Institution's Management.
(Should include discussion of External Examiner's/Moderator's Reports, Academic Programme Review Reports and Action Plans).

	Issue	Action Required

SECTION B

Issues discussed with the Programme Team.
(Should include details of any staff development exercises conducted and any participation in staff development activities offered at Cardiff Metropolitan University).

	Issue	Action Required

SECTION C

Issues discussed with students. (Students must be given the opportunity to meet privately with the Moderator).

	Issue	Action Required

Did you attend a programme committee and if so, was it conducted in accordance with Cardiff Metropolitan University's normal requirements? (Please forward a copy of the Programme Committee minutes to Academic Standards and Quality Unit, asqu@cardiffmet.ac.uk .	**Yes / No / Not applicable this visit**

SECTION D

Resources. Are you satisfied with the resources available to support the programme (staffing, physical, library and other learning resources)? If 'no', please give details of any areas of concern.

	Issue	Action Required

SECTION E

Adherence to University quality requirements. Have you had an opportunity to comment on and approve programme handbooks, publicity materials and academic calendars?

	Issue	Action Required

SECTION F

Any further comments. **(Please include details of any innovations or best practice identified.**

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SECTION G

Action Plan

Please provide an Action Plan in response to issues raised within this report and any outstanding issues from your previous report. Actions should be carried forward from one report to another until the issue has been resolved effectively.

Please identify who an action is for:

Collaborating Institution – CI
Moderator – MOD
School – CSHS/CSE/CSS/CSAD
Partnership Office – PO
Academic Standards and Quality Unit – ASQU
School Management and Planning Team - SMPT

Area for Development	Action	Staff Responsible	Timescale

RESPONSE TO MODERATOR/LINK TUTOR REPORT　　　　　　　　**APPENDIX 8**

Copy to be sent to Academic Standards and Quality Unit, Llandaff Campus:
asqu@cardiffmet.ac.uk.

Name of Moderator/Link Tutor:　　　　　Programme Title**:**

Collaborating Institution:

Date of Visit:　　　　　　　　Cardiff Metropolitan University Link School**:**

Report Section	Areas for Development	Response/Action Taken	Timescale for Completion	Staff Responsible
A				
B				
C				
D				
E				
F				
G				
H				
I				

Cardiff Metropolitan University MODERATOR EXPENSES CLAIM FORM   2014/15   02.07.15
(Please read notes carefully before completing form)

NAME		Signature of Claimant	
		Date	
PAYROLL NUMBER		Authorising Signature	
ADDRESS		Date	

☐ Please tick box if new address.

NOTES

1. Only fully completed and properly authorised forms will be processed.

2. All expenses claimed must be supported by receipts.

3. In authorising a claim the authoriser is stating that he/she is satisfied that the claim is reasonable and justified.

4. A separate form should be used for each claim.

7. Payment will be made by the Payroll Office.

Payment will be at a rate of £210 *per working day*, up to a maximum of £630, for attending an Examining Board or mid-term visit to a partner.

DETAILS OF MODERATOR ACTIVITY

EXPENSES CLAIMED		£ p	ACCOUNT							ACTIVITY / CODE					
FEES															
BASIC FEE		-	E	P	2	0	1								
MILEAGE	☐ miles @ 45 p =	-													
TRAVEL		-													
OTHER		-													
(please specify)		-													
		-													
TOTAL CLAIMED		-													

PLEASE RETURN THE COMPLETED FORM TO THE ACADEMIC QUALITY AND STANDARDS UNIT, LLANDAFF CAMPUS FOR AUTHORISATION

Cardiff Metropolitan University   **APPENDIX 10**

Admissions Process for International Collaborative Provision Partners & UK Based Private Providers 2015/16

1. It is important to ensure that the admissions processes for entry onto collaborative provision programmes are consistent with the standards applied for on-campus entry; that they are fair, clear, and explicit; and that Cardiff Metropolitan University has a role in the approval of qualifications for admission.

2. In the matter of admissions, Cardiff Metropolitan University follows the guidance available from the Supporting Professionalism in Admissions Programme (which can be accessed at: www.spa.ac.uk) and this is reflected in the admissions processes for collaborative partners. In particular, the University follows the 5 principles of fair admissions contained in the 2004 Schwartz report, namely:

    I.   A fair admissions system should be transparent.
    II.   A fair admissions system should enable institutions to select students who are able to complete the course as judged by their achievements and their potential.
    III. A fair admissions system should strive to use assessment methods that are reliable and valid.
    IV.   A fair admissions system should seek to minimise barriers for applicants.
    V.   A fair admissions system should be professional in every respect and underpinned by appropriate institutional structures and processes.

3. In addition to the above, in all admissions matters Cardiff Metropolitan follows the indicators contained in Chapter B2 of the UK Quality Code for Higher Education (2011) which can be accessed at:

    http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b

4. Each partner institution will be provided with an individual admissions process which reflects the above points. The admissions requirements will normally be agreed at validation and details will be included in the programme definitive document. The admissions requirements will be clearly stated and be subject to regular review by the Partnership Office, programme Link Tutors and/or Moderators as applicable. Such processes will include academic entry requirements, English language requirements and details of how the admissions process itself will be conducted. Programme Link Tutors/Moderators and the other University staff will monitor and review the admission processes during visits to partner institutions.

5. The two admission models are:

    i.   where Cardiff Metropolitan University issues offer letters to students
    ii.   entry to programmes at an Associate College**

6. The partner institution will be primarily responsible for conducting the admissions process, i.e. arranging for applicants to complete application forms, checking that applicants meet the requisite entry criteria, holding proof of qualifications and then providing this information to Cardiff Metropolitan University so that a final decision can

be made. Cardiff Metropolitan University retains oversight of the process, and in the case of Model One, issues offer letters to students.

7. The partner must inform prospective students at the earliest opportunity of any significant changes to a programme prior to registration, in line with Chapter B2 of the UK Quality Code for Higher Education (2011) and current UK legislation. Failure to do so can result in a sanction against Cardiff Met under UK law.

8. Entry requirements must be met in advance of entry onto the programme.

9. Any Recognition of Prior Learning (RPL) should be submitted by the Partner institution to the Partnership Office for consideration at application stage and an RPL form should be completed at the same time as the Cardiff Metropolitan University enrolment form. This can be accessed at:

   http://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_02_09.doc

10. Full records must be kept by partners, **including details of any students not accepted onto the programme.**

11. Application forms available from Cardiff Metropolitan University can be amended following agreement with Cardiff Metropolitan University.

12. All application forms, and all evidence and information submitted to Cardiff Met must either be in original English or Welsh, or translated into English or Welsh with the details of the translator being included on the translation. Applications will be rejected should they require translation into English or Welsh when submitted to Cardiff Met.

13. The University Admissions Policy includes details of the complaints procedures for students: who are not admitted to the programme of study; who have complaints regarding the application process; or who wish to appeal against an admissions decision. The University Admissions Policy can be accessed at:

   http://www.cardiffmet.ac.uk/study/adviceforapplicants/Pages/Admissions-Policy.aspx

The Admissions Models

Admissions Model One

For admission to collaborative provision programmes other than at an Associate College:

- Applicant completes an application form and submits this to the partner institution along with supporting evidence;
- The partner institution checks that the applicant meets the academic entry criteria as stated in the programme validation document, including the English language requirements;
- If the applicant meets the entry and English requirements, the partner institution may issue a conditional offer to the student dependent on approval by Cardiff Metropolitan University;

- The partner institution will then send the application to Cardiff Metropolitan University's Partnership Office, including applications for RPL;
- Cardiff Metropolitan University's Partnership Office and relevant academic staff will review the received applications. As appropriate, offer letters will be issued by Cardiff Metropolitan University to the students via the partner institution.
- In cases where the student has not met the entry requirements, Cardiff Metropolitan University may request further information, such as a new English test or further proof of academic qualifications. In cases of receiving an application and/or supporting evidence in any language other than English or Welsh, the application will be rejected by Cardiff Met until such a time as it is translated and re-submitted.
- Where an offer letter is issued the student will then communicate to the partner institution their intentions regarding the offer and then, if accepting, provide their enrolment details to the partner institution;
- The partner institution will send all enrolment details to Cardiff Metropolitan University's Partnership Office via the on-line applications system for processing.

Applications should include, as a minimum, the following information; however, additional information may be requested where relevant:

- A completed Cardiff Met application form
- Proof of English Language proficiency at CEFR B2 level or equivalent* (please see below for further guidance on what is accepted)
- Evidence of previously completed academic qualifications
- 1x educational or employer reference. The employer reference letter may also include employment status/statement of service if applicable (please note 2x employer references are required for offers based only on work experience)
- Copies of any professional qualifications (if relevant to the application)
- Clear copy of passport information page or other official national ID document
- RPL form if the applicant is claiming credits, including the documentary evidence of the prior learning including transcripts and mapping

Admissions Model Two**

Entry to programmes at an Associate College:

- The partner institution conducts its own admission process ensuring that the qualifications agreed with Cardiff Metropolitan University as being suitable for entry to an Associate College have been achieved by each candidate.
- The partner institution confirms in writing that agreed entry requirements have been met.
- Where necessary students complete Cardiff Metropolitan University enrolment forms and the partner institution submits them to the University along with an enrolment spread sheet. This should include details of the entry qualifications and RPL forms for non-standard entrants. These must arrive in Cardiff Metropolitan University before any individually agreed application cut-off points.
- Link Tutors/Moderators will audit a sample of applications during mid-term.

English Language Requirements

Accepted English Language attainment and evidence of that attainment acceptable to Cardiff Met is:

- IELTS certificate (showing level 6) or equivalent, with no sub score below 5.5
- Cambridge certificate
- Pearson certificate
- City & Guilds certificate
- Trinity College certificate
- Oxford English certificate
- GETS (Cardiff Metropolitan test)
- TOEFL (if verified via ETS)

Cardiff Metropolitan University **APPENDIX 10**

Admissions Process for Wales-based Collaborative Partners

1. It is important to ensure that the admissions processes for entry onto collaborative provision programmes are consistent with the standards applied for on-campus entry; that they are fair, clear, and explicit; and that Cardiff Metropolitan University has a role in the approval of qualifications for admission.

2. In the matter of admissions, Cardiff Metropolitan University follows the guidance available from the Supporting Professionalism in Admissions Programme (which can be accessed at: www.spa.ac.uk) and this is reflected in the admissions processes for collaborative partners. In particular, the University follows the 5 principles of fair admissions contained in the 2004 Schwartz report, namely:

   i. A fair admissions system should be transparent.
   ii. A fair admissions system should enable institutions to select students who are able to complete the course as judged by their achievements and their potential.
   iii. A fair admissions system should strive to use assessment methods that are reliable and valid.
   iv. A fair admissions system should seek to minimise barriers for applicants.
   v. A fair admissions system should be professional in every respect and underpinned by appropriate institutional structures and processes.

3. In addition to the above, Cardiff Metropolitan in all admissions matters follows the code of practise contained within Chapter B2 of the UK Quality Code for Higher Education (2011) which can be accessed at:

   http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b

4. Each Wales based partner institution will be provided with an individual admissions process which reflects the above points. The admissions requirements will be clearly stated and be subject to regular review by the Partnership Office, programme Link Tutors and/or Moderators as applicable. Such processes will include academic entry requirements, English language requirements and details of how the admissions process itself will be conducted. The admissions processes will conform to certain minimum criteria as detailed below.

5. For UCAS applicants**:

   • Students will apply via UCAS;
   • The partner institution will check that applicants meet the requisite entry criteria and hold proof of qualifications and arrange any necessary interviews;
   • The partner institution will inform Cardiff Metropolitan University of the decision for each candidate – via the UCAS web site;
   • The partner institution will follow up any pending results before the student starts at the college;
   • Cardiff Metropolitan University will issue offer letters via the UCAS system once decisions have been made by the partner institution;

- Accepted student enrolment details will be sent to Cardiff Metropolitan University;
- The partner institution will send all enrolment details to Cardiff Metropolitan University's Partnership Office for processing. These should be submitted at the same time as the enrolment information. Any RPL forms should be included where relevant;
- The Moderator and/or Partnership Office will review a sample of applications during each visit to the partner institution.

6. Under<u>For Non-UCAS applicants:</u>

- The partner institution undertakes its own application and admission process ensuring that students complete a Cardiff Metropolitan University application form and that the entry requirements agreed at validation are met in each case. The partner institution will arrange any necessary interviews with students ;
- The partner institution will follow up any pending results before the student starts at the college;
- The partner institution will send all enrolment details to Cardiff Metropolitan University's Partnership Office for processing, together with details of the entry qualifications for each student. These will include certified copies of certificates which have been stamped by the partner institution to confirm that a staff member has verified the original. These should be submitted at the same time as the enrolment information. Any RPL forms should be included where relevant;
- A proforma should confirm that the agreed entry requirements have been met for all standard and non-standard applications.
- The Moderator and/or Partnership Office will review a sample of applications during each visit to the partner institution.

7. The partner institution will inform prospective students at the earliest opportunity of any significant changes to a programme prior to registration in line with Chapter B2 of the UK Quality Code for Higher Education (2011) and in line with UK consumer protection legislation.

8. Entry requirements must be met in advance of entry onto the programme.

9. Any Recognised Prior Learning (RPL) should be submitted by the Partner institution to the Partnership Office for consideration at application stage and an RPL form should be completed at the same time as the Cardiff Metropolitan University enrolment form. This can be accessed at:

http://www.cardiffmet.ac.uk/registry/academichandbook/Documents/AH1_02_09.doc

10. Full records must be kept by partners, including details of any students not accepted onto the programme.

11. Application forms available from Cardiff Metropolitan University can be amended following agreement with Cardiff Metropolitan University.

12. The University Admissions Policy includes details of the complaints procedures for students: who are not admitted to the programme of study; who have complaints regarding the application process; or who wish to appeal against an admissions decision. The University Admissions Policy can be accessed at:

http://www.cardiffmet.ac.uk/study/adviceforapplicants/Pages/Admissions-Policy.aspx

<u>Proforma</u>

Institution Name:

Programme of Entry:

Student Name(s):

Student Qualifications:

Intake Date:

I hereby confirm that this applicant has satisfied the agreed entry criteria for admission to the above programme.

Signed:

Programme Director

Copies of certificates for above qualifications should be attached to this form.

SCHOOL OF

PROGRAMME TITLE

TYPE OF EXAMINATION BOARD

DATE & TIME OF MEETING

VENUE & CAMPUS

AGENDA

1   MEMBERS PRESENT (See Eligible Members List)

2   APOLOGIES

3   DECLARATION OF INTEREST

4   MINUTES/NOTES OF PREVIOUS MEETINGS

5   MATTERS ARISING

6   ASSESSMENT REGULATIONS

7   CHAIR'S STATEMENT (Academic Handbook Vol 1, 04.1, para 9.5)

"Subject only to circumstances following a successful appeal against a decision of an Examination Board, no person or Board may alter the academic decision (or the recommendation which formalises the academic decision) of a properly constituted Examination Board."

8   PRESENTATION OF RESULTS (See attached lists)
To include consideration of exceptional/mitigating circumstances.

9   CONFIRMATION OF PRIZES

10   EXTERNAL EXAMINER REPORTS

11   ANY OTHER BUSINESS

12   DATE OF NEXT MEETING

13   NOTIFICATION OF RESULTS (To include re-examination fee process if necessary)

14   SIGNING OF AWARD DOCUMENTATION

EXAMINATION BOARD NOTES [CONFIDENTIAL DOCUMENT]

NAME OF SCHOOL/COLLABORATIVE PARTNER INSTITUTION	
TYPE OF EXAMINATION BOARD	**Final**
PROGRAMME DIRECTOR	
RECORDER	
DATE OF EXAMINATION BOARD	

Academic Registry Office Use	*Date received*	*Other details*

CONFIDENTIAL

STATUS OF MINUTES: *If unsigned - <u>Draft</u>*

If signed by PD only (1 signature) - <u>Unconfirmed</u>
If signed by PD & Chair (2 signatures) - <u>Confirmed</u>

SCHOOL OF:

PROGRAMME TITLE:

TYPE OF EXAMINATION BOARD: **Final**

DATE & TIME OF MEETING:

VENUE & CAMPUS:

REGISTRY NOTES

1/12/1	**Members Present:**	**see Appendix 1**	
	Chairperson:		
	External Examiners:		
	Programme Director:		
	Recorder:		
2/12/1	**Apologies:**		
3/12/1	**Declaration of Interest:**		
4/12/1	**Minutes of meeting held on** **were confirmed as an accurate account**		
5/12/1	**Matters Arising:**	**None**	
6/12/1	**Assessment Regulations:** The Chair stated that there had been no changes to Assessment Regulations, and that all students were being assessed in accordance with Cardiff Metropolitan University Assessment Regulations pertaining to Undergraduate qualifications.		
7/12/1	**CHAIR'S STATEMENT (Academic Handbook Vol 1, 04.1, para 9.5)**		

	"Subject only to circumstances following a successful appeal against a decision of an Examination Board, no person or Board may alter the academic decision (or the recommendation which formalises the academic decision) of a properly constituted Examination Board."			
8/12/1	**Presentation of Results - Exceptional Circumstances & Retrievals**			
9/12/1	**Confirmation of Prizes**			
10/12/1	**External Examiners Reports**			
11/12/1	**Any Other Business:**			
12/12/1	**Date and Time of Next Meeting:**			
13/12/1	**Notification of Results**			
14/12/1	**Signing of Award Documentation (If applicable)**			

Signature:………………………………………………… **Programme Director**

Date: ……………………………………………………….

Signature: ………………………………………………….. **Chair of Examination Board**

Date: …………………………………………………………..

EXAMINATION BOARD PROCESS   **APPENDIX 11**

Introduction and Purpose
This document has been produced in order to give the reader an understanding of the Cardiff Metropolitan University Assessment and Examining Board process leading to eventual Graduation and how this should operate for "Partner" institutions. The document will provide information regarding the deadlines and requirements that will need to be met in order for the Assessment and Examination Board process to operate successfully.

The "Responsible Officer" at Cardiff Metropolitan University
This will be the Cardiff Metropolitan University contact person for any particular Partner Institution. In most cases the Responsible Officer will be a member of the Cardiff Metropolitan University Partnership Office. This Officer will work closely with the "Designated Officer" at the partner Institution. Both these terms will be used throughout this document.

The "Designated Officer" at the Partner Institution
The Designated Officer will be the contact person at the Partner Institution. This Officer will work closely with the Responsible Officer at Cardiff Metropolitan University. Both these terms will be used throughout this document.

Academic Registry
The Assessment, Examination Board and Graduation processes come under the overall responsibility of the Cardiff Metropolitan University Academic Registry which will work closely with the Partnership Office in all matters relating to Partner Institutions.

Academic Handbook
All Cardiff Metropolitan University regulations and procedures are contained in this document which is available to view on-line via this link: Academic Handbook

The Academic Handbook should be referred to in conjunction with this document and takes precedence where there is any conflict regarding the compliance with regulations. Further links are also provided for specific regulatory subject areas.

Examination boards
Examination boards are part of the quality assurance process that applies to all university degrees in the UK. Interim Examination boards will consider students who are hoping to move from one year/level to the next. Award Boards are Examination boards which consider final year students and will determine the entitlement of the students to receive awards and the classification of those awards.

Examination Board Dates
All Examination Board dates and venues must be agreed at the start of the academic year. The Responsible Officer in Cardiff Metropolitan University will contact all the relevant partners, Link Tutors/Moderators and External Examiners involved in the process and together with the Cardiff Metropolitan University Academic Registry agree the dates as appropriate. Examination Board timetables are produced by Academic Registry.

Eligibility to Chair a Board
Please note that a Board can only be chaired by an "Eligible Chair" Eligible Chairs Register , which will be a trained senior academic member of Cardiff Metropolitan University staff. Boards will be administered by Cardiff Metropolitan University. Examination boards require at

least 50% of the internal examiners from the programme to be present in order for the board to be quorate.

Examination Board Agenda
An Examination Board Agenda for each programme will be circulated to the relevant members of the Examination Board by the Responsible Officer at Cardiff Metropolitan University to the Responsible Officer at the partner institution 4 weeks before the scheduled Examination Board.

Module Mark Sheets
The Responsible Officer at Cardiff Metropolitan University
will send the relevant module mark sheets for each student to the Designated Officer for completion and return at least 10 working days prior to the exam board.. The Designated Administrator with enter the marks on module mark sheets and return to the Responsible Officer at Cardiff Metropolitan University for input into the student system.

Candidature
All students studying on a University programme are subject to maximum candidature time limits as dictated by the relevant University regulations. For standard undergraduate and postgraduate programmes the maximum candidature time limits are:

Programme	Mode	Maximum Candidature
Undergraduate Bachelor Degree (360 credits at CQFW 4,5,6)	Full Time	5 years
Undergraduate Bachelor Degree (360 credits at CQFW 4,5,6)	Part Time	10 years
Undergraduate Bachelor Degree – Direct Entry into year 3 (120 credits at CQFW 6)	Full Time	3 years
Undergraduate Bachelor Degree – Direct Entry into year 3 (120 credits at CQFW 6)	Part Time	6 years
Masters Degree – (180 credits at CQFW 7)	Full Time	2 years
Masters Degree – (180 credits at CQFW 7)	Part Time	5 years
Masters Degree – Dissertation only (60 credits at CQFW 7)	Full Time	12 months

For information on all candidature limits please refer to the Academic Regulations .

In the event of a student failing to complete within the required time due to circumstances beyond their control, an application to extend their candidature can be made. A Special Cases Request Form (which can be obtained via this link, will need to be completed and forwarded to the Academic Registry in order to be presented to Cardiff Metropolitan University's Regulations and Special Cases Committee. In Collaborative Partner Institutions, the form must be signed by the relevant Programme Director.

Mitigating Circumstances
These are exceptional circumstances beyond a student's control which the students feel have adversely affected their studies and which they wish to be taken into account by an

Examination Board in considering their performance. Further information is available here Mitigating Circumstances

Making a Claim using the on-line Mitigating Circumstances Form
A Mitigating Circumstances form is available on-line and should be completed by the student and submitted with supporting evidence to the Partner Institution prior to the examination affected. The on-line form is available here: Mitigating Circumstances Application Form .

How to deal with a claim for Mitigating Circumstances
All applications for Mitigating Circumstances must be considered by a Mitigating Circumstances Committee at the Partner Institution (unless these are presented to the school committee by prior agreement) (consisting of between 3 and 6 members of the Examination Board) **before** the Board. No applications for Mitigating Circumstances should be considered by an Examination Board unless they have been through a Mitigating Circumstances Committee.

Unfair Practice
There are rules and procedures which must be followed in all cases of suspected Unfair Practice. These can be found in the Academic Handbook. Further information is available at this link: Unfair Practice . Please particularly note the reporting procedure which requires such suspected cases in **non-examination conditions** to be reported to the Chair of the Examination Board in the first instance.

The Submission of Marks
- **Deadlines -** All marks should be sent either electronically or by post to the Responsible Officer at Cardiff Metropolitan University no later than **10 working days** before the date of the Examination boards. Receipt of marks later than this may jeopardise the running of the Examination Board.

- **Listing Students -** At all times student numbers must be used to avoid any errors involving students with similar names.

V4Web- Boards must be run with the use of V4Web student profiles. Spreadsheets cannot be used. Marks will be entered onto V4Web by the Responsible Officer at Cardiff Metropolitan University and once all marks have been entered and student profiles are complete, an exam board report will be run for audit and checking by Cardiff Metropolitan University by **2 working days** (Monday – Friday) prior to the Examination Board. NB Any late submission of marks will result in a delay in receipt of the exam board reports.

Liaison with the Designated Officer - Following the completion of marks input, the exam board report listing all students and their marks will be sent for checking to the Designated Officer of the Partner Institution by the Responsible Officer at Cardiff Metropolitan University 2 working days (Monday – Friday) prior to the Board. Any errors or omissions must be dealt with at this stage and not at the Examination Board itself.

Samples of Student Work - These must be available for both the Link Tutors/Moderators and External Examiners to view prior to the Examination Board. The deadline and timing of when work will be required for each institution will be confirmed by the Responsible Officer at Cardiff Metropolitan University in conjunction with the Designated Officer at the partner institution but will normally be 10 days in advance of the exam board if being sent to Cardiff, unless a visit is taking place for the board.

- **Completion of Award Documentation -** For Final Award students there is a requirement for a Notification of Results Form (NORF) to be completed by the Chair, the relevant Programme Director and External Examiner and is provided from V4Web.

Notification of Results

Progression Exam Boards - These boards will consider students who are not in their final year of study but who are hoping to progress from one year/level to the next. These students will be informed of their results by letter via the Partner Institution. The responsible Officer at Cardiff Metropolitan University will drive this process in consultation with the Designated Officer at the relevant Partner Institution.

- **Final Year Award Boards -** These Boards consider students who are in their final year of study. Students who are successful and have been given an award will be informed of their result in writing by the Academic Registry. Students who are unsuccessful will be informed of their results via the Partner Institution.

- **Graduation Ceremonies -** Students who have been considered by an Examination Board and are in receipt of an award will be invited to a Graduation Ceremony by Academic Registry. This information is distributed via email and posters. Further information is available here: Graduation

- **Certificates -** Certificates for all awards are provided by the Academic Registry within 12 weeks of an exam board.

- **Transcripts -** Student Transcripts are different from Certificates. Transcripts are the official record of all modules studied by a student at every year/level of study and will list all marks that a student has achieved in those modules. Transcripts are produced by the Academic Registry within 12 weeks of an exam board. Further information is available here: Transcripts and Certificates .

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EXAMPLE AGENDA FOR A PROGRAMME COMMITTEE MEETING

Name of Collaborating Institution:

Programme Title:

Date:

Present:

1. Apologies for Absence:

2. Minutes of Previous Meeting

  Accuracy:
  Matters Arising:

3. External Examiner Report(s)

4. Response to External Examiner Report(s)

5. Module Evaluations

6. Programme Evaluations

7. Evaluation of Academic Programme

8. Modifications to Programmes

9. Issues Raised by Students

10. Issues Raised by Academic Staff

11. Any Other Business

12. Date of Next Meeting

Cardiff Metropolitan University

Programme/Module Evaluation

To ensure that the University maintains a high quality student experience it is essential that all students have an opportunity throughout their study to reflect upon and evaluate their experience.

The University has a range of formal and informal mechanisms for collecting student feedback including programme committees, staff/student liaison committees and student involvement in curriculum approval; this policy is concerned with student evaluation of modules. The term module throughout this policy is taken to apply to course units, where the term module is not used.

Key Principles

- The primary purpose of student module evaluation is to assure the quality of learning, teaching and assessment and to enhance the student experience.

- Student module evaluation must be conducted within strict ethical guidelines.

- The methods used should not disadvantage any student from participating.

- Feedback gathered from students must be responded to on a timescale appropriate to student needs.

- Actions taken in response to feedback from students must be communicated within an agreed timescale to students.

Policy

The main purpose of student module evaluation is to enhance the student learning experience in order to make continuous improvements to levels of student satisfaction and student success as measured through retention, progression and achievement. It seeks feedback for programme directors and module leaders and does not seek student opinion on the wider student experience.

Although it is recognised that partners may have their own methods for student module evaluation in place (which will be assessed as part of the validation process), the expectation is that the core areas covered below will be included in any evaluation form. The template evaluation form is provided to partners for information, and partners may choose to adopt the form.

Student module evaluation involves structured and formal mechanisms for measuring student satisfaction with their experience, which are used to inform quality enhancement at module, course and University level. Schools are encouraged to develop their own methods for collecting student evaluation subject to the Key Principles and the following requirements:

- Partners must have in place robust and effective arrangements for the evaluation of all modules each time they are run.

- Partners must have a clear policy statement on module evaluation, to be made available to students, which includes policy on reporting of module evaluation results and acting upon and communicating them, and a response to students who completed the evaluation.

- Modules must be formally evaluated using an anonymous questionnaire normally administered towards the end of the module. Schools are responsible for the effective arrangements for administration of the questionnaire.

- A Partner set of module evaluation questions should form the core of the questionnaire. This set should cover teaching, assessment and feedback, academic support, organisation and management, learning resources and personal development. Module leaders/programme directors may decide to add to the standard School set.

- Partners ensure that students are provided with timely information about the outcomes of module evaluation on an on-going basis.

- Schools ensure that module evaluation outcomes are discussed at programme committees with student representatives.

- Student Module Evaluation results feed into the Annual Programme Review (APR) process.

The Learning & Teaching Development Unit can provide guidance on effective ways of managing and responding to student feedback and module evaluations.

Module Evaluation Form

The purpose of this student evaluation is to enable staff to monitor and revise the effectiveness of the programme, programme component or module that they teach. Please think carefully about your responses and wherever appropriate, provide additional information to enable tutors to improve programme provision. Please circle the appropriate number to indicate your response. If you wish, you may also add a brief comment underneath each of the questions. On completion, please return this evaluation form to your Programme/Module Leader.

You name (optional):	Today's date:
Programme Title:	Year of study:
Aspect of the programme/name of module being evaluated:	
Name of Programme/Module Leader (as appropriate):	

With the exception of Q. 12, please use the following grade descriptions when responding to questions: 1=Very Good, 2=Good, 3=Satisfactory, 4=Unsatisfactory

1. Please rate the standard of teaching on the programme/module in enabling you to attain the learning outcomes.

VG	G	S	US
1	2	3	4

2. To what extent was the programme/module appropriately structured?

VG	G	S	US
1	2	3	4

3. Please comment on the relevance of the subject matter in furthering your professional development.

VG	G	S	US
1	2	3	4

4. How effective were the assessment methods employed in identifying your strengths and areas for future development?

VG	G	S	US
1	2	3	4

5. How effectively were the learning outcomes and assessment model communicated to you?

111

VG	G	S	US
1	2	3	4

6. How effective was the programme/module in allowing you to develop at your own level of ability?

VG	G	S	US
1	2	3	4

7. How effective was the programme/module in raising your overall professional development?

VG	G	S	US
1	2	3	4

8. Please rate the quality of programme/module materials.

VG	G	S	US
1	2	3	4

9. With reference to the programme/module please rate the quality of:
i)   the accommodation:

VG	G	S	US
1	2	3	4

ii)   the ICT facilities:

VG	G	S	US
1	2	3	4

iii) the library resources.

VG	G	S	US
1	2	3	4

10. In relation to this programme/module, how effective did you find Moodle as a learning resource?

VG	G	S	US

1	2	3	4

11. How effective was Moodle in helping you to achieve the learning outcomes?

VG	G	S	US
1	2	3	4

12. How frequently did you access Moodle during the programme/module?
    (F = frequently; FF = fairly frequently; O = occasionally; N = never)

F	FF	O	N
1	2	3	4

13. Please rate the overall success of the programme/module.

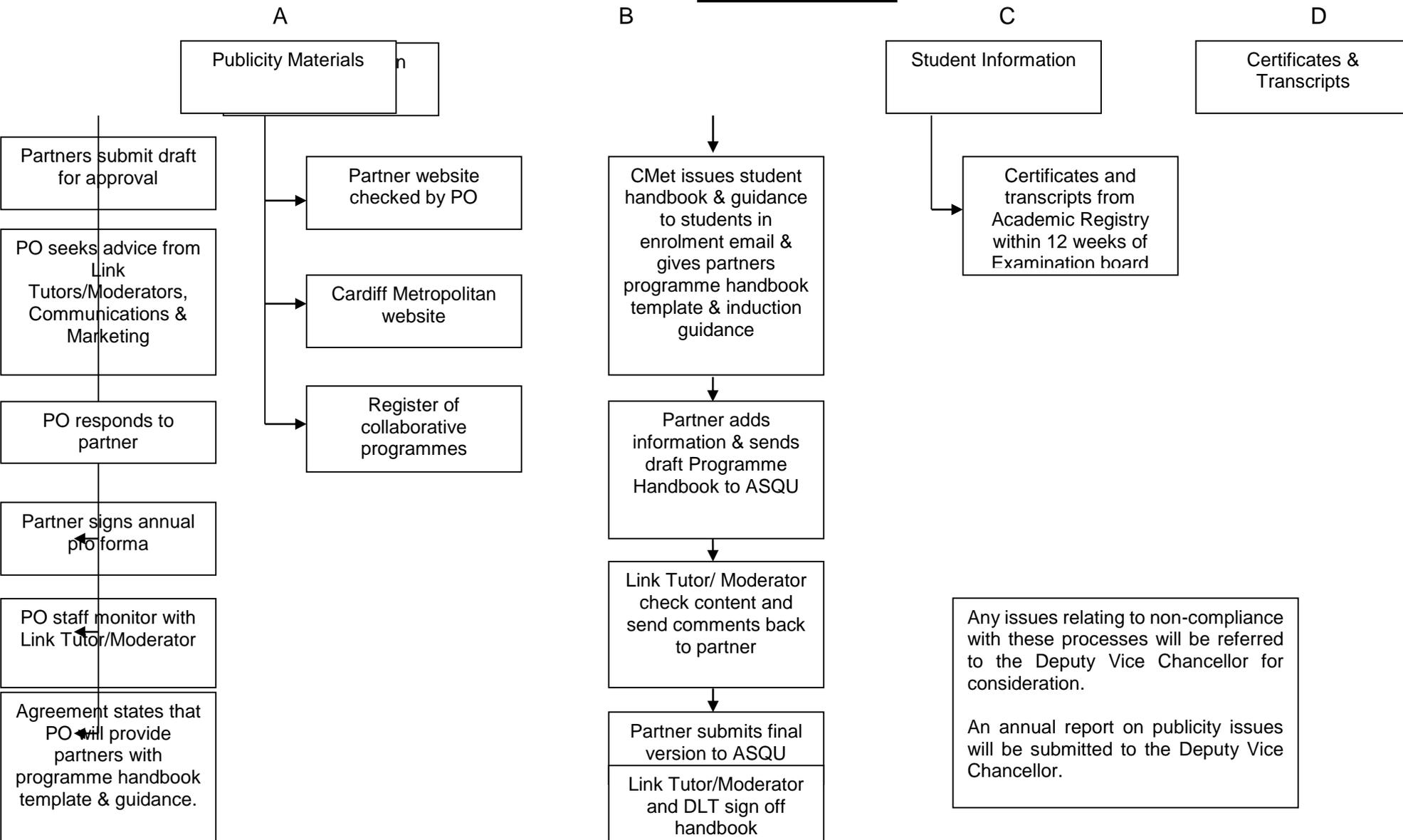| VG	G	S	US
1	2	3	4

Please use the space below to add any **bullet pointed** comments highlighting **strengths** and **areas for improvement** of the module. **If you have rated any of the above as being 4, you must supply your reasons for this.**

Annual Programme Review/External Examiner Reports
Schedule: 2015/2016

Task	Undergraduate and PGCE	Taught Postgraduate
Statistical data for Home programmes is 'live' in QlikView and PDs can engage with it ANY time from July 8th. Retrieval data will be available post-retrieval boards	From 08/07/15 To 07/10/15	From 30/09/15 To 30/11/15
Statistical data capture from QlikView for Collaborative programmes, including retrievals (ASQU)	30/09/15	By 30/11/15
NSS programme-specific data will be 'live' in QlikView and PDs can engage with it any time from September 1st	01/09/15	N/A
Draft APRs considered in full and approved by **Programme Committee**. This includes external examiner reports and the programme response. Please note that student representatives **must** be part of this process.	By 04/11/15	By 03/02/16
A/DDLTs to quality assure developing APRs and provide support to improve quality as necessary.	During APR write-up period (August to Nov.)	During APR write-up period (Dec. to Feb.)
Learning and Teaching Committee to consider and approve (subject to amendments as necessary): i) APR key points and action plans (normally presented by PDs); ii) APR summary and analysis (presented by A/DDLTs). iii) External examiner reports summary and analysis (presented by A/DDLTs). Full APRs (including external examiner reports) should be made available to the L&T Committee under Agenda B and can be moved to Agenda A for full scrutiny as necessary. Please note that student representatives **must** be part of this process.	By 18/11/15	17/2/16
Schools to submit electronic copies of APRs, including evidence base, to ASQU.	25/11/15	02/03/16
A/DDLTs to finalise APR summaries/analyses and submit to Learning & Teaching Board Secretary.	25/11/15	09/03/16
A/DDLTs/ to finalise **external examiner report summaries/analyses** and submit to Learning & Teaching Board Secretary.	25/11/15	25/11/15*
Sub-group of Learning & Teaching Board/AQSB to consider summaries/analyses of APRs (including external examiner reports) in order to identify corporate/over-arching themes.	09/12/15	16/03/16
Learning & Teaching Board discusses APR summaries/analyses and corporate/over-arching themes.	09/12/15	16/03/16
Learning & Teaching Board discusses **Dean of Q&S' analysis of external examiner reports.**	09/12/15	09/12/15

* Please note that A/DDLT analyses of undergraduate APRs will go through L&T Board in December 2015 and A/DDLT analyses of postgraduate APRs will go through L&T Board in March 2016.
However, A/DDLT analyses of *all* external examiner reports (i.e. undergraduate and postgraduate) will go through L&T Board in December 2015.

Public Information

A | B | C | D

| Publicity Materials | | Student Information | Certificates & Transcripts |

A

Partners submit draft for approval

PO seeks advice from Link Tutors/Moderators, Communications & Marketing

PO responds to partner

Partner signs annual pro forma

PO staff monitor with Link Tutor/Moderator

Agreement states that PO will provide partners with programme handbook template & guidance.

Partner website checked by PO

Cardiff Metropolitan website

Register of collaborative programmes

B

CMet issues student handbook & guidance to students in enrolment email & gives partners programme handbook template & induction guidance

Partner adds information & sends draft Programme Handbook to ASQU

Link Tutor/ Moderator check content and send comments back to partner

Partner submits final version to ASQU

Link Tutor/Moderator and DLT sign off handbook

C

Certificates and transcripts from Academic Registry within 12 weeks of Examination board

Any issues relating to non-compliance with these processes will be referred to the Deputy Vice Chancellor for consideration.

An annual report on publicity issues will be submitted to the Deputy Vice Chancellor.

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Procedure for preparing advertising and publicity materials for collaborative partners

Persons responsible for preparing advertising and publicity material should read this procedure in conjunction with:

- Cardiff Metropolitan University Commitment to Students – Public Information Handbook: http://www.cardiffmet.ac.uk/study/studentservices/Pages/Student-Handbook-and-Student-Charter.aspx

- Part C of the Quality Assurance Agency Quality Code for Higher Education 'Information About Higher Education Provision':

  http://www.qaa.ac.uk/AssuringStandardsAndQuality/quality-code/Pages/Quality-Code-Part-C.aspx

- Cardiff Metropolitan University Brand Guidelines. Available via Cardiff Metropolitan University's Creative Services (see below for contact details).

- Cardiff Metropolitan University Guidance for the Provision of Information to Collaborative Partner Students and Prospective Students (relating to prospectuses, programme handbooks, module handbooks and induction materials and available via the Partnership Office).

1. Definitions

Marketing/publicity material includes the following items:

- Advertisements;
- Corporate brochures including prospectus entries;
- Direct marketing material;
- Posters;
- Press releases;
- Product brochures and fliers;
- Mail shots;
- E-mail marketing;
- Use of Twitter, Facebook and other social media;
- Websites.

Photographs of Cardiff Metropolitan University, copies of Cardiff Metropolitan University's logo and other publicity materials are available from the Partnership Office. Cardiff Metropolitan University will retain the ownership of copyright, trademarks and any other applicable intellectual property rights at all times.

2. Rationale

Cardiff Metropolitan University and its partners need to promote a clear and consistent message regarding its programmes offered on a collaborative basis to ensure that intended audiences receive accurate and appropriate information about higher education programmes. Such information should be 'fit for purpose, accessible and trustworthy' (as per the QAA Quality Code: Section C). These procedures advise on the production of publicity materials, which enables Cardiff Metropolitan University to oversee the messages communicated to partners, potential and existing students and to external audiences. The

potential for damage arising from publicity is very real and Cardiff Metropolitan University will continue to exercise great vigilance and take action wherever necessary.

These procedures are designed to ensure that:
- The consistency of marketing and publicity materials using Cardiff Metropolitan University's name is maintained;
- The message communicated is accurate, consistent and not contradictory;
- Cardiff Metropolitan University's corporate image is maintained and protected;
- Marketing and publicity materials do not compromise but enhance Cardiff Metropolitan University's image;

All publicity and advertising materials should ensure that:
- the institutional relationship with regard to the programme is accurate and that any 'top up'/advanced entry/articulation arrangements where the full programme is not that of Cardiff Met are clear. Advice on the wording can be obtained from the University
- the awarding body and title of the award are correct;
- all programme information is an accurate reflection of its approval by the University;
- progression details are accurate;
- accurate information regarding fees, accommodation and progression/transfer opportunities to Cardiff Metropolitan University are included;
- the Cardiff Metropolitan University logo (where used) complies with corporate image requirements

The Partnership Office will make checks against the above and will also ensure that:

- there are no inappropriate or misleading comparisons with other programmes or providers;
- there are no derogatory statements about other institutions or organisations;
- there are no misleading statements about the awarding body, the recognition of awards by public or other authorised bodies;
- prospective students are not mislead with regard to the recognition of the award by a professional or statutory body;
- there are no misleading statements about entry requirements, credit for prior learning or length of time that may be required to secure an award.

Where necessary, advice will be sought from the relevant programme Moderator(s)/Link Tutors in order to ensure that any statements regarding a collaborative programme or partner institution are accurate. The Partnership Office will also liaise, where necessary, with Cardiff Metropolitan University's Communications, Marketing and Student Recruitment Unit to ensure the correct use of Cardiff Metropolitan University's brand.

Institutions that have submitted a programme for consideration by Cardiff Metropolitan University can only advertise the degree as 'subject to validation/final approval' with approval from the Cardiff Metropolitan University Head of Partnerships. This "subject to validation/final approval" status will need to be maintained until all the conditions of validation have been met to the Panel's satisfaction. Any admission offers made to prospective students on the basis of this advertising must be made conditionally, subject to approval of the degree by Cardiff Metropolitan University.

3. Creative Services and Brand Use Guidance

For support and advice when developing promotional material you may contact Cardiff Metropolitan University Creative Services department at:

Creative Services

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Communications, Marketing and Student Recruitment (CMSR) Unit
Cardiff Metropolitan University
Western Avenue
Cardiff
CF5 2SG

Email: creativeservices@cardiffmet.ac.uk
Tel: 0044 29 2041 6044

4. Procedure for the Approval of Marketing/Publicity Materials

All marketing materials relating to the University or its programmes should be sent to the Partnership Office for review and approval on behalf of Cardiff Metropolitan University in advance of their publication. Alternatively, materials can be sent in hard copy to the Partnership Office at the following address:

Partnership Office
Cardiff Metropolitan University
Western Avenue
Cardiff
CF5 2SG

Email: partnerships@cardiffmet.ac.uk

Please allow five working days for approval. Cardiff Metropolitan University will have absolute discretion as to the contents of any statements, advertisements or other promotional material prepared by the Institution for publication for the purposes of attracting the candidates to the collaborative programme.

The Partnership Office will maintain a record of marketing materials.

5. Monitoring

The Partnership Office routinely (every 2 months) check collaborative partners' websites to review the contents. Should any material found to be misleading or inaccurate partnerswill be required to amend the site(s) with immediate effect.

All institutions will be required to complete a *pro forma* issued annually by the Partnership Office confirming compliance with these procedures.

6. Non-compliance and Penalties

The University's agreement with its partners states that:

''All communications, publicity and other material in which mention is made of any title or accreditation of or approved by the University shall not be used without the Universities permission.''

''All advertising publicity material pertaining to Programmes will be submitted to the University for approval.''

"You (The partner) shall ensure that all communications, publicity and other material in which mention is made of any title or accreditation of or approved by the University or otherwise mentions the University shall not be used without the University's express prior permission, such permission will not be unreasonably withheld."

"In pursuance of the requirements of 3.1(iv) Cardiff Metropolitan University, via the Head of Collaborative Provision, will receive from the Collaborating Institution for consideration the form of any advertising or publicity material produced pertaining to the Programmes. Where approval is not given, recommendations as to what needs to be done to gain approval will be given."

''In pursuance of the requirements of 4.1(iii) the Collaborating Institution will submit to the Cardiff Metropolitan University Head of Collaborative Provision any and all advertising/publicity material for approval prior to its being used and subsequently make any changes as notified by the Head of Collaborative Provision.''

Any issues relating to non-compliance with the above process with be referred by the Head of Partnerships to the Deputy Vice Chancellor for consideration. Cardiff Metropolitan University reserves the right to take action on institutions failing to adhere to these procedures. This might range from suspending the right to use Cardiff Metropolitan University's name in advertisements and, ultimately, to the possible withdrawal of approval to offer the University's programmes. An annual report on publicity issues will be submitted to the Deputy Vice Chancellor.

Programme Handbook Checklist

Please ensure your programme handbook includes the following essential information. If any of the information is missing the handbook will not be approved by the University and cannot be published.

For further guidance please see the Programme Handbook Template which is available from the Academic Standards and Quality Unit.

Please submit your completed handbooks and checklist to your centre manager for approval.

Inclusion	Included (for completion by the partner institution)	Approved (for completion by the Moderator/Link Tutor)
Reference to Cardiff Met Student Handbook and weblink		
Names and contact details of key members of staff (both academic and administrative)		
Award title		
Details of where to access External Examiner reports and link to Moodle		
Confirmation that the award will be made by Cardiff Metropolitan University		
Programme Specification		
Details of Learning and Teaching Methods		
Details of progression opportunities		
Details of placements (if appropriate)		
Details of the Programme Committee		
Details of the Staff Student Liaison Committee		
Details of the student representative system		
Details of student evaluation of modules		

Details of where to access information on how to transfer to the University and weblink		
Details of the module delivery pattern		
Details of when students should expect feedback on assessments		
Attendance requirements		
Details of unfair practice – what it means and reference to the University's policy		
Details of late submission penalties		
Detail of support services including • *Careers Advice* • *Counselling* • *Tutoring* • *Health Advice*		
Details of the fees associated with the programme and information on how to access financial advice and support		
Details of accommodation		
Reference to the University's electronic resources and weblink		
Details of the partner learning resources		
Reference to Cardiff Met academic regulations, unfair practice procedure, mitigating circumstances procedure, appeals procedure and complaints procedure and weblink to student handbook		
Details of partner complaints procedure including specific information on how to access it		

Details of how students should submit claims for mitigating circumstances		
Details of the induction process		

Signature: ……………………………….   **Date:** ……………………
        Partner Representative

Signature: ………………………………   **Date:** …………………….
        Link Tutor/Moderator

Signature: ……………………………..   **Date:** …………………….
        Director of Learning and Teaching

Cardiff Metropolitan University

Accessing Electronic Resources

If you require any assistance, please contact the IT Helpdesk @
ITHelpdesk@cardiffmet.ac.uk

1. To navigate to the 'Electronic Library' from the Cardiff Met homepage:

http://www.cardiffmet.ac.uk

2. Go to the 'Information for' drop down menu on the right hand side.

- Students should select 'Student Portal'.
- Members of staff (including franchise staff) should select 'Staff Portal'
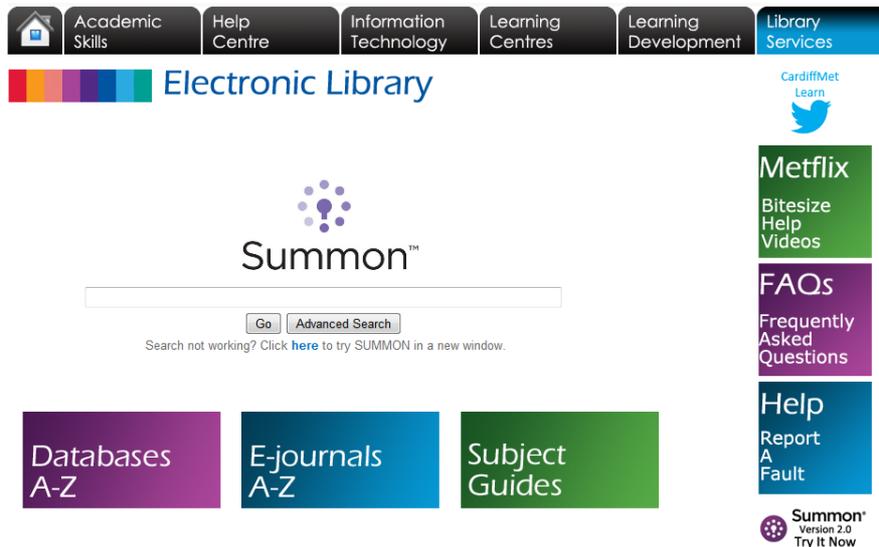
3. Enter your Cardiff Met login when prompted via the following screen:

For guidance with password problems, see **ITHelpdesk@cardiffmet.ac.uk**

4. You will then be taken to the home page of the 'Student' or 'Staff Portal. Choose 'Electronic Library' from the 'Quick Links' menu:

5. Enter the description of what you want to search for and click on 'Go'

For more assistance with searching for resources consult the links on the right hand side of this page, i.e. Metflix, FAQs and Help.

To quickly get to this page, add this link to your favourites:
http://tsr.uwic.ac.uk/learning/Library/eleclib/Pages/default.aspx