

MANAGEMENT OF PROGRAMME DELIVERY

Section last updated:	November 2008
Reviewed by CASQE	September 2009

Click on section number below for quick link or scroll down for full text.

- 1. Introduction**
- 2. Responsibilities of Individual Staff**
- 3. Programme Team**
- 4. Programme Committee**
 - 4.1 Terms of Reference
 - 4.2 Membership
- 5. Programme Leader**
- 6. Other Programme Officers**
- 7. Programme Student Representatives**
- 8. Programme Student Information**

Click on item below for quick link

[Programme Documentation: Definitive Documents, Programme Specifications and Programme Student Information](#)

[Board of Examiners Regulations](#)

[Definitive document Template](#)

[Programme specification Template](#)

September 2009

No changes

MANAGEMENT OF PROGRAMME DELIVERY

1. Introduction

The arrangements for the management of programme delivery are specified below. They must be provided in the programme definitive document and subject to scrutiny and approval by the programme approval and periodic review processes.

2. Responsibilities of Individual Staff

The University's responsibility for the maintenance and enhancement of academic standards is exercised through a set of duties and procedures undertaken by its academic and administrative staff, all of whom play a role in contributing to the effectiveness of the MMU's quality assurance procedures.

Each individual member of staff engaged in the delivery, management or administration of taught programmes should be able to identify his/her function in a quality assurance context which is neither remote nor entirely external.

3. Programme Team

Whilst the expertise and enthusiasms of individual academic staff may generate ideas for new programmes, the academic development, management and operation of the University's programmes is reliant upon teams of staff to share responsibility. As the University is accountable for the quality of its students' experiences, members of the Programme Team have corporate responsibilities in maintaining and enhancing the quality of the programmes they deliver.

The academic judgement of approving new programmes lays heavy emphasis on the fulfilment of criteria contributing to a sense of 'confidence' in the Programme Team. In the case of collaborative provision leading to an award of MMU, the cohesion of a joint, inter-institutional team must be evident and the University's partners must share MMU's policies and regulations in respect of the programme; the strategic approval stage of Programme Approval requires proposed collaborative partners to sign proposal forms signalling their agreement to operate in accordance with such frameworks as are approved by Academic Board.

4. Programme Committee

Each programme approved by the University as leading to one or more of its awards shall be the responsibility of a Head of Department (or equivalent) and shall have a Programme Committee established under the authority of the Academic Board, in accordance with the provisions set out below, which is responsible to the Head for the operation of the programme. The composition and operation of each Programme Committee shall be subject to approval through the University's processes of programme approval, review and modification.

4.1 Terms of Reference

Programme Committees shall meet not less than twice per academic year.

Programme Committees shall be responsible in the first instance to the Head of Department (or equivalent) for:

- (i) the maintenance and enhancement of the academic standards of the programme;
- (ii) the monitoring and evaluation of the programme and in particular evaluating its operation, its delivery and standard with regard to its: learning, teaching and assessment methods; learning outcomes; curriculum; the overall quality of its students' learning experience (including the systems and processes for student monitoring, guidance and support; the provision of learning resources and facilities). These shall be as specified in the programme definitive document, approved at programme approval and periodic review, and communicated to students through a hard copy handbook or online programme information);
- (iii) ensuring the programme operates in accordance with the approved programme scheme;
- (iv) agreeing recommendations for enhancements to the programme (content and structure) and on any matter affecting the operation of the programme according to the University's procedures;
- (v) considering and implementing at programme level such policies as may be determined by the Academic and Faculty Board in relation to:
 - programmes, teaching and learning, the content of the curriculum
 - the assessment of students (in conjunction with Boards of Examiners)
 - criteria for the admission of students
 - research, scholarship and programme-related staff development
 - the appointment of internal and external examiners
 - the retention, support and progression of students
- (vi) advising the Academic Board on such matters as (v) above;
- (vii) ensuring the academic development of the programme;
- (viii) advising the relevant Head of Department (or equivalent) or Dean through the Programme Leader on the resources needed to support the programme;
- (ix) contributing to the formulation of institutional academic policy and considering such other matters as may be appropriate to the operation of the programme or as may be referred to the committee by Faculty or Academic Board.

Programme committee recommendations shall be addressed through the Programme Leader to the Head of Department (or equivalent) responsible for the programme, who in turn shall report to the relevant Dean of Faculty. In the case of extra-departmental programmes the Programme Leader shall report to the Dean with designated responsibility for the programme.

4.2 Membership

The Programme Committee will consist of the following members:

- (i) Programme Leader (*Chair*)
- (ii) Head of Department (or equivalent) (*ex officio*)
- (iii) Dean of Faculty (*ex officio*)
- (iv) Staff with particular programme responsibilities (for example Unit Leaders, Admission Tutors, Year/Level Tutors, Link Tutor, Placement Officer, Examinations Officer, staff with specific roles providing, managing or monitoring the pastoral and academic support of students)
- (v) Members of full-time and part-time staff teaching on the Programme
- (vi) Student representative(s) elected from each level of the full-time route
- (vii) Student representative(s) elected from each level of the part-time route

Additional membership categories may be approved through programme approval/review/modification arrangements as appropriate to the nature of the programme (for example representatives from the library, student services, careers, link tutors or other staff required or recommended as a consequence of collaborative, PSRB or placement learning arrangements).

5. Programme Leader

The appointment and duration of office of a Programme Leader shall be determined by the relevant Head of Department (or equivalent) in consultation with the appropriate Dean of Faculty (in cross-departmental/faculty programmes, the appointment shall be made by the relevant Dean following consultation with the relevant Head(s) of Department or equivalent).

Programme Leaders carry a significant responsibility and are supported in their role not only within their department but also through faculty and institutional activities and guidance. For example the Human Resources Division runs an annual two-day staff development programme for new programme leaders.

A Programme Leader may recommend to the relevant Head of Department or equivalent (or Dean if appropriate) the assignment to other members of staff of specific responsibilities regarding the management, operation and administration of the programme

6. Other Programme Officers

The responsibilities of other staff with duties assigned in relation to the management, operation and administration of a Programme should be clarified at the outset of the operation of a new programme.

The types of staff with particular responsibilities within a Programme Team might include the following:

- Unit Leaders
- Admissions Tutor
- Year/Stage Tutors
- Staff with specific roles providing, managing or monitoring the pastoral and academic support of students
- Placement Officer
- Examinations Officer
- Link Tutor

7. Programme Student Representatives

Student representative(s) should be elected from each level of the full-time route and each level of the part-time route to be full members of the Programme Committee.

The role of student representatives is:

- (i) To represent their fellow students;
- (ii) To bring key issues concerning the management of the programme (including learning, teaching, assessment and learning support) to the attention of the programme team;
- (iii) To participate in the Annual Monitoring Exercise as members of the Programme Committee;
- (iv) To provide advice to the Programme Team on issues relating to the quality of the student learning experience;
- (v) To provide advice to the programme team on the operation of processes for the polling of student opinion on the learning experience, its analysis, response and publication;
- (vi) To be consulted about proposals for programme development;
- (vii) To be members of the student/staff liaison committee if such a group has been established by the programme committee.

The programme leader should ensure that student representatives are fully aware of their role and responsibilities, and should support them in the fulfilment of their duties. The MMU Students' Union provides training for student representatives. The University strongly supports this initiative and Programme Leaders should encourage student representatives to take the opportunity of the training provided.

The other key element in student participation in the quality management of their learning is the provision of systematic polling of student opinion, its analysis and how issues identified by students are formally responded to, which is an essential component of the annual monitoring exercise.

8. Student Programme Information

At the commencement of their programme of study, and for each new level, students shall be provided with programme information (as a hard copy handbook or online) which shall:

- (i) Set out the way(s) in which students progress through the programme, and identify the programme units that are compulsory, optional or alternative;
- (ii) Set out the assessment regime applicable to each level or component of the programme;
- (iii) State the basis on which students will be assessed for an award, relating the assessment requirements to the aims and objectives of the programme, its required learning outcomes and the standard of its final and interim awards;

- (iv) Set out the requirements for each individual unit based on the approved unit specification including: the unit's status on the programme, its timetable; its intended learning outcomes; the amount and types of learning and teaching activities; formative and summative assessment strategies; assessment criteria; submission deadlines and requirements; arrangements for feedback on coursework; student monitoring; guidance and support arrangements; details of learning resources and facilities;
- (v) Identify all the elements that will be assessed including any assessed supervised work experience, work-based or placement learning;
- (vi) Identify any units that may not be condoned;
- (vii) Specify attendance requirements and the consequences of non-compliance;
- (viii) Specify the formal arrangements for the monitoring of student progress, personal development planning, pastoral and academic guidance and support;
- (ix) Arrangements for programme organisation and student participation in the quality management of their learning (including systems for student representation, student evaluation and response to issues raised);
- (x) Provide contact details for programme staff;
- (xi) Provide links to other key documents and sources of student information (including: the University's programme assessment regulations; student information points; student services and support, including the University online student handbook; the Library; Careers; information on the student complaints procedure and academic appeals).

Programme Teams should not conceive of a Student Handbook as a product entirely distinct from the Definitive Document since much of the information required is common to both documents. Ideally, a student-friendly Definitive Document should serve as the basis for a printed handbook or online information for students which will also contain additional information appropriate to the nature of the programme operation and environment and in accordance with Departmental and Faculty practice.

The Programme Team should be aware that the student information reflects the quality of their programme not only to students but also to external bodies which may require copies for scrutiny. They may be, for example, key documents in externally driven quality assurance processes.

The information must be available to all students and may be produced in printed or electronic format. Whatever its format it must take account of those who require information in special formats, whether due to disability or lack of access to electronic resources.

Programme student information in the Student Handbook is supplemented by (and should cross refer to) the University's online student handbook.