

University of Glasgow

Academic Standards Committee - 20 November

**Report from the Faculty Quality Assurance and Enhancement
Officers' Meeting of 28 October 2009**

Dr Jack Aitken, Convener

Key topics considered at the recent meeting of the FQAEO Group are reported below.

Faculty Quality Assurance and Enhancement Officers Group - remit, composition and role of the FQAEO [for approval]

Members endorsed the proposed changes to the Group's remit and to the Role of the Faculty Quality Assurance and Enhancement Officer, with minor amendment, and resolved to **recommend** the remit, composition and role to the Academic Standards Committee for approval (**Appendix 1**). It was noted that the composition remained unchanged.

Good Practice and Quality Enhancement identified through Annual Monitoring [for noting]

The Group reviewed the good practice and quality enhancement that had been identified through the 2007-08 Annual Monitoring process and selected a number of examples for wider dissemination via the Senate Office good practice website upon receipt of more detailed information from identified departmental contacts.

Revisions to the Code of Practice on Annual Monitoring Process [for noting]

Members endorsed revisions to the Code of Practice on the Annual Monitoring Process, the purpose of which was to embed the following principles more explicitly:

- That annual monitoring (AM) is an integral part of annual review;
- That AM is an inclusive process, with input from staff, students, external examiners and academic partners;
- That feedback contained in AMRs is reflected on and responded to at a number of levels.

It was noted that there was a strong desire from departments to start the annual monitoring process earlier and it was therefore agreed to review the AMR forms at the next meeting of the FQAEO Group with a view to getting the 2009-10 forms finalised and out to departments early in the New Year.

Report of the Workshop on 'Getting the most out of Annual Monitoring' held on 22 June 2009 [for noting]

Members received the report of the recent Workshop, which had attracted 40 participants and agreed to adopt and take forward the recommendations listed below. It was noted that Recommendation 4 has now been addressed.

Recommendations

1. That further workshops be developed and offered periodically, with a view to promoting better understanding of the Quality Enhancement Framework and the respective roles of the department, faculty and centre in the wider aspects of quality assurance in enhancement. **(Action: Senate Office, FQAE0 Group)**
2. That an appropriate mechanism be established in each Faculty to support the development of a communication network for those whose remit includes aspects of quality assurance and enhancement, with a view to enhancing the effectiveness of departmental quality systems. **(Action: FQAE0s in conjunction with Associate Deans (L&T), Deans and Faculty Secretaries)**
3. That departments be reminded of the range of ways in which they can involve their students in the annual monitoring process. **(Action: Senate Office)**
4. That the Code of Practice on the Annual Monitoring Process be reviewed to better promote the importance of Annual Monitoring in the wider quality enhancement context. **(Action: Senate Office, FQAE0 Group)**
5. That guidance be provided to departments on the timing of review of Semester 1 courses to assist them with more timely progression of identified issues. **(Action: FQAE0 Group)**

Orientation and induction for Faculty Quality Assurance and Enhancement Officers [for noting]

The Convener reported that the Senate Office would be arranging an annual orientation and induction session for Faculty Quality Assurance and Enhancement Officers. Members welcomed this development.

Faculty Quality Assurance and Enhancement Officers Group - Revised Remit and Composition 2009-10

(Note: Changes are highlighted in grey)

The Faculty Quality Assurance and Enhancement Officers group serves as a forum to identify, discuss and advise at a strategic level on issues relating to the University's Quality Assurance and Enhancement processes and to develop quality assurance in teaching consistent with the aims of the University.

Remit:

- To maintain awareness of local, national and, where appropriate, international developments pertaining to quality assurance and enhancement.
- To share information on policy issues and other matters affecting quality assurance and enhancement.
- To advise in the development of and to promote best practice in matters relating to quality assurance and enhancement such as Annual Monitoring, Departmental Review, Programme and Course Approval, Student Feedback Mechanisms and External Examiner issues.
- To promote and monitor faculty-wide engagement with the requirements of the Code of Practice on the Annual Monitoring Process with a view to ensuring the consistency and effectiveness of the annual monitoring process.
- To review the structure and content of the undergraduate and taught postgraduate Annual Monitoring proformas annually.
- To monitor progress with identified aspects of the Learning and Teaching Strategy through the inclusion of topics of current importance in Annual Monitoring Report forms.
- To receive Faculty Learning and Teaching Plans and support the monitoring of topics of current importance contained in them through inclusion of appropriate questions in the Faculty's Annual Monitoring Report forms.
- To receive and critically appraise Faculty Annual Monitoring Reports prior to the submission of a Summary Report to Academic Standards Committee.
- To identify quality assurance and enhancement issues requiring wider debate, or of more general interest, to the Academic Standards Committee.
- To identify enhancements that may be worthy of promotion to the wider University community.
- To monitor University responses to issues emerging from quality assurance/quality enhancement processes in the faculties and their effectiveness in promoting quality enhancement.
- To discuss policy and, where necessary, recommend changes to policy or take appropriate action on issues referred to the group by Academic Standards Committee and Education Policy and Strategy Committee.
- To share good practice and offer a mutual support network in solving faculty quality assurance problems.
- To participate in the enhancement and allocation of the University's teaching spaces through representation on the Teaching Room Allocation/Timetabling User Group (Super Users Group).

- To contribute to the development of approaches to promote staff engagement with the national Enhancement Themes.
- To report to the Academic Standards Committee as appropriate.

No. of Meetings: 5 per session

Convener: Director of Senate Office

Membership: Faculty Quality Assurance and Enhancement Officers
Members of the Senate Office involved in Quality Assurance
A representative of the Students' Representative Council

By Invitation: Other Officers of the University may occasionally be invited to attend to provide advice on particular issues.

Clerk: A Member of the Senate Office

The Role of the Faculty Quality Assurance and Enhancement Officer

Quality Assurance is formally the responsibility of the Dean. However, in practice, it is usual for the Dean to delegate the majority of this responsibility to the Faculty Quality Assurance and Enhancement Officer. The Faculty Quality Assurance and Enhancement Officer should report to the Dean and ensure he/she is well briefed on current issues. In return, the Dean should provide support and backup to the Faculty Quality Assurance and Enhancement Officer.

The responsibilities of the Faculty Quality Assurance and Enhancement Officer will vary slightly depending on Faculty practices but may include¹:

1. To be familiar with current QA&E procedures and requirements and Scottish Funding Council's Quality Enhancement Framework, including the **national** Enhancement Themes, and to advise the Dean and other Faculty members on the implementation of QA&E policy and practice within the Faculty. (Guidance should be sought from Senate Office, if necessary.)
2. To advise Departments on best practice in matters relating to quality assurance and enhancement such as Annual Monitoring, Departmental Review, Programme and Course Approval, Student Feedback Mechanisms and External Examiner issues.
3. To encourage Departments to participate in quality assurance- and enhancement-related CPD events.
4. To monitor Departmental quality assurance and enhancement procedures (i.e. each should have a QA&E Officer **or equivalent**, a QA&E manual detailing policies and procedures, and a departmental Statement of procedures that is kept up to date and in accord with Senate Policy).
5. To ensure that Departmental QA&E Officers, **or equivalent**, are aware of what is expected of this role.
6. To provide advice to Departments on the preparation of good documentation by raising awareness of good practice.
7. To ensure that departments adhere to the published deadlines for the submission of Annual Monitoring Reports, requesting the support of the Dean where delays are excessive.
8. To **manage the scrutiny of** all Annual Monitoring Reports within the Faculty and to provide a summary report to the Faculty Quality Assurance and Enhancement Officers Group. (Faculty Quality Assurance and Enhancement Officers normally discuss the summary reports prior to the compilation of a composite report summarising key issues for submission to Academic Standards Committee.)
9. To be a member of the Faculty Quality Assurance and Enhancement Officers Group and to report to the Faculty Quality Assurance and Enhancement Officers on any issues raised within the Faculty.

¹ The following three documents were used in the preparation of this 'job description'

- Job Description: Faculty Quality Assurance Officer from the Faculty of Law and Financial Studies (1992)
- The Role of the Faculty Quality Assurance Officer by Ron Emanuel (1994)
- Faculty/PSPU Quality Assurance Officer - draft terms of reference by David Forrest (1997)

10. To be a member of the Faculty's Learning and Teaching Committee or equivalent and, where appropriate, to convene (or be a member of) the Faculty's Quality Assurance and Enhancement Committee, and to report to Faculty on matters relating to quality assurance and enhancement.
11. To report back, as appropriate, to the Faculty's Learning and Teaching Committee or equivalent, the Faculty's Quality Assurance and Enhancement Committee, or to Faculty itself, on the outcomes of issues referred to the University for action via the Faculty Quality Assurance and Enhancement Officers Group.
12. To report back to departments on the outcome of issues that they have raised for the attention of the Faculty or the University.
13. To raise matters related to faculty-owned learning and teaching space with the Faculty Secretary.
14. To provide feedback to the Senate Office on proposals and practices.
15. To undertake such other duties as are reasonable in relation to quality assurance policy and good practice