Open University Validated Partnerships (OUVP)

Monitoring at Institutional Level

Guidance Notes for Partners completing Institutional Overview

Academic Year/Cycle

2021– 2022

<u>Contents Page</u>

Introduction

Following initial approval, institutions are subject to periodic institutional reviews. Together with Institutional & Programme Monitoring (IPM), these are key processes that the University uses to satisfy itself that partner institutions continue to maintain a suitable environment for the conduct of OU validated programmes.

All partners must submit an Institutional Overview each year, following the first year of operation.

Submissions <u>must</u> be emailed to [OUVP-monitoring@open.ac.uk.](mailto:OUVP-monitoring@open.ac.uk)

As part of your Institutional Overview report you are expected to provide a statement of any substantial changes to your administrative systems and practices, or confirmation that they have not changed.

This document provides guidance on how to complete the Institutional Overview report. It is expected that the sections requiring commentary will be completed in full.

If you have any questions about Institutional & Programme Monitoring, please contact your OUVP (Senior) Quality & Partnerships Manager.

General guidance on reporting

Time scale:

Submission	Deadline
Institutional Overview	30 September 2022

Providing Commentary:

If asked to provide commentary, please critically reflect on the data or area in question and give in-depth responses in your commentary. One-word answers, or too brief sentences, do not convey enough detail to draw meaningful analysis for either your institution or OUVP.

Please also include commentary on performance by students with protected characteristics.

To enable commentary to be added to the template, please follow the instructions at the top of each page.

Immediate Actions:

OUVP will provide their initial feedback for each submission **within 4 weeks of the submission deadline** (or 4 weeks after the submission is received, if a later date has been agreed). Feedback may include Immediate Actions to be addressed by the institution.

Immediate actions are listed on the Immediate Actions tab. The table allows you to input your response to each action. If you want to provide additional information in the form of an appendix you are welcome to do so, however please ensure the table in the Immediate Actions tab is also updated to reflect this.

If you are required to respond to Immediate Actions, please ensure your response is submitted directly to OUVP-monitoring@open.ac.uk **within 6 weeks** of receiving feedback from OUVP.

Institutional Overview Template

Compliance Statements

This is an extremely important part of the submission. Please read the statement carefully and ensure that if any significant changes have occurred, the OU have been informed of these prior to signing. If significant changes have taken place, then these should be captured in Tab 5 – Policy updates, and evidence be added to the submission.

Institution's Details

Please add the name of your institution, the total number of OU validated programmes and the programme names. Please tick the boxes to confirm that copies of any revised policies have been added, alongside a copy of your Student Protection Plan and a sample copy of your Diploma Supplement and transcript. A list of policies which would need to be forwarded with track changes can be found in appendix 1

1. Institutional Data

Please provide data for all OU validated programmes across the Institution. You should reflect and provide a summary of the data, across the institution, including trends and areas of improvement for these specific areas.

In addition, please provide clarity on how the institution has oversight of the processes and where necessary has taken action to make improvements to these specific areas.

(Please feel free to add a diagram or flow chart outlining the process)

When providing commentary, please provide detailed analysis of underrepresented groups, such as disabled students and those who are Black or from Minority Ethnic groups (BAME).

Reflection on trends and institutions approach to monitoring student disciplinaries, complaints, appeals and academic misconduct.

Please provide data and reflective commentary on disciplinaries, complaints, appeals, and academic misconduct. You should reflect and provide a summary of the data, across the institution, including trends and areas of improvement for these specific areas.

In addition, please provide clarity on how the institution has oversight of the processes and where necessary has taken action to make improvements to these specific areas.

(Please feel free to add a diagram or flow chart outlining the process)

2. Recommendations Update and Quality Enhancement

Recommendations for Institutional Approval or Review

Please provide commentary under each recommendation from the most recent IA/IR. The commentary should explain how the institution is addressing or has addressed the recommendation. Please continue to report on responses to recommendations, until explicitly told otherwise.

Reflect and report on how your institution is responding to identified areas of quality enhancement as identified through programme evaluations.

Please report on any trends across programmes in relation to quality and how as an institution these have been, or will be, addressed.

Report and reflect on the minutes from your Academic Board and other quality assurance committees.

Please ensure that commentary is provided regarding the functioning of these key quality committees. What have they been considering and recommending? Do they have a specific action plan? How have they been both monitoring and driving the quality enhancement of the provision?

Reflect & report on how your institution has responded to any feedback received from OUVP and MRAQCP regarding the running and execution of exam boards

Please make sure you have thoroughly checked exam board reports sent back to you from the running of your exam boards and the observers at your exam boards, and feedback received from MRAQCP.

3. External Reviews and Feedback

Engagement with External Bodies

We recognise that not all partners will engage with PSRBs. However, all institutions must report on engagement with the QAA. If the institution is recognised by other accrediting bodies (perhaps overseas), please report on any recent interactions with such bodies. Institutions registered with OfS must provide an updated registration status including any additional requirements, for example enhanced monitoring. Please also provide information on the most recent Ofsted review or upcoming review if applicable to your institution.

Reflection on student feedback across all validated programmes

In this section please describe the mechanisms used by the institution for gathering student feedback and how often feedback is sought and fed back to students.
This section should reflect student feedback at an institutional level and if necessary, feedback that has affected numerous programmes and therefore requires addressing by the institution as a whole.

Please include information on the effectiveness of student engagement in quality processes this year. i.e. student representation on committees, etc.

If your institution is eligible for the UK National Student Survey (NSS), please reflect on the outcomes of this survey at an institutional level. This should include any institutional nominal values used to analyse or measure performance within the institution and in relation to the sector.

4. Staff Development and Resources

Overview and Reflection on Institution's approach to HE staff development

Please provide a summary of how the institution has supported HE staff development and the impact this has had.

Please report on any amendments to the institutional policy and strategic approach for this area, including changes to the overall HE staff development budget.

Update and reflect on any changes to the institution's resources (physical and staff)

Please provide details of any changes to HE administrative, quality or senior management staff, including governance.

Please also report on changes to physical resources. You must also provide details if the institution is physically expanding or decreasing in size (for example, new campus/buildings).

5. Policy Updates

Policies

All policies underpinning the regulations for OU validated provision, as well as, policies submitted as part of the Administrative Audit and Institutional Approval/Review are to be checked as per your review schedule. Any of these policies which are updated or amended must be sent through with your submission. *See Appendix 1 for a non-exhaustive list of policies (to be provided).*

Please enter a X in the appropriate box in the grey section to confirm if there have been any significant changes.

Where changes have occurred, please indicate by crossing the box against the relevant area. Please ensure an account is provided summarising the changes in the free text box and also provide appropriate supporting documentation. For example, the revised terms of reference if these are changes for a governance committee.

Submissions <u>must</u> be emailed to [OUVP-monitoring@open.ac.uk.](mailto:OUVP-monitoring@open.ac.uk)

6. Immediate Actions

Immediate actions are listed on the Immediate Action tab. The table within the tab allows you to input your response to each action. If you want to provide additional information in the form of an appendix you are welcome to do so, however please ensure the table on the immediate action tab is also updated.

7. Action Tracker

It is important that you provide an action tracker (either using the template provided or the institution's own version) which lists actions across the institution which relate to OU validated provision.

Please ensure all actions follow the SMART (Specific, Measurable, Achievable, Relevant and Time-bound) criteria.

It is recommended that the tracker is regularly reviewed and updated and ideally should be a standing item on the agenda for meetings such as academic board or equivalent.

Two action trackers are required:

(i)   A tracker which relates to actions that were in place in the current academic year and how you have addressed these

(ii)   A tracker detailing actions planned for the forthcoming academic year (any outstanding actions from the previous academic year must be carried over)

8. Items for Next Year's Report

Where issues have arisen but do not require an immediate response, they will be added to the Items For Next Year page. This page contains two boxes. The first box will contain items from the previous year's monitoring. You should provide a response to these items when completing submission C in the current monitoring cycle.

The second box will be populated during the current monitoring cycle. As items arise, your SQPM will add them to the page, signposting which submission the item arose from. These items will be carried over into next year's monitoring cycle.

Glossary

Word/abbreviation	Meaning
Appeals	Appeal against a decision of a Board of Examiners due to administrative error/irregularity/not in accordance with regulations or extenuating circumstances
AR	OU Academic Reviewer
Complaints	An expression of dissatisfaction with a service provided or the lack of service
CuPC	OU Curriculum Partnership Committee
Deferred	Approval for a student to postpone an attempt at an assessment when they have received tuition in all modules due to extenuating circumstances
Disciplinary	Serious breach of institutional policies and rules
EE	External Examiner
HE	Higher Education
IPM	Institutional & Programme Monitoring
Interruption of Study	Approval for a student to take a study break for a maximum period of 12 months due to extenuating circumstances
IO	Institutional Overview
OU	Open University
OUVP	Open University Validation Partnerships
Progression	Advancement by a student from one stage of a programme to a higher stage having passed all assessments
PSRB	Professional, Statutory and Regulatory Bodies
Referred/Resit	A second attempt of an assessment component following failure at first attempt
Retakes/Repeats	Partial or full retake of all failed modules/assessment components during the following academic year having failed a resit
Retention	Students that have passed all assessments, remain registered and have progressed to the next stage of the programme
RPL	Recognised Prior Learning
RPEL	Recognised Prior Experiential Learning
RPCL	Recognised Prior Credential Learning
SQPM	Senior Quality and Partnership Manager
Transferred	Student transferred to a different programme within the institution
University	Open University
Withdrawal	Student withdrawal from a programme

Appendix 1

Policies which should be provided to OUVP, if significantly amended

1. Ethics policy and procedure
2. Human Resources (HR) policies, to include:
    a. Annual leave
    b. Grievance procedures
    c. Disciplinary procedures
    d. Performance Management
    e. Redundancy procedure
    f. Notice periods
    g. Promotion opportunities
    h. Overtime
    i. Maternity/Paternity leave
    j. Recruitment
    k. Flexible working
    l. Staff rewards/bonuses
    m. Salary bands and salary increases
8. Anti-bribery and corruption policies
9. International Student Recruitment Policy & Process for International Students (if applicable/ different from home students)
10. Admissions Policy
11. RPL policy and procedures
12. Appeals procedures (to include academic, admissions and other non-academic)
13. Complaints procedures (to include academic, admissions and other non-academic)
14. Equality and diversity policy
15. Signed current Health and Safety Policy
16. Fire Safety management policy/procedure and a sample of current fire risk assessments
17. Procedures for Safeguarding Children and Vulnerable adults
18. Prevent Policy
19. Data Protection Policy
20. Freedom of Information policy
21. Academic Misconduct policy
22. Student Disciplinary policy
23. Attendance policy

24. Assessment and moderation policy

25. Teaching and Learning policy

26. Extenuating circumstances policy