



## **Open University Validated Partnerships (OUVP)**

### **Programme Monitoring**

**(More than one student intake per annum)**

### **Guidance Notes for Partners completing Programme Monitoring Reports for Open University validated programmes**

### **Academic Year/Cycle**

**2021 – 2022**

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## Introduction

Institutional and Programme Monitoring is an integral part of the OU's quality assurance processes for validated provision and enables partners to demonstrate that their OU validated programmes continue to meet the quality and standards requirements defined by the University.

This document provides guidance on how to complete the Programme Monitoring Report and you should use these guidance notes when completing the Programme Monitoring template.

All partners must submit a Programme Monitoring Report for all validated programmes each year, following validation. If the Award is split, with both an FD and a Top up (or as a nested award), **the programmes should be reported as one.**

All sections requiring commentary must be completed in full. Please note that you are being asked to provide data, comment and reflection for this academic year – 2020/2021. The intention is that you will update and work on this document throughout the course of the academic year.

You should report on each intake of students. Data and narrative regarding your first intake of students should be captured in Submissions A.1 and B.1, then in Submissions A.2 and B.2 for further student intakes. Submission C should be completed for the first cohort of students, then an update added to report on future cohorts to be submitted by the end of March in the following year. Section C update should be added in a different colour of text, or highlighted, so that this reporting can be easily identified.

**Submissions must be emailed to: [OUVP-monitoring@open.ac.uk](mailto:OUVP-monitoring@open.ac.uk).** The Programme Monitoring Report is a cumulative document and version control is therefore key. By sending reports via this mailbox, we can ensure that the correct version of the document is being reviewed and commented upon before being sent back to you.

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

## **General Guidance on reporting**

### **Time scales:**

<b>Submission</b>	<b>Date</b>	<b>Submission</b>	<b>Date</b>
<b>A.1</b>	30 November 2021	<b>A.2</b>	31 March 2022
<b>B.1</b>	Within two weeks of exam board* (*no later than 29 July 2022)	<b>B.2</b>	Within two weeks of exam board* (*no later than 31 March 2023)
<b>C</b>	30 September 2022	<b>C – update</b>	Update to C 31 March 2023

The new process is structured with five submission points (A.1, A.2, B.1, C followed by B.2 and C update) spread across the year.

### **Providing Commentary:**

When providing 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 OUVV.

### **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](mailto:OUVP-monitoring@open.ac.uk) **within 6 weeks** of receiving feedback from OUVV.

## **Programme Details**

Please complete the details requested for each submission. Please complete and sign the Statement of Compliance at Submission C. Please tick to confirm that the Programme Specification and new staff CVs, have been attached, if they have not been submitted earlier in the year.

## **Submissions A.1 & A.2: Student Recruitment Data & Commentary**

This section is about reporting on your recruitment data for the new academic year/cycle.

### **Data tables**

Please populate the tables in Submission A with your programme recruitment figures for the new academic year, for each programme. Please note, separate columns are available for the recording of the different levels of awards – see cells B3, C3 and D3, where drop-down boxes should be selected to choose the appropriate programme level.

Please ensure all tables are complete. Information in the table below is designed to help with this.

<b>Recruitment Figures</b>	
<b>Title</b>	<b>Description</b>
Target	Target number of students set by institution to recruit for that intake this academic year/cycle.
Applied	Total number of applicants who had applied for a place this academic year/cycle.
Offered Place	Total number of applicants who subsequently were successful and offered a place to study at the institution this academic year/cycle.
Enrolled	Total number enrolled this academic year/cycle.
Staff	Total number of the institution's staff that have enrolled for this programme
Enrolled with RPL	<p><b><u>Recognition of Prior Learning (RPL)</u></b></p> <p>We are requesting information regarding three types of RPL:</p> <ol style="list-style-type: none"> <li>1. Recognition of Experiential Learning (RPEL)</li> <li>2. Recognition of Certificated Learning (RPCL)</li> <li>3. Direct Entry via Stage Exemption</li> </ol> <p>Data recording the total number of students who have applied for RPL (broken down by RPEL/RPCL/Direct Entry) should be captured,</p>
Students enrolled as part of an apprenticeship programme	Total number of students studying the award as part of an apprenticeship programme

**A:1 Student recruitment commentary:**

You will need to provide a detailed overview of the patterns and trends you can see in the data set. Please compare with the previous year's recruitment data (if this is an established programme), including commentary on any trends.

Please note that with smaller cohorts of under 20 students, quantitative analysis (reflected as percentages) is of limited use. You may prefer to comment on qualitative data and trends instead.

Please comment on any changes that have been applied to the entry criteria. Please state what these changes were, when they were made, and whether they have had any impact on these statistics or this student intake. **Please note**, changes to entry criteria should always be approved by OUVV in advance of them being implemented. If no changes have been made, please state this.

Please ensure you comment on any changes to recruitment strategies. This can include everything from changes to marketing strategies, to the use of agents. If you have changed your recruitment strategy, please provide reflection on the changes. If no changes have occurred, please state this.

Please provide information regarding any potential conflicts of interest such as, where a member of the institution's staff is a student on the programme or has a close professional or personal relationship with a student. Please explain what mitigations will be used to manage any conflicts.

**A:2 Student profile commentary:**

Please provide a detailed analysis of the student profile for the programme, noting the trends or patterns in comparison to previous cohorts.

- Is there anything atypical in the profile of this cohort? If so, this should be explored and discussed
- Are the profiles as you would expect?
- Are there areas that could be improved, for example could strategies be introduced to improve diversity in the student body?

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).

**A:3 RPL commentary**

Please provide detailed commentary on the RPL process, explaining how it has been applied for each student. Please report on any trends which have been identified in relation to RPL. These students should be tracked separately, to monitor any specific issues which may emerge in relation to RPL entry.

Please also include any commentary applicable to direct entry students.

**OUVP Feedback**

OUVP will provide their initial feedback on this section within 4 weeks of the prescribed submission deadline date. It may include immediate actions to be addressed by the institution. These will be listed on the Immediate Actions tab.

## **Submissions B: Student performance data and commentary**

This section collates data and commentary relating to the retention, progression and achievement of students for this academic year/cycle. This submission should be submitted **within two weeks** of each assessment board. You are only asked to complete Submission B for award and progression boards (there is no requirement to comment on module boards).

### **Re-sit boards**

Please add data and reflection from any re-sit boards to section B, prior to completing Submission C. Please ensure that your additional reflections are recorded in a different text colour, for ease of consideration. This can then be submitted at the same time as Submission C.

### **B:1 Progression and Retention - data table**

Definitions of the terms used within the table can be found in the Glossary on page 13.

#### **B.1 Commentary on progression and retention**

A full commentary relating to the data should be provided. Patterns and trends relating to previous years should be included where appropriate.

Please feel free to use existing commentaries produced for other external bodies (e.g. OfS) if applicable.

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

#### **B.2 Achievement - data table**

This table is now split for different types of awards, honours and others (e.g. postgraduate awards). Exit awards should be captured under 'other'. The "total" column will populate automatically.

#### **B.2 Commentary on student achievement**

A detailed overview of the patterns and trends emerging from the data set, including comparisons with previous years, must be provided where appropriate.

- Do these trends align with your expectations? If not, please discuss further
- If students are exiting prior to achieving the qualification they enrolled for, what are the reasons for this?

Please note that with smaller cohorts of under 20 students, quantitative analysis (reflected as percentages) is of limited use. You may prefer to comment on qualitative data and trends instead.

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

**B:3 Appeals, Complaints and Disciplinary (data table)**

Please include the relevant data for all appeals, complaints, disciplinary cases and extenuating circumstances (mitigations).

**B.3 Detail and commentary regarding appeals, complaints, academic misconduct and mitigation**

Please provide reflective commentary on all appeals, complaints and disciplinary cases and extenuating circumstances (mitigations). Please highlight any identified trends and actions taken as a result of these trends. You should include a summary of how cases were dealt with through the institutional processes (a diagram or flow chart outlining the process may be added). Please outline any action planned to encourage good academic practice, or to address issues identified.

**B:4 Destination data**

Please make every effort to complete the destination data table where information is known of the destination of graduates. If the data is unknown at this time, please add when you complete Submission C.

**B.4 Commentary on destination data and feedback**

Comment on any trends which may emerge regarding graduates from the award.

**OUPV feedback on Submission B**

OUPV will provide their initial feedback on this section within 4 weeks of the prescribed submission deadline date. It may include immediate actions to be addressed by the institution. These will be listed on the Immediate Actions tab.

There may be feedback in this section from specific queries raised by MRAQCP regarding the exam board paperwork.



## **Submission C: Final Evaluation**

This section requires an overall evaluation of your validated programmes.

### **C:1 Comment / Reflect on:**

#### **C.1.i Outstanding recommendations from most recent re-validation.**

all recommendations must be listed, whether or not they have been met. OUVF feedback from Programme Monitoring will indicate when further reporting on recommendations is no longer required.

#### **C.1.ii Engagements with PSRB's (include / attach any reports received).**

it is recognised that not all partners will engage with PSRBs. If the programme is recognised by other accrediting bodies (including overseas), please report on any recent interactions with such bodies.

**Sections C:2 – C:7** As well as describing the processes undertaken please demonstrate how and why you have acted upon feedback.

### **C:2 Please reflect upon External Examiner feedback received and any resulting actions**

Please respond to all External Examiner comments, including positive and developmental feedback, and ensure that all recommendations have been addressed and/or translated into an Action embedded in the Action Tracker.

**Please ensure a copy of the formal response to the External Examiner's report is included within this submission.**

### **C:3 Please comment and reflect upon engagement with and feedback received from your Academic Reviewer**

In this section, please report on feedback/actions following the annual meeting between your Academic Reviewer and students and any other Academic Reviewer support you have received through the year (please include Actions in the Action Tracker).

### **C:4 Comment and reflect on staff feedback and evaluation of the programme**

In this section, please reflect as a programme team on the aspects of the programme that worked well this year and include any identified areas for further development (the latter should be included in the Action Tracker).

If applicable, please reflect on the impact and effectiveness of any recent changes which have been made to the programme, over the last academic year.

If applicable, please provide a copy of any programme staff survey.

### **C:5 Comment and reflect on employer feedback received**

In this section, please reflect on any engagement with employers. This could include work-based placements or projects (including 'live' projects) or employer involvement in programme development. Please include what has worked well, and why, and any identified areas for further development (which should be included on the Action Tracker).

Please include details on the mechanisms used to seek employer feedback and the frequency of interaction. If applicable, please provide a copy of any employer survey.

Please note that for any programmes which are offered as part of an apprenticeship, it is imperative that there has been extensive and robust engagement with employers. Reflection on how their feedback will be used to enhance and develop the programme is an integral part of any apprenticeship offer.

### **C:6 Articulate how student feedback for the programme is collated, analysed, acted upon and fed back**

Please describe the mechanisms used for gathering student feedback and advise how frequently feedback is sought and responded to.

Please include information on the effectiveness of student engagement in quality processes this year, for example student representation on committees.

If your institution is eligible for the UK National Student Survey, please reflect on the outcomes of this survey. Please note that this survey is aimed at mainly final-year undergraduates in UK institutions.

Copies of surveys used at institutional, programme and module level should be included in this submission.

### **C:7 Reflect on student feedback received and any actions taken**

Please provide a detailed narrative which articulates the analysis of student feedback collected through all mechanisms. Response rates to each survey used must be explicit. Describe any resulting actions which have been, or will be taken, and ensure appropriate tracking of these on the Action Tracker.

### **C:8 Staffing**

Please list all programme staff. Any new academic staff should be highlighted and a copy of their CV and the role specification for which they were recruited be attached (if this has not been submitted previously).

### **C:9 Commentary on academic and administrative staff resourcing and turnover**

Please comment on any increase or decrease in the total staffing resource for the programme (including teaching and administrative staff) and advise the reasons behind any changes.

Please report on how teaching has/will be covered whilst recruiting for any replacement staff.

If there has been a high turnover of teaching staff, please provide an explanation for this and reflect on the impact of any staff turnover on the student experience.

If there have been significant changes in student numbers recruited, the impact of this on the staff team should be included in the commentary.

### **C:10 Commentary regarding any changes to the physical resourcing of the programme**

Please report on the enhancement of learning resources, equipment and facilities (including studio/workshop spaces, if applicable), during the past academic year.

Please comment on the impact on teaching facilities and learning resources when there has been a significant change in student numbers.

### **C:11 Please submit details regarding any planned Moderate or Major Changes to the programme**

**No changes should be implemented without prior approval from the OU**

Please refer to the OU Handbook for the definition of Moderate and Major Changes and the process to be followed.

Please note, it is recommended that Major Changes to programmes are not introduced in the 12 months leading up to revalidation.

### **C:12 Please submit details regarding Minor Changes which have been implemented during this cycle.**

This should include acknowledgement of the updating of reading lists. These should be reviewed and updated annually to ensure subject currency.

### **Submission C Update**

Section C should be updated to fully report on subsequent cohorts of students admitted after the initial intake, this academic year. Please add text in a different colour, date or highlight, so that it can be easily identified.

### **OUPV Feedback**

OUPV will provide their initial feedback on this section within 4 weeks of the prescribed submission deadline date. It may include immediate actions to be addressed by the institution. These will be listed on the Immediate Actions tab.

## **Action Tracker**

A suggested table for the Action Tracker is provided by OUVV (Action Tracker tab). However, institutions are permitted to insert their own Action Tracker in this tab.

Please include actions addressing stakeholder feedback (such as EEs, programme team, students, employers). Please also include identified enhancements for the forthcoming year and anticipated activities in preparation for upcoming revalidations.

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

It is recommended that the Action Tracker is regularly reviewed and updated by the programme team and ideally be a standing item on the agenda for programme team meetings/programme committee meetings.

The Action Tracker should be endorsed by the Academic Board or equivalent following approval by the programme committee/programme team.

Please ensure that any Actions identified in the commentary sections (Sections A and B) are included and cross referenced in the Action Tracker.

## **Immediate Actions**

Immediate Actions may be added by the SQPM reviewing the Programme Monitoring following Submissions A, B and/or C. These Actions should be addressed by you, within 6 weeks of receiving the Action, and a full narrative be added in the "Institution's Response" column. OUVV will in turn respond to your response, advising of any further action required to complete the Immediate Action if applicable. Once Actions have been completed to the satisfaction of the reviewing SQPM, the "Date Completed" column will be completed by the SQPM.

## **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

<b>Word/abbreviation</b>	<b>Meaning</b>
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
Deferred	Approval for a student to postpone an attempt at an assessment due to extenuating circumstances, when they have received tuition in all modules.
Disciplinary	Serious breach of institutional policies and rules
MRAQCP	Module Results Approval and Qualifications Classification Panel
OfS	Office for Students
OUPV	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
Repeat/Retake	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 Credited Learning
(S)QPM	(Senior) Quality and Partnership Manager
Transferred	Student transferred to a different programme within the institution
Withdrawn	Student withdrawn from a programme