

Policy Coversheet

Name of Policy:	Continuous Monitoring Policy
Purpose of Policy:	To ensure the quality of the university's taught provision and maximise student satisfaction through incremental and focused improvement at all levels.
Intended audience(s):	Staff/External Parties
Approval for this policy given by:	Academic Board
Last Review Date:	28/09/2022
Review Due Date: (3 years from last review)	29/09/2025
Individual responsible for review:	Head of Academic Quality
Authorising department:	Academic Development Unit

TAUGHT COURSE CONTINUOUS MONITORING POLICY

1. Introduction

- 1.1. Continuous Monitoring will ensure the quality of the university's provision and maximise student satisfaction through incremental and focussed improvement at all levels.
- 1.2. Continuous Monitoring will support teams in their continual efforts to maintain and improve standards; to assure consistency of learning opportunities; to enhance the quality of the learning experience by a live, evidence informed monitoring process; and to allow Departmental, School and Institutional oversight to identify and develop strategic improvement initiatives.
- 1.3. Continuous Monitoring will be achieved through:
 - Continuously available access to evidence and metrics.
 - Continuously available action plans which allow teams to manage and track actions.
- 1.4. Continuous Monitoring will be a 'live' process with actions decided and resolved at the earliest opportunity.

2. Principles

- 2.1. The monitoring process will be informed by core metrics and qualitative evidence.
- 2.2. The monitoring process will be overseen at Module, Course, Department, School and Institutional level through access to clear and transparent action plans.
- 2.3. Module and Course Level Action Plans will be maintained on a continuous basis with clear ownership of actions. Metrics-based evidence will allow teams to understand where to focus improvement measures. Actions will be decided and resolved at the earliest opportunity.
- 2.4. Actions will be tagged according to key themes (for example learning, teaching, student voice, assessment and feedback). This will enable the analysis of learning provision at any time by drawing on the themed evidence and actions and will be used to inform the development of strategic initiatives at Departmental, School and Institutional level.
- 2.5. Evidence will be readily available and easily accessible.
- 2.6. The process will be action orientated and user-friendly.
- 2.7. The process will apply to all university provision, regardless of where or by whom it is delivered. Schools will have oversight of their courses delivered by collaborative academic partners.

3. Module Level Oversight

- 3.1. At module level, the Module Action Plan will be the definitive source for highlighting issues and identifying proposed action and will be the focal point for academic teams to monitor the health of each module.
- 3.2. Module Leaders will complete the Action Plan on a continual basis as evidence becomes available.
- 3.3. All Action Plans will be informed by key module-level metrics. Heads of Department will be alerted to higher level issues.

4. Course Level Oversight

- 4.1. At course level, courses will be grouped in agreed Course Monitoring Groups. The Course Monitoring Group Action Plan will be the definitive source for highlighting issues and identifying proposed action and will be the focal point for academic teams to monitor the health of the courses.
- 4.2. Course Monitoring Group Leaders will complete the Action Plan on a continual basis as evidence becomes available, in liaison (where necessary) with other Course Leaders.
- 4.3. All Action Plans will be informed by key metrics and qualitative evidence (which will include External Examiner Reports, Course Committee Minutes and Module Action Plans).

5. Department and School Level Oversight

- 5.1. The Head of Department (or equivalent) will have continual oversight of the Course Monitoring Group Action Plans for their department (and through them, the Module Action Plans). They will scrutinise Course Monitoring Group Action Plans on a regular basis, and where appropriate, raise any key issues with the School Management Team. School Management Teams will make timely decisions on implementing support measures where necessary.
- 5.2. Departmental Course Monitoring Meetings will be held twice a year facilitated by the Academic Quality Service. They will be chaired by someone external to the School and will include Heads of Department and Course Directors. The notes from the individual meetings will be shared with Schools and a summary of all meetings will be shared with Quality Enhancement Committee.
- 5.3. The School will have oversight of Course Monitoring through the receipt of the departmental course monitoring meeting notes, at School Academic Committee.

6. Institutional Oversight

- 6.1. Quality and Enhancement Committee will have oversight of Course Monitoring through the receipt of School Academic Committee minutes and the receipt of the bi-annual summaries of the departmental course monitoring meetings.
- 6.2. Quality and Enhancement Committee will submit to Academic Board an Institutional Annual Monitoring Report, collating institutional wide strategic issues and actions.