

## **Annex 8**

### **Administration handbook template**

The cover of the administration handbook should include the following information:

Goldsmiths, University of London

Administration handbook to the Memorandum of Agreement between Goldsmiths, University of London and (*name of partner institution*) for

(list the type of collaborative arrangement)

(list the names of the programme/s including any exit awards)

This administration handbook has been developed following discussions between relevant staff at Goldsmiths and (*name of partner institution*).

The manual should be reviewed annually by the Goldsmiths' Collaborative Provision Manager and the Institutional Liaison and updated as required in order to incorporate any changes to procedures.

Version number:

Effective from date:

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## **1. The Function of the Administration Handbook**

- 1.1 The function of this administration handbook is to set out the respective roles and responsibilities of Goldsmiths, University of London (Goldsmiths) and the partner institution for the effective delivery of the programme/s approved by Goldsmiths, University of London to be delivered in *(location)* by *(partner institution)*.
- 1.2 The Administration Handbook is not an exhaustive statement of the rules and regulations governing the arrangement and should be read in conjunction with:
  - ❑ the Memorandum of Agreement, including the appended Financial Agreement;
  - ❑ the Goldsmiths' Collaborative Provision Framework which details the College's processes for the approval and ongoing monitoring of collaborative provision arrangements, and which may be amended from time to time:  
<http://www.gold.ac.uk/quality/provision/>
  - ❑ the programme handbooks
  - ❑ the assessment and programme regulations
  - ❑ other specific regulations (as required)
- 1.3 The documents shall be applied in the following order to resolve any conflict: the Memorandum of Agreement, any provisions in the Schedules to the Agreement, any provisions of the Administration Handbook, any provisions of the Collaborative Provision Framework, any of Goldsmiths' policies and procedures which are applicable to the arrangements under the Agreement.
- 1.4 This handbook is consistent with the Quality Assurance Agency's Code of Practice for the assurance of academic quality and standards in higher education, Section 2 - *Collaborative provision and flexible and distributed learning (including e-learning)* - amplified version (2010).

## 2. Glossary of Terms

**Academic Board** - means the principal committee which is responsible for all academic matters either at Goldsmiths or at the partner institution

**Academic Coordinator** - means the academic at Goldsmiths who is responsible for providing academic leadership for and oversight of Goldsmiths' collaborative provision relationships

**Academic Link Tutor** - means the academic at Goldsmiths who is responsible for subject level liaison with the partner institution

**Administration Handbook** - means this document together with any amendments duly made by agreement between Goldsmiths and the partner institution.

**Annual Programme Review Report** - means the document produced by the partner institution recording the outcome of the Annual Review of each programme

**Annual Review** - means the annual meeting at which the review of the programme/s, consideration of external examiner reports and review of the effectiveness of communications between Goldsmiths and the partner institution is carried out.

**Collaborative Provision Framework** – means the Goldsmiths' framework of procedures and processes governing the management of collaborative provision.  
<http://www.gold.ac.uk/quality/provision/>

**College Liaison** - means the person at Goldsmiths who is responsible for the relationship with the partner institution. This is normally the Goldsmiths' Collaborative Provision Manager.

**Board of Examiners** - means the committee which is appointed on behalf of Academic Board to record and verify marks awarded for each student being assessed, and to recommend candidates for the award of degrees to the Academic Board. Depending on the nature of the collaborative relationship, the Board of Examiners might be a Goldsmiths' Board of Examiners or a Board of Examiners run by the partner institution.

**External Examiner** - means the person/s appointed by Goldsmiths to carry out duties as required by Goldsmiths' Regulations and in respect of a particular Board of Examiners relevant to a programme.

**Goldsmiths' Moderator** - means the academic at Goldsmiths who carries out the moderation of assessed work following first and second marking by the partner institution. This person will normally be the Academic Link Tutor.

**Institutional Liaison** - means the person at the partner institution who is responsible for the relationship with Goldsmiths.

**Institutional Review** - means the review by Goldsmiths of the partner institution's continuing capacity to support the relationship. This is normally carried out in the year preceding the specified end date of the Memorandum of Agreement.

**Learning and Teaching Quality Committee** - means the Goldsmiths' committee established by and reporting to the Academic Board to ensure the quality and standard of all programmes of study leading to a College award.  
<http://www.gold.ac.uk/committees/tor/ab-side/ltqc/>

**Periodic Programme Review/Programme Revalidation** - means the review by Goldsmiths of the programme in accordance with the periodic review procedures outlined in the College's Quality Handbook. <http://www.gold.ac.uk/quality/handbook/>. Programmes will be considered individually for the purposes of programme revalidation. This is normally carried out in the year preceding the specified end date of the programme's period of approval.

**Programme** - means the programme of study which has been formally approved by Goldsmiths as leading to a Goldsmiths' award.

**Programme Leader** - means the person appointed to manage a programme.

**Programme Regulations** - means those regulations approved by Goldsmiths as governing a programme and currently in force. These are approved at programme approval stage.

**Quality Handbook** - means Goldsmiths' document which governs processes relating to quality and standards. <http://www.gold.ac.uk/quality/handbook/>

**Quality Assurance** - means the processes for establishing, monitoring and upholding the standards set by Goldsmiths for students to be granted one of its awards

**Quality Assurance Agency (QAA)** - means the UK company registered under the name THE QUALITY ASSURANCE AGENCY FOR HIGHER EDUCATION with company registration number 03344784 and also registered as a UK charity which is responsible to the UK Government's Higher Education Funding Council for England (HEFCE) for monitoring and assessing quality in the UK higher education sector  
<http://www.qaa.ac.uk/>

**Student Handbook** – means the document issued to students by the partner institution which includes details about the content of the programme and its regulations and which has been approved by Goldsmiths as part of its programme validation process.

**Transcript** - means the record issued formally by the partner institution and verified by Goldsmiths as evidence of a student's academic achievement. The transcript indicates courses taken together with marks and credits awarded. Goldsmiths will provide the partner institution with a template for this purpose.

### **3. Liaison between Goldsmiths and partner institution**

#### **3.1 Goldsmiths' contacts and roles**

##### **3.1.1 Strategic Management**

3.1.2 The Academic Coordinator, *(add name)*, is responsible for the strategic aspects of the institutional relationship for Goldsmiths.

3.1.3 A full checklist of the roles and responsibilities of the Academic Coordinator is given at Appendix D. *(This list should be tailored as appropriate to the individual collaborative arrangement.)*

##### **3.2 Functional Management**

3.2.1 The Head of Quality and Standards has overall responsibility for and oversight of the quality assurance aspects of Goldsmiths' collaborative provision arrangements.

3.2.2 The Collaborative Provision Manager will be College Liaison and is responsible for the day to day management of the arrangement in particular:

- ❑ co-ordinating relations between Goldsmiths and *(partner institution)* and consulting regularly with *(add name of person from partner institution)* on the day to day management of the programme(s) and other functional aspects of the relationship.
- ❑ ensuring that the provisions of the collaborative arrangement are in full conformity with Goldsmiths' requirements with particular regard to Quality Assurance and the QAA Code of Practice
- ❑ ensuring that any proposed changes to the content, delivery or assessment of the programme/s are subject to Goldsmiths' quality assurance procedures.

3.2.3 A full checklist of the roles and responsibilities of the College Liaison is given at Appendix A. *(This list should be tailored as appropriate to the individual collaborative arrangement.)*

#### **3.3 Partner institution contacts and roles**

##### **3.3.1 Strategic Management**

3.3.2 *(Add name of person at partner institution)* is responsible for the strategic aspects of the institutional relationship with Goldsmiths, University of London.

##### **3.4 Functional Management**

3.4.1 *(Add name of person at partner institution)* acts as Institutional Liaison and is responsible for the day to day management of the collaborative provision arrangement at the partner institution, in particular:

- ❑ liaising with the Goldsmiths Collaborative Provision Manager on the day to day management of the programme(s) and other functional aspects of the relationship
- ❑ ensuring that the partner institution delivers the programmes in accordance with the approved programme specification and agreed quality assurance arrangements

- contacting the Goldsmiths' Collaborative Provision Manager to discuss any proposed changes to the content, delivery or assessment of the programme/s

3.4.2 A full checklist of the roles and responsibilities of the Institutional Liaison is given at Appendix B. *(This list should be tailored as appropriate to the individual collaborative arrangement.)*

#### **4. Annual planning and scheduling of activities.**

- 4.1 At least two weeks before the start of each semester during which the programme/s is taught, the partner institution shall prepare a timetable for the Courses being offered and a schedule for the delivery and submission of the assignments and examinations relevant to those Courses and shall issue these items without delay to students recruited to the relevant programme and to the College Liaison.
- 4.2 Before the start of each academic year and after consulting the College Liaison, (*the partner institution*) shall prepare a list of the dates of all Board of Examiner and other Committee meetings to be held in that Academic Year and shall send this to the College Liaison. Where a large number of programmes are to be considered, (*the partner institution*) shall endeavour to group meetings of Boards of Examiners in order to facilitate attendance by Goldsmiths' staff.
- 4.3 The College Liaison will normally attend a selection of meetings of the partner institution's Academic Board (or equivalent). The College Liaison will also attend a sample of other committees, more so in the early stages of any new collaborative relationship. The meetings to be attended will be agreed in discussions between the College Liaison and the Institutional Liaison prior to the start of each academic year
- 4.4 (*The partner institution*) shall take an accurate note of and prepare the formal minutes of all committee meetings relevant to the relationship. The College Liaison will receive the minutes of committees relevant to the relationship.
- 4.5 The College Liaison shall send to the Institutional Liaison the minutes of Goldsmiths' committees that are of relevance to the relationship.
- 4.6 In the spring March/April of each calendar year, the Institutional Liaison will notify the College Liaison of any new programmes to be validated during the following academic year or of any major proposed changes to validated programmes that will need to be considered. Minor changes to programmes would be notified in June for an August start.
- 4.7 Before the end of each academic year, the College Liaison shall identify, in consultation with the Institutional Liaison what changes, if any, need to be made to the Administration Handbook with regard to experience of delivering the programme/s, to the outcome of Annual Programme Review and to any changes in Goldsmiths' policy and after consideration of comments from any External Examiner, the relevant Goldsmiths' student administration offices etc.
- 4.8 The Administration Handbook shall be changed only with the written agreement of both the College and (*the partner institution*) and once the agreed changes have been made the version number and effective from date will be updated.

## **5. Programme Structure and Mode of Delivery**

### **5.1 Programmes covered by the agreement**

5.1.1 The following programmes have been approved for delivery as part of this collaborative arrangement and are covered by this administration handbook.

*(list programmes here)*

### **5.2 Location, resources and mode of delivery**

5.2.1 The programmes will be delivered at:

*(add location)*

5.2.2 *(The partner institution)* must not deliver the programme/s at any other premises without the prior consent of Goldsmiths, either as additional to or in substitution for those at the above address.

5.2.3 In relation to each approved programme, *(The partner institution)* shall be responsible for learning resources, facilities and support for students and staff in terms of books, journals and other information sources and services, access to computers, computer software and information technology services.

5.2.4 Goldsmiths may assist the continuing development of *(The partner institution's)* learning resources through the provision of advice and practical co-operation where appropriate.

5.2.5 In relation to the approved programmes, *(The partner institution)* shall be responsible for providing all teaching accommodation for students in terms of lecture halls, laboratories, seminar rooms, tutorial rooms, reading rooms and all other teaching accommodation requirements. This responsibility shall include short and long term maintenance, insurance and security for such accommodation.

5.2.6 *(The partner institution)* will be responsible for providing all student services for students in relation to the approved programmes

5.2.7 The programmes are offered in full-time mode.

5.2.8 All programmes will be taught and assessed entirely in English.

### **5.3 Programme management**

5.3.1 *(The partner institution)* shall appoint a Programme Leader who will be responsible for the day-to-day management and co-ordination of each programme.

5.3.2 *(The partner institution)* will be responsible for the teaching of each Approved Programme.

5.3.3 *(The partner institution)* shall be responsible for day-to-day management of the students' learning experience.

5.3.4 Goldsmiths shall be responsible for monitoring the quality of the students' learning experience.

## 5.4 Programme Structure

### 5.4 Programme Structure

- 5.4.1 The approved structure of each programme is detailed in the definitive programme documents. The latter include:
- the programme specification
  - the programme handbook
  - all module outlines
- 5.4.2 (*The partner institution*) is responsible for ensuring that the programme specification is properly maintained and updated. The Institutional Liaison will submit to the Goldsmiths' Liaison updated programme specifications together with the Annual Programme Review Reports each year.
- 5.4.3 Goldsmiths and (*the partner institution*) should ensure that they keep copies of these documents for each programme. Version control is vital and an archive of out of date versions should be maintained for a period of 7 years.
- 5.4.4 (*The partner institution*) and Goldsmiths shall retain a complete set of the approved regulations relevant to any student's enrolment by on the programme/s until such time as all rights of appeal by that student in relation to the programme/s have expired.
- 5.4.5 No programme or course may be delivered before it has been approved by Goldsmiths.
- 5.4.6 This process must be completed by the April prior to the start of the next academic year to allow for consideration and approval by the relevant Goldsmiths' committees.
- 5.4.7 The process for new programme approvals and amendments is detailed in the Goldsmiths' Collaborative Provision Framework.  
<http://www.gold.ac.uk/quality/provision/>

## **6. Marketing, advertising and promotion**

- 6.1 *(The partner institution)* must send any proposed promotional material relating to the programme/s to the College Liaison prior to its publication, circulation or being made available and no such material shall be used without first being approved in writing by the College Liaison.
- 6.2 Neither *(the partner institution)* nor Goldsmiths shall use the name of or identify the other externally without the other's prior consent unless provided otherwise in the Memorandum of Agreement.
- 6.3 The Goldsmiths' logo is a registered trademark with restricted use.
- 6.4 Use of the Goldsmiths' logo by third parties will be sanctioned on a case by case basis depending on the nature of the partnership. Details will be included in the Memorandum of Agreement.
- 6.5 Neither *(the partner institution)* nor Goldsmiths shall misrepresent the collaborative relationship to students (and their families) interested in or enrolled on the programme(s).
- 6.6 Goldsmiths will supply a form of words that *(the partner institution)* should use to explain the nature of the relationship and also clarify the nature of the relationship between Goldsmiths and the University of London.
- 6.7 *The partner institution* shall be responsible for preparing entries in general publications and for advertising each approved programme.
- 6.8 *(The partner institution)* shall be responsible for all the costs of any advertising and promotional materials and activities in respect of the programme/s and shall market and promote the programme/s as approved at its own expense.

## 7. Recruitment, Admissions and Student Records

- 7.1 The recruitment of prospective students to the programme/s is the responsibility of (*the partner institution*).
- 7.2 (*The partner institution*) shall ensure that students recruited for admission to the programme/s meet the entry requirements set out in the admissions regulations approved as part of the institutional approval process.
- 7.3 (*The partner institution*) shall explain clearly to applicants before admission that students admitted to the programme/s have registered status at Goldsmiths for award purposes only. Students are not entitled to use Goldsmiths' facilities.
- 7.4 (*The partner institution*) shall record and maintain application details of students who have applied to the institution in relation to each programme, and shall maintain admissions statistics as required by Goldsmiths. Goldsmiths shall have the right to receive a copy of this data on reasonable written request.
- 7.5 (*The partner institution*) must make clear to students that registration with Goldsmiths is a precondition to the Board of Examiners' consideration of making an award to any student, irrespective of the students enrolment with (*the partner institution*).
- 7.6 The partner institution will also give students a data fair processing notice confirming how the partner institution will handle the data and which data will be communicated to Goldsmiths. The precise wording of this notice will be agreed by Goldsmiths in discussion with (*the partner institution*).
- 7.7 The admissions procedure for the programme/s is as follows:  
(*add hyperlink*).
- 7.8 (*The partner institution*) shall verify all awards and entry qualifications for students admitted to the programme/s and the admissions process is subject to review and audit by Goldsmiths. The partner institution will submit an annual admissions report to the College Liaison following completion of the admissions process each academic year.
- 7.9 (*The partner institution*) shall verify the identity of all students admitted onto a programme leading to a Goldsmiths' award.
- 7.10 Day-to-day Student administration of the Programme will be carried out by (*the partner institution*) staff.
- 7.11 Student records will be maintained at both (*the partner institution*) and Goldsmiths.
- 7.12 (*The partner institution*) shall create and maintain accurate records of every student enrolled by (*the partner institution*) on the validated programme/s. This shall include records of all courses taken and marks received.
- 7.13 Student records will be maintained at Goldsmiths for the purposes of producing student listings and statistical returns. (*The partner institution*) will provide Goldsmiths with amendments for the records as required.
- 7.14 (*The partner institution*) will be responsible for issuing letters to all other external bodies certifying student status. These letters will identify (*the partner institution*) as the main location of study for students.

- 7.15 On successful completion of an approved programme, Goldsmiths shall grant to the student an award certificate to which he or she is entitled.
- 7.16 (*The partner institution*) shall store and process the records in a manner and to standards approved by Goldsmiths (which standards will have regard to the requirements of the Data Protection Act 1998) and (*the partner institution*) shall comply with any initial or subsequent requirements of Goldsmiths in these respects.

## **8. Registration and Enrolment**

- 8.1 *(The partner institution)* shall be responsible for the enrolment of students in accordance with *(the partner institution)*'s normal enrolment procedures.
- 8.2 *(The partner institution)* shall undertake the invoicing and collection of fees. Any administration of student financial support services will be the responsibility of *(the partner institution)*.
- 8.3 Once students have been unconditionally admitted to a programme/s the Institutional Liaison shall send to the College Liaison such information as is required by the College to register the student onto the Goldsmiths' student records system.
- 8.4 Goldsmiths will provide a template for the information required.  
*(Add information confirming the procedure for the secure transmission of student registration data).*
- 8.5 Following receipt of this information Goldsmiths shall register the relevant students as students of Goldsmiths. The College Liaison shall send a list of all the students registered for a Goldsmiths' award to the Institutional Liaison as confirmation of registration.
- 8.6 The Institutional Liaison must advise the College Liaison immediately of any errors in the list.
- 8.7 The Institutional Liaison must immediately inform the College Liaison if any student is subsequently added or deleted from the list of students registered at Goldsmiths.

## **9. Teaching and Administrative Staff**

- 9.1 The qualifications and experience of teaching staff shall be considered as part of the processes of institutional approval and programme validation.
- 9.2 The level of administrative support available to support the programmes shall also be considered as part of the processes of institutional approval and programme validation. Appropriate support arrangements should be embedded within the institutional structure and not just be dependent on any one individual.
- 9.3 *(The partner institution)* warrants that the quality and experience of staff engaged to teach the approved programmes will not differ materially from the quality and experience of the staff as detailed in *(the partner institution)*'s application for Validation.
- 9.4 *(The Institutional Liaison)* shall keep Goldsmiths informed of all staff teaching on the programme(s) and provide to the College Liaison, for information on an annual basis, the curricula vitae of all newly-appointed teaching staff.
- 9.5 *(The partner institution)* shall ensure that all teaching and administrative staff appointed undergo specific appropriate induction, training and ongoing staff development.
- 9.6 *(The partner institution)* shall establish and maintain effective measures to review and further develop the performance of staff engaged with the programme(s).
- 9.7 Goldsmiths shall by agreement provide advice to *(the partner institution)* on training and staff development relevant to the performance of these collaborative arrangements.
- 9.8 Goldsmiths shall by agreement provide staff development activities for staff at *(the partner institution)*.
- 9.9 The organisation of all staff development activities provided by Goldsmiths shall be co-ordinated by the College Liaison and the Academic Coordinator.

## 10. Resources

- 10.1 Goldsmiths shall specify through the processes of institutional approval and programme validation the resources which must be provided by (*the partner institution*) for the delivery of the programmes.
- 10.2 (*The partner institution*) shall be responsible for providing and maintaining at its own cost, and to the standard appropriate to the level of study of the programme, the teaching and learning resources as specified by Goldsmiths.
- 10.3 Goldsmiths shall monitor the ongoing provision of appropriate resources through the annual programme and periodic programme review processes.
- 10.4 (*The partner institution*) shall notify the College Liaison without delay of any changes to the nature, quantity or quality of teaching and learning resources provided for use of staff and students in connection with the programme(s).
- 10.5 (*The partner institution*) shall at all times provide the management and administrative structures, systems and resources sufficient to ensure both the effective delivery of the programme(s) and the efficient support of the relationship with Goldsmiths.

## **11 Equality and Diversity and Student Support**

### **11.1 Goldsmiths' Commitment to Equality and Diversity**

- 11.1.1 Goldsmiths, University of London values its diverse community.
- 11.1.2 One of the College's Strategic Aims is "to foster an environment committed to and supportive of diversity, the free exchange of ideas, tolerance and equal opportunities, and to work to raise aspirations and widen access to higher education in general and to the College in particular."
- 11.1.3 Goldsmiths will not discriminate on grounds of gender, gender identity, gender reassignment, marital status, religion or belief, race, colour, nationality, disability, age, sexual orientation, parental status, trade union membership, class or ethnic or national origins.
- 11.1.4 In order to maintain its diversity, Goldsmiths aims to ensure that all policies, procedures and practices do not disadvantage or exclude on grounds of disability.
- 11.1.5 Goldsmiths expects all its staff, students, suppliers, contractors and visitors to endorse this commitment and to behave accordingly.

### **11.2 Goldsmiths' Expectations**

- 11.2.1 Goldsmiths expects partner institutions to have in place equality and diversity and student support policies and procedures that meet the requirements of the legislation in force in the country where the partner institution is located, which are compatible with those of Goldsmiths and are in line with the QAA Code of Practice Section 3 *Disabled Students* (2010).
- 11.2.2 (*The partner institution*) shall provide all students on a programme with appropriate support. (*The partner institution*) will make reasonable adjustments in order to accommodate any additional needs relating to any student/applicant's disability.
- 11.2.3 (*The partner institution*) shall ensure that no member of staff, or student receives less favourable treatment on the grounds of sex, marital status, religion or belief, race, colour, nationality, disability, age, sexual orientation, parental status, class or ethnic or national origins, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.
- 11.2.5 Information that (*the partner institution*) provides to prospective and enrolled students should be designed to provide equality of opportunity for students with a disability.
- 11.2.6 (*The partner institution*) should make every reasonable effort to ensure that their procedures are designed to enable disabled students equivalent access to the programme. These include admissions procedures, procedures which enable the institution to identify the support required by individual students, advice and support services.
- 11.2.7 (*The partner institution*) shall ensure that its teaching, learning and assessment methods used to deliver the programme are inclusive enough to enable students' individual learning needs to be met to and make reasonable adjustments.

- 11.2.8 (*The partner institution*) should ensure that it has arrangements in place to monitor the academic progress of disabled students. This will often be considered as part of the data analysis carried out as part of annual programme review.
- 11.2.9 It is recognised that overseas institutions might not be under equivalent legal duties to their UK counterparts e.g. in respect of disability – but Goldsmiths is under an obligation to all its students to make every effort to comply with relevant legislation.
- 11.2.10 (*The partner institution*) will supply a brief annual report to Goldsmiths concerning its student support arrangements using a template supplied for this purpose by Goldsmiths through the annual programme review reports submitted to Goldsmiths.
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## **12. Programme Handbooks**

- 12.1 *(The partner institution)* shall prepare a Student Handbook for each programme
- 12.2 The template for student handbooks is an annex to the Goldsmiths' Collaborative Provision Framework. <http://www.gold.ac.uk/quality/provision/>
- 12.3 The draft programme handbook and the programme regulations will be considered and approved as part of the programme validation process.
- 12.4 Other regulations and procedures will be considered and approved as part of the institutional approval process.
- 12.5 The Institutional Liaison shall submit an electronic copy of all programme handbooks annually to the College Liaison.
- 12.6 Goldsmiths shall also prepare a guide for students studying on programmes delivered through collaborative provision arrangements. The College Liaison will supply sufficient copies to the Institutional Liaison at the beginning of each academic year. *(add hyperlink once drafted)*

## **13. Quality Assurance**

### **13.1 Academic Standards**

- 13.1.1 Goldsmiths has sole authority to prescribe the academic standards relating to any education provision which leads to one of Goldsmiths' awards.
- 13.1.2 Goldsmiths shall have ultimate responsibility for academic standards of the approved programmes and for ensuring that the standards achieved by students are consistent with the award of other equivalent Goldsmiths' programmes.
- 13.1.3 (*The partner institution*) will be responsible for the day-to-day monitoring of student achievement in relation to the academic standards of the approved programmes. Goldsmiths shall be solely responsible for the academic standards of its awards, including the academic content of the approved programmes
- 13.1.4 Goldsmiths shall oversee the maintenance of academic standards relating to the programme/s and shall provide reasonable assistance to (*the partner institution*) to allow these standards to be maintained.
- 13.1.5 The College Liaison shall provide advice on request to the Institutional Liaison on general matters of Quality Assurance and on the policies underlying the Goldsmiths' Collaborative Provision Framework and the QAA Code of Practice.
- 13.1.6 The College Liaison shall provide the Institutional Liaison with a copy of any new or revised Goldsmiths' document which might be relevant to the relationship.
- 13.1.7 Goldsmiths reserves the right to send one or more representatives to (*the partner institution*) to monitor other activities taking place under these collaborative arrangements, for example teaching observation or the inspection of records and systems.

### **13.2 Changes to Programmes**

- 13.2.1 In the March/April of each calendar year, the Institutional Liaison shall notify the College Liaison of any new programmes to be validated during the following academic year or of any proposed major changes to validated programmes that will need to be considered. Minor changes will be notified in June following meetings of Boards of Examiners and will need to be approved for August start.
- 13.2.2 The Institutional Liaison shall without delay discuss any proposed changes to validated programmes with the College Liaison to identify if the proposed changes constitute a major or minor programme amendment. In cases where the proposed changes would impact significantly on the programme, as validated, it may be necessary to convene a full revalidation panel. The College Liaison will advise in all cases.
- 13.2.3 The process for approving changes to programmes is as detailed in the Goldsmiths' Collaborative Provision Framework. <http://www.gold.ac.uk/quality/provision/>
- 13.2.4 The External Examiners will be consulted about proposed changes to programmes. The Academic Link Tutor will also be consulted.
- 13.2.5 Changes cannot be implemented until (*the partner institution*) has received written approval from the College Liaison that the recommended changes have been approved.

13.2.6 Both (*the partner institution*) and Goldsmiths shall create and maintain a chronological record of approved changes in a way which makes clear what was applicable at any given time during the currency of the contract.

### **13.3 Assessment**

13.3.1 Goldsmiths will retain oversight of the assessment, examination and academic progression of students.

13.3.2 (*The partner institution*) will be responsible for the day-to-day management of the assessment and examination of Students

13.3.3 All assessments and examinations will be conducted at (*the partner institution*).

13.3.4 The examination papers will be printed by (*the partner institution*) and (*the partner institution*) will be responsible for their safe and confidential keeping until required for the relevant examination. (*The partner institution*) will be responsible for supplying/providing appropriate examination stationery.

13.3.5 (*The partner institution*) staff will mark the examination scripts and/or coursework assignments.

13.3.6 Except where otherwise stated in the Memorandum of Agreement, all assessment regulations of the approved programmes will be as described in (*the partner institution*)'s approved assessment regulations.

13.3.7 (*The partner institution*) shall ensure that the assessment arrangements are implemented in accordance with the regulations and procedures as approved by Goldsmiths as part of the institutional approval process.

13.3.8 The College Liaison will supply any ongoing Quality Assurance advice from Goldsmiths relating to assessment arrangements as and when required.

13.3.9 The Institutional Liaison shall submit to the College Liaison a copy of the timetable for any examination or resit examination at the start of the academic year.

13.3.10 The Institutional Liaison shall send securely to the College Liaison a sample of marked coursework and examination scripts for each Course whose results are to be considered by that Board of Examiners at least 2 weeks before the date of the Board of Examiners meeting. The sample shall be the same as that to be sent to the External Examiner. The Goldsmiths Academic Link Tutor shall moderate the sample and produce a report in time for the Programme Assessment Committee meetings.

13.3.11 The Programme Leaders shall send the sample to the external examiners and include with the sample. Sample from across the range and include all fails, firsts and borderlines.

a) the report from (*the partner institution*)'s first and second markers

b) a list of all students who took the assessment together with their mark/s. This list should clearly identify those students whose assessment is included in the sample.

### 13.3.12 The College Liaison shall:

- a) organise moderation of the sample at Goldsmiths in accordance with the requirements detailed in the Goldsmiths' Collaborative Provision Framework:
- b) forward the report from Goldsmiths' staff undertaking the moderation to the Institutional Liaison and, where there is any material difference in the marking, discuss with the Institutional Liaison and Goldsmiths' Moderator a means of resolving the difference.

13.3.13 In the case of outstanding unresolved difference, this should be discussed at the Programme Assessment Committee and referred to the Board of Examiners for resolution.

## 13.4 Academic Conduct

13.4.1 The (*partner institution*) shall ensure that any academic misconduct is dealt with in accordance with the regulations and procedures approved by Goldsmiths as part of the institutional approval process. (*add hyperlink*)

## 13.5 External Examiners

13.5.1 Goldsmiths shall appoint one or more External Examiners for each programme as agreed at the programme approval event, following Goldsmiths' standard procedures detailed in the Goldsmiths' Collaborative Provision Framework.

13.5.2 The College Liaison shall notify the Institutional Liaison when an external examiner's nomination has been approved.

13.5.3 The Institutional Liaison shall, at the start of each academic year, confirm to the College Liaison the date of the relevant Board of Examiners meeting/s to be held in that academic year and also the dates of any exhibitions or performances that the external examiner shall be required to attend.

13.5.4 The Institutional Liaison shall, at the start of each academic year, confirm to the External Examiners the date of Board of Examiners meetings, the dates of any exhibitions or performances that the External Examiner shall be required to attend.

13.5.5 The College Liaison will communicate this information to Goldsmiths' Academic Link Tutors who will be involved in internal moderation and also to the Goldsmiths' Assessments Office.

13.5.6 The Programme Leader shall send to the External Examiner a sample of the assessment results at least two weeks before the Board of Examiners meeting at which the assessed work is to be considered.

13.5.7 The Programme Leader shall send the same sample of assessed work as sent to External Examiners to the College Liaison for moderation by the Goldsmiths' Academic Link Tutors. The Academic Link Tutors shall ensure that moderation is carried out and a report produced within the time frame specified before the meeting of the Board of Examiners.

13.5.8 All External Examiners shall normally be in attendance at Boards of Examiners. In addition, External Examiners shall normally attend final exhibitions or performances of

student work as required by the particular programme. Where this is not possible, the partner institution will supply the external examiners with recordings of the relevant performances.

13.5.9 The College Liaison will send the Goldsmiths external examiner report form to the External Examiner for completion.

13.5.10 The College Liaison shall ensure there is a written response on behalf of Goldsmiths to any issue raised and that the response is sent to the External Examiner. The response will be produced in liaison with the partner institution and will be sent by the Goldsmiths Academic Coordinator.

13.5.11 (*The partner institution*) will include consideration of the report and the response and any resulting action plan in its annual programme review report to Goldsmiths.

13.5.12 Goldsmiths shall be responsible for the payment of a fee to each External Examiner for the participation and conduct of the External Examiner in the procedures described in this Administration Handbook and as required by Goldsmiths.

## **13.6 Board of Examiners**

13.6.1 The Composition of the Board of Examiners shall be as specified in the (*partner institution*)'s assessment regulations approved as part of the institutional approval process. (*add hyperlink*)

13.6.2 The relevant Goldsmiths' Academic Link Tutor/s will be a member/s of the Board of Examiners. The Goldsmiths' Collaborative Provision Manager or the Head of Quality and Standards will be in attendance at all Board of Examiner meetings. The Goldsmiths Academic Coordinator will be the senior Goldsmiths' Goldsmiths' academic representative at Boards of Examiners. Where the partner institution is new to higher education or relatively inexperienced, the Goldsmiths' Academic Coordinator will chair the Board

13.6.3 Assessment results shall normally be considered by a Board of Examiners meeting in the term or semester following that to which the assessments under consideration relate.

**13.6.4 The dates of Board of Examiners' meetings will be agreed by Goldsmiths and (*the partner institution*).**

13.6.5 (*The partner institution*) shall ensure that the External Examiner/s have the opportunity to discuss the assessments with Programme Leaders or staff delivering the programme/s prior to any meeting of the Board of Examiners,

13.6.6 (*The partner institution*) shall arrange and provide the administration for all Board of Examiner meetings. This shall include providing mark sheets for all students undertaking the programme/s including recommendations for progression and award.

13.6.7 The partner institution shall minute all Board of Examiners meetings and ensure that an Award Confirmation & Student Progression list, signed by the External Examiner/s and the Chair of the meeting is produced for each meeting.

13.6.8 The Board of Examiners will make recommendations to (*the partner institution's*) Academic Board (or equivalent) which will make recommendations to Goldsmiths regarding progression of and awards to students

13.6.9 Goldsmiths shall make an award only to a student entered on an Award Confirmation & Student Progression list complying with the requirements of Goldsmiths' External Examining Policy which includes the signing of the Award Confirmation & Student Progression list by the Chair of the Board of Examiners and at least one External Examiner including the Senior External Examiner where one is so designated.

13.6.10 (*The partner institution*) shall submit an annual assessments report to Goldsmiths following the template supplied by Goldsmiths for this purpose.

### **13.7 Annual Review meeting**

13.7.1 (*The partner institution*) shall hold a meeting each year to address matters arising from the collaborative arrangements for the programme(s). The College Liaison (and for the first year of any new arrangement, Head of Quality and Standards) shall attend this meeting.

### **13.8 Annual Programme Review**

13.8.1 The Institutional Liaison will send annual programme review (APR) reports for all programmes which form part of this collaborative arrangement to the College Liaison using the template supplied by Goldsmiths for this purpose and by the published deadline each year.

13.8.2 The APR reports will be considered by Goldsmiths as part of its annual programme review process and feedback will be given to (*the partner institution*).

### **13.9 Institutional Review**

13.9.1 Institutional review will take place at intervals not normally exceeding five years. The timing will be determined by the number of years awarded at institutional approval/ the last institutional review. The review may be brought forward if any causes for concern have come to light in the intervening period, for example, through annual programme review reports.

13.9.2 The College Liaison will begin discussions about the institutional review process with the Institutional Liaison 18 months before the end of the contract.

13.9.3 The process of institutional review is described in Goldsmiths' Collaborative Provision Framework. <http://www.gold.ac.uk/quality/provision/>

### **13.10 Periodic Programme Review**

13.10.1 Taught programmes are subject to periodic programme review and revalidation at least every five years. The timing will depend on the length of the approval period awarded at re/validation. Programmes will be considered individually for the purposes of programme revalidation.

13.10.2 The College Liaison will begin discussions about the periodic programme review process with the Institutional Liaison 18 months before the end of the period of approval.

13.10.3 The Periodic Programme Review will be carried out in accordance with the procedures set out in Goldsmiths' Collaborative Provision Framework.

## 14 Academic complaints, appeals and discipline

- 14.1. (*The partner institution*) is responsible for providing at enrolment, details of the procedures by which students may pursue complaints and appeals through (*the partner institution*) and Goldsmiths. The agreed (*the partner institution*) Student Complaints Procedures shall be stipulated in (*the partner institution*)'s Academic Regulations. The programme handbook issued to all students upon enrolment shall direct students to the location of these procedures.
- 14.2 Student complaints in relation to academic matters
- 14.2.1 Upon completion of all stages of (*the partner institution*)'s Student Complaints Procedures, if the final decision regarding a complaint in relation to academic matters fails to satisfy the student, he or she may, within a period of 14 calendar days following notification of the decision submit an appeal to the Goldsmiths' Complaints and Appeals Manager, for consideration by the Goldsmiths' Pro-Warden appointed by the Goldsmiths' Warden for this role.
- 14.2.2 The student will be advised of their right of further appeal to Goldsmiths, and the basis on which such an appeal can be made at the point that the final decision at (*the partner institution*) is communicated to the student by the Head of (*the partner institution*).
- 14.2.3 Upon receipt of the appeal at Goldsmiths, the responsible Pro-Warden will consider whether the complaint was conducted in accordance with (*the partner institution*)'s Student Complaints Procedures and whether the final decision was reasonable and in accordance with the facts of the case.
- 14.2.4 The Pro-Warden may, at his or her discretion, establish a Complaints Committee to be chaired by a member of Goldsmiths' Academic Board and comprising a Pro-Warden and another member of the academic staff appointed by the Warden, and a disinterested student appointed by the President of the Students' Union.
- 14.2.5 The decision of the responsible Pro-Warden or of the Complaints Committee shall be final.
- 14.2.6 There is no further procedure internal to Goldsmiths for a complaint to be pursued. A student will automatically be issued with a 'Completion of Procedure' letter which will confirm that internal procedures have been exhausted; list the issues involved and dealt with, and the outcome; and informing the student of his or her right to approach the Office of the Independent Adjudicator (OIA), an independent agency established to consider complaints from students.
- 14.2.7 The OIA will only consider a complaint once the internal procedures of both (*the partner institution*) and Goldsmiths have been exhausted. In order to submit a complaint to the OIA a student must submit the 'Completion of Procedures' letter, which shall contain the contact details of the OIA.
- 14.3 Student appeals in relation to academic matters
- 14.3.1 Upon completion of all stages of (*the partner institution*)'s appeals process, the student will be informed in writing of the decision of (*the partner institution*). At this point, (*the partner institution*) will also advise the student of their right of further appeal to Goldsmiths, and the basis on which such an appeal can be made.
- 14.3.2 If dissatisfied with the decision of (*the partner institution*), the student may, within 14 calendar days following notification of that decision, submit an appeal to the Goldsmiths'

Complaints and Appeals Manager for consideration by the Goldsmiths' Pro-Warden appointed by the Warden to oversee appeals.

- 14.3.3 The responsible Pro-Warden will consider whether the appeal was conducted in accordance with (*the partner institution*) appeals procedures and whether the final decision was reasonable and in accordance with the facts of the case. The decision of the Pro-Warden shall be final.
- 14.3.4 If a student has appealed unsuccessfully and is dissatisfied with the outcome, he or she may appeal to the Office of the Independent Adjudicator (OIA). The OIA will only consider a petition once the internal procedures of (*the partner institution*) and Goldsmiths have been exhausted. In order to submit an appeal to the Office of the Independent Adjudicator a student must obtain a letter of completion of procedures from the Goldsmiths' Complaints and Appeals Manager.
- 14.4 Student appeals in relation to academic disciplinary procedures
- 14.4.1 Students shall, on completion of all of (*the partner institution*)'s procedures, have the right to refer a decision of (*the partner institution*) concerning disciplinary procedures in relation to academic matters to Goldsmiths.
- 14.4.2 Upon completion of all stages of (*the partner institution*) appeals process, the student will be informed in writing of the decision of (*the partner institution*) and the reason for that decision no later than five working days after the hearing. The student will be advised of their right of further appeal to Goldsmiths, and the basis on which such an appeal can be made.
- 14.4.3 If dissatisfied with the outcome of the (*the partner institution*), the student may, within 14 calendar days following notification of that decision, submit an appeal to the Goldsmiths' Complaints and Appeals Manager for consideration by the Goldsmiths' Pro-Warden appointed by the Warden to oversee appeals.
- 14.4.5 Upon receipt of an appeal at Goldsmiths in relation to academic disciplinary procedures, sections 13.9, 13.10 and 13.11 of Goldsmiths' General Regulations shall apply. The current version of the General Regulations is published at:  
<http://www.gold.ac.uk/regulations/general-regulations/current/>.

## 15. Certificates, Transcripts and Graduation Ceremonies

### 15.1 Certificates

#### 15.1.1 Goldsmiths shall be solely responsible for producing Goldsmiths' Certificates.

15.1.2 The form, style and content of the award document is a matter for Goldsmiths' discretion but shall include:

- ❑ Goldsmiths' name and seal;
- ❑ the student's full name as it appears on their birth certificate or passport;
- ❑ the facsimile signature of Goldsmiths' Warden;
- ❑ the title and classification (if appropriate) of the award;
- ❑ the date the award was conferred;
- ❑ subject to any overriding statutory or other legal provision in any relevant jurisdiction, the certificate and/or the transcript should record the name and location of any partner institution engaged in delivery of the programme of study;

### 15.2 Transcripts

15.2.1 Transcripts shall be based on the Goldsmiths' template and the format agreed by Goldsmiths and shall include name of *(the partner institution)* (unless prohibited by any overriding statutory or other legal provision in any relevant jurisdiction).

15.2.2 *(The partner institution)* shall produce a Transcript to be sent to Goldsmiths for any student completing a programme or otherwise ceasing to be registered with Goldsmiths for the award to which the programme leads (for example for the reason of failure or voluntary withdrawal). This Transcript shall be verified by Goldsmiths before being issued to the Student. A copy of this Transcript will be held by Goldsmiths and form part of the Student Record.

### 15.3 Graduation

15.3.1 *(The partner institution)* shall be responsible for arranging and conducting at its own expense a graduation ceremony for all students who are granted an award.

15.3.2 Graduation regalia may be contracted exclusively and may need to be procured from a particular provider; *(the partner institution)* shall take advice on this from the College Liaison before the arrangement of any ceremony.

15.3.3 At the expense of *(the partner institution)*, Goldsmiths will, at the request of the *(the partner institution)*, arrange for appropriate Goldsmiths' staff to attend an annual awards ceremony organised by *(the partner institution)*.

## **APPENDICES:**

- A) Role and responsibilities of the College Liaison
- B) Role and responsibilities of the Institutional Liaison
- C) Role and responsibilities of the Goldsmiths' Academic Link Tutor
- D) Role and responsibilities of the Goldsmiths' Academic Lead

## Appendix A

### Role and responsibilities of the College Liaison

*[To be amended as appropriate for the partnership]*

- ❑ Co-ordinating relations between the College and (*partner institution*) and consulting regularly with (*add name of person from partner institution*) on the day to day management of the programme/s and other functional aspects of the relationship
- ❑ Providing advice, where required, on UK quality assurance and on the requirements of the Goldsmiths Collaborative Provision Framework
- ❑ Ensuring that the provisions of the collaborative arrangement are in full conformity with the College's requirements particularly with regard to Quality Assurance and the QAA Code of Practice
- ❑ Informing (*the partner institution*) of any new or revised College regulations, policies or procedures that are of relevance to the relationship
- ❑ Ensuring that all relevant staff at the College are familiar with the contents of the latest version of the operations manual
- ❑ Co-ordinating the annual updating of the operations manual in discussion with the Institutional Liaison before the end of each academic year
- ❑ Ensuring that (*the partner institution*)'s delivery of the programme is in line with what was approved at programme validation
- ❑ Ensuring that any proposed changes to the content, delivery or assessment of the programme/s are subject to the quality assurance procedures of the College
- ❑ Ensuring that the College approves any marketing or publicity material produced by (*the partner institution*) which mentions the collaborative relationship or Goldsmiths prior to its publication
- ❑ Reading the student handbooks sent annually by (*the partner institution*) and notifying (*the partner institution*) of any omissions
- ❑ Ensuring that the list of students registered with the College is accurate and up-to-date in liaison with the Institutional Liaison and the Head of Enrolments and Records at Goldsmiths
- ❑ Managing the nomination and approval of external examiners and distribution of relevant paperwork to external examiners including the template for external examiner reports
- ❑ Organising the annual external examiners induction meeting at the College for new external examiners involved in collaborative provision arrangements
- ❑ Informing (*the partner institution*) when a new or replacement External Examiner has been approved.
- ❑ Ensuring that samples of student work from (*the partner institution*) are moderated by staff at Goldsmiths in line with the requirements of the Goldsmiths Collaborative Provision Framework.

- ❑ Co-ordinating the distribution of samples of work to External Examiners
- ❑ Forwarding External Examiners' reports to (*the partner institution*) for consideration at the Annual Review meeting. The College Liaison will identify any points that are considered to be of major significance for the Annual Review process.
- ❑ Co-ordinating an appropriate response to each External Examiners' report following the Annual Review meeting. The response will be agreed by the College Liaison and (*the partner institution*) at the Annual Review meeting.
- ❑ Writing the annual digest of external examiner reports relating to collaborative provision for consideration by the College's Learning and Teaching Quality Committee
- ❑ Attending all Boards of Examiners meetings, the Annual Review meeting and a number of Academic Board or other Quality Committee meetings each year at (*the partner institution*)
- ❑ Forwarding Award & Progression lists and copies of the minutes as appropriate to the Head of Assessments at Goldsmiths
- ❑ Verifying all transcripts produced by (*the partner institution*) and degree certificates produced by Goldsmiths against the Award List and mark sheets from Board of Examiner meetings
- ❑ Ensuring that payment is made to external examiners
- ❑ Organising a briefing meeting for all new Academic Link Tutors at the beginning of each academic year
- ❑ Organising and facilitating a forum for all College Academic Link Tutors which meets once per term at which Tutors can share experiences and best practice and discuss any issues
- ❑ Providing advice, as and when required, to Academic Link Tutors concerning their role
- ❑ Co-ordinating the activities of Academic Link Tutors following discussions with the Institutional Liaison about potential staff development activities and dates of Boards of Examiners.
- ❑ Sending the Institutional Liaison the updated annual programme review report templates for UG and PG programmes each year together with confirmation of deadlines for submission
- ❑ Reading all annual programme review reports from (*the partner institution*), providing feedback on the reports to (*the partner institution*) and contributing to the College's annual report on the Annual Programme Review report process.
- ❑ Discussing any new programme validation activity or proposed modification to programmes with the Institutional Liaison before the end of the preceding academic year and agreeing an appropriate timeframe for this
- ❑ Organising periodic programme review/programme revalidation schedules and activity in conjunction with (*the named person at the partner institution*)
- ❑ Acting as secretary to periodic programme review/programme revalidation panels and producing the report from such meetings.

- Ensuring that the partner institution is given the opportunity to comment on the factual accuracy of the report.
- Working with the Head of Quality and Standards at Goldsmiths and (*the named person at the partner institution*) to organise institutional review activities
- Discussing with the partner whether any changes need to be made to the Administration Handbook in the light of experience

## Appendix B

### Role and responsibilities of the Institutional Liaison

[To be amended as appropriate for the partnership]

- ❑ Co-ordinating relations between (*partner institution*) and the College and consulting regularly with the Goldsmiths Collaborative Provision Manager on the day to day management of the programme/s and other functional aspects of the relationship
- ❑ Ensuring that the provisions of the collaborative arrangement are in full conformity with the College's requirements particularly with regard to Quality Assurance and the QAA Code of Practice
- ❑ Ensuring that (*the partner institution*) implements, when required, any new or revised College regulations, policies or procedures that are of relevance to the relationship
- ❑ Ensuring that (*the partner institution*)'s delivery of the programme is in line with what was approved at programme validation
- ❑ Ensuring that all relevant staff at (the partner institution) are familiar with the contents of the latest version of the operations manual
- ❑ Notifying the Goldsmiths Collaborative Provision Manager of any new programmes to be validated or any changes to programmes that will need to be considered during the following academic year. Notification should take place prior to the end of the preceding academic year.
- ❑ Ensuring that any proposed changes to the content, delivery or assessment of the programme/s are subject to the quality assurance procedures of the College
- ❑ Sending to the Goldsmiths Collaborative Provision Manager for approval any marketing or publicity material produced by (*the partner institution*) which mentions the collaborative relationship or Goldsmiths prior to its publication
- ❑ Sending the student handbooks annually and prior to their publication to the Goldsmiths Collaborative Provision Manager
- ❑ Sending the annual schedule of Board of Examiner meetings, Academic Board and other committee meetings to the Goldsmiths Collaborative Provision manager at the beginning of each academic year
- ❑ Sending the list of students to be registered with the College to the Goldsmiths Collaborative Provision Manager using the template provided by the Goldsmiths Head of Enrolment and Records for this purpose
- ❑ Organising the Annual Review meeting which will consider, *inter alia*, the effectiveness of communications between (the partner institution) and Goldsmiths and Annual Programme Review reports including External Examiners' reports
- ❑ Notifying external examiners of the dates of Board of Examiner meetings
- ❑ Organising Board of Examiner meetings and ensuring that minutes are taken by a member of staff from (*the partner institution*)

- ❑ Ensuring that samples of student work from (*the partner institution*) are sent to the Goldsmiths Collaborative Provision Manager for moderation by staff at Goldsmiths and for distribution to the External Examiners in line with the requirements of the Goldsmiths Collaborative Provision Framework.
- ❑ Ensuring that External Examiners' reports are given due consideration as part of (*the partner institution*)'s quality assurance processes.
- ❑ Liaising with the Goldsmiths Collaborative Provision Manager to agree an appropriate response to each External Examiners' report following the Annual Review meeting.
- ❑ Attending all Boards of Examiners meetings and the Annual Review meeting
- ❑ Ensuring that the Goldsmiths Collaborative Provision Manger receives Award & Progression lists and copies of the minutes of Board of Examiner meetings
- ❑ Sending all transcripts produced by (*the partner institution*) to the Goldsmiths Collaborative Provision Manager for verification by the College
- ❑ Ensuring the submission of annual programme review reports for all programmes from (*the partner institution*) on the template supplied by the College for this purpose and by the published deadline.
- ❑ Responding to any queries from the Goldsmiths Collaborative Provision Manager about annual programme review reports
- ❑ Ensuring the submission of the annual admissions report, annual student support report and annual assessments report to the Goldsmiths Collaborative Provision Manager
- ❑ Liaising, as required, with the Goldsmiths Collaborative Provision Manager about any periodic programme review/programme revalidation activity
- ❑ Ensuring submission by (the partner institution) of any paperwork required for periodic programme review/programme revalidation activity
- ❑ Liaising, as required, with the Goldsmiths Collaborative Provision Manager to organise institutional review activities
- ❑ Ensuring submission by (the partner institution) of any paperwork required for institutional review activity
- ❑ Discussing with the Goldsmiths Collaborative Provision Manager whether any changes need to be made to the Administration Handbook in the light of experience

## Appendix C

### Role and responsibilities of the Goldsmiths Academic Link Tutor

- ❑ Providing subject level liaison with colleagues at *(the partner institution)*<sup>2</sup>
- ❑ Enhancing the student learning experience at *(the partner institution)* and at Goldsmiths by sharing good practice and by enriching the curriculum. As an example, this could involve lectures, workshops or seminars delivered at *(the partner institution)*, which might coincide with a Link Tutor's visit for a Board of Examiners meeting, or other event.
- ❑ Encouraging research and business links, in line with Goldsmiths' reputation as a research-intensive institution
- ❑ Enhancing staff development both at Goldsmiths and at *(the partner institution)*, leading on staff development activities as required
- ❑ Attending a briefing meeting for new Academic Link Tutors organised by the Quality Office at Goldsmiths
- ❑ Attending one meeting per term of the Academic Link Tutor forum organised by the Quality Office and at which Tutors can share experiences and best practice and discuss any issues
- ❑ Serving as a panel member on the initial validations of those programmes for which they will be the Academic Link Tutor (unless involved in providing advice at the development stage of a new programme- see below)
- ❑ Providing guidance on the development of new programmes of study to be brought forward for validation at *(the partner institution)*
- ❑ Advising on the appointment of external examiners
- ❑ Carrying out moderation of student work for those programmes at *(the partner institution)* for which they are the Academic Link Tutor
- ❑ Where appropriate, attending any final exhibition or performance
- ❑ Serving as a member of examination boards at *(the partner institution)* for those programmes for which they are the Academic Link Tutor.
- ❑ Writing an annual report on Link Tutor activities at *(the partner institution)* to feed into the APR process.
- ❑ On occasion, the Link Tutor may be asked to consider examination papers for approval.
- ❑ In total, it is expected that an Academic Link Tutor may spend up to ten days engaged in activities relating to the partnership over the course of an average academic year. This would normally include at least one visit to *(the partner institution)*.

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<sup>2</sup> All activities to be co-ordinated by the Goldsmiths Collaborative Provision Manager

## **Appendix D**

### **Role and responsibilities of the Goldsmiths' Academic Coordinator**

- Providing academic leadership for and oversight of Goldsmiths' collaborative provision relationships
- Taking forward the broader academic development agenda
- Acting as the academic lead in the development of new collaborative partnerships
- Working alongside the Goldsmiths' Collaborative Provision Manager in relation to the academic aspects of any collaborative relationship
- Acting as primary point of contact for partner institutions for general academic queries
- Engaging in dialogue, where appropriate, with the partner institution about potential research links