



**Learning Quality Standards Committee**  
**Minutes of the third meeting of the Learning Quality Standards Committee in**  
**the 2019-20 academic session, held on Friday 31st January 2019, 2 - 4pm,**  
**Queen Anne Court Room 75, Maritime Campus, Greenwich.**

**Present:**

K. Bryan	Deputy Vice-Chancellor Academic (Chair)	
D. Synmoie	Learning & Teaching Project & Policy Co-ordinator (Officer)	
C. Ierotheou	Director of Learning and Teaching, Architecture, Computing and Humanities	
M. McAlinden	Deputy Head of School of Computing & Mathematical Sciences	
E. Warren	Director of Learning and Teaching, Business Faculty	
M. de Dominici	Head of Department, Marketing, Events and Tourism	Apologies
V. Habgood	Director of Learning and Teaching, Education and Health	
H. Orpin	Head of Department, Education and Community Studies	
K. Masuwa-Morgan	Director of Learning and Teaching, Engineering and Science	
A. Dobbs	Head of School of Science	
C. Couper	Director of Strategic Planning	
P. Butler	Director of Information and Library Services	
C. Saunders	University Director of Learning and Teaching	
C. Shelley	Director of Student and Academic Services	
J. Marie	Head of Quality Enhancement	
H. Doon	Student Representation and Advice Manager	Apologies
B. Ijaz	GSU Officer	
M. Femi-Obalemo	GSU Officer	

**LQSC19/3.1 Minutes of the Previous Meeting**

The minutes of the previous meeting held on 3rd December were **agreed** as an accurate record.

**LQSC19/3.2 Actions arising from the Minutes**

**LQSC19/1.4** Chair informed the committee that Student Experience Committee had agreed on payments for students involved in academic activities. It was noted that the university is not permitted under OfS regulations to pay students as course representatives. The roles are voluntary and cannot be paid, but where Reps are asked to take on additional roles, such as: university approvals events, TEF representatives etc., the agreement is that they should be paid via GSU on standard rates. No paper to circulate. Action closed.

**LQSC19/1.4** Extenuating Circumstances (EC) review. Action for replacement Asst Dir Academic Registry. The Director of Student and Academic Services spoke to this item. It was noted that the review was ongoing, and scheduled

to be reporting back in March. The committee was asked to note this for the May agenda. The Director also reported that the new Assistant Registrar should be arriving in post just after Easter – subject to further confirmation.

**LQSC18/8.7** Chair reported that Clare Chalmers has suggested the appropriate tariff levels and these have gone to VCG and been signed off.

Marked complete and closed

**LQSC 19/1.5. ACTION:** All 4 DLTs to formally review membership of Faculty LQSCs to promote information flow within faculty. All Faculty LQSC ToRs have been reviewed and agreed.

Marked complete and closed

**LQSC 19/1.7 ACTION:** Compensation and condonement recommendation to go to Academic Council. Scheduled for consideration in April.

Chair reported that Cos Ierotheou (DLT Architecture, Computing and Humanities) had agreed to present with Veronica Habgood (DLT, Education and Health).

**LQSC 19/2.9.** Paper 'Appendix 9 – Guidelines for engagement of undergraduate and postgraduate supervision' (for information) (LQSC/19.P5)

The final version is to be uploaded as Appendix 9 of the Feedback Policy, coming into effect at start of next academic year.

Marked complete and closed

**LQSC 19/2.7** Paper 'Protecting the Student Experience on Programmes in 'Teach-Out' Simon Leggatt (LQSC/19.P10)

**ACTION:** Teach Out proposal completed revisions circulated – and approved by Academic Council.

Marked complete and closed

**LQSC 19/2.8** Paper 'Portfolio Review 2019/20 Summary Report' Charles Tennant (LQSC/19.P11)

**ACTION:** Director of Information and Library Services to comment on the relevant IT system for the next meeting.

Director of ILS reported that work to track the provision of feedback was being explored. More information to be provided as the process progresses.

Marked complete and closed

**ACTION.** GLT to have discussion with DLTs with a view to overseeing the redrafting of related guidance.

GLT mid-way thorough reviewing process. Chair reminded all that the Portfolio Review process will continue. Modification of forms so portfolio linked to more closely to the theme. LQSC will have a chance to input. Revised proposal back to next meeting of committee

**LQSC 19/2.12** Paper 'How Completion of a year of instance and ENDDATE impact on the funding status of students'. Christine Couper. (LQSC/19.P13)

**ACTION:** DLT asked to identify last date of submission – and let PAS know. DLTs reported that extensive discussion had taken place. Conclusion was that this date will move to welcome week, not for students currently registered. The Director of PAS reported that the likelihood was that the OfS will require further changes in 2021-22.

**LQSC 19/2.13 ACTION.** DLT (Engineering), PAS and Placements office to discuss further with advice from ILS if required.

The DLT & Director of PAS reported that they were not able to review final coding, so unable to confirm at present. Situation to be updated in next meeting.

**LQSC 19/2.14** An issue with Banner was reported to the committee.

**ACTION** DLT (Business) to provide copy to be circulated amongst wider DLT group and GSU for local distribution.

DLT Banner student transcript issue fixed within 24 hours. However, DLT reported an issue with Internet Explorer. It was reported that the guidance online advised staff about this.

Action complete and closed.

Chair advised that next meeting moved to Avery Hill so staff can go to Varsity.

### **LQSC19/3.5 Minutes & Matters arising from the Minutes of the Joint meeting of the SEC and LQSC of Wednesday 20<sup>th</sup> September**

**LQSC-SEC19/1.3** The provision of Moodle training was reported as on-going. The development of future capability in this arena is to be pursued via the new Learning Technologies Strategy Group.

**LQSC-SEC19/1.5** It was reported that the recent SHIFT conference was the largest and most successful ever. The Chair recorded her thanks to all involved, particularly GLT.  
Action complete and closed.

**LQSC-SEC19/6** NSS action plans circulated. Good practice identified and disseminated.  
Action complete and closed.

**LQSC-SEC19/7**. Training sessions for staff and student reps – Schedule added to GLT's CPD programme, to be co-delivered with GSU.  
Action complete and closed.

The Chair proposed that the committee return to the **SEC and LQSC** action list in May.

### **LQSC19/3.6 Paper: 'LevelUp Report January 2019' Sharon Perera (LQSC/19.P13)**

The paper was introduced and the committee asked to comment. LevelUp was introduced in August 2019 to help students with their academic skills. The resource has been made available to tutors to embed within their curriculum. During the recent period of activity, there had been 200 new log-ins. The provision also consists of a survey to capture students' experience during the early phase of their university experience. Students report that it has helped them settle in and understand university culture and terminology. The team were gratified to see a similar set of issues raised in recent OfS work on transitions. It was also noted that recent work to support NSS objectives had highlighted importance of the rapid adoption of supporting initiatives of this kind.

In order to improve engagement, next time, the team proposed that the project team undertake to work more closely with faculties and personal tutors. In the next year there are also plans to develop two discrete courses at level 3 and 4.

The Chair thanked the ILS project team for their good work. The committee observed that international students have benefitted and reported their favourable impression, the project was whole-heartedly commended. The committee also made an operational request around implementation, reporting concerns that the period set for the integration of LevelUP was too the short and should be extended if possible.

**ACTION** DLTs to identify appropriate member of staff to join group to connect with LevelUp for a push into the faculties.

**LQSC19/3.7      Paper ‘Proposal to reallocate resources to support Assessment & Feedback practices’ Jenny Marie (LQSC/19.P14)**

The Head of Quality Enhancement outlined the request to approve temporary suspension of TESTA operations with a review in 2021. The proposal also redeploys the present TESTA staff resource to supporting delivery of the new Assessment & Feedback policy. It was noted that the new policy was informed by some of the institutional learning derived from two previous rounds of TESTA.

The following discussion outlined some the possible options to be taken up in relation to a package of staff development. Sessions on assessment methods that might benefit the teams’ thinking might follow sooner rather than later. The benefits of recent staff development sessions was reported and the UDLT noted that these changes enhanced the centre’s overall capacity to do this kind of work. The SU also recorded their willingness to provide focus groups and support where required.

The request to the committee was approved.

**LQSC19/3.8      Paper: ‘Assessment & Feedback Faculty Compliance Report’  
Jenny Marie (LQSC/19.P15)**

The Head of Quality Enhancement also reported on the recent audit conducted by the Quality Assurance Leads relating to the implementation of the Assessment & Feedback Policy. One Faculty reported 100% compliance. However the others reported the circumstances that had led to their varying level of success with this. There was some discussion about the requirements of professional bodies. The committee noted that the faculties were where they might expect to be in light of these complex requirements. The committee noted the progress and the outstanding requirements.

**ACTION:** UDLT to clarify proposed resubmission dates with Secretary.

**LQSC19/3.9      Paper: ‘PAB Guidance – Borderline Judgements & Intermediate Standing Support Arrangements 2019-20’ (draft) Charles Tennant  
(LQSC/19.P16)**

The draft paper - outlining the existing support for intermediate standing - was presented by University Director for Learning & Teaching, as GLT had agreed to provide clarification. There was discussion about the variable support provided to students, In reviewing the proposals, the committee shared the Chair’s view – that the document could more clearly identify the person(s) responsible for putting student support in place.

The committee noted that progress decisions relating to students with intermediate standing were usually made within the assessment board. However, it was reported that staff were not always sure that this was happening. The Chair shared the

concern about the importance of consistency within the process for the overall student experience. The committee agreed that a cross-university approach was required with clarification on who is responsible.

**ACTION:** GLT to remove the suggested approaches for supporting students from the PAB guidance and issue this guidance document to PABs.

**ACTION:** DLT (FEHHS) to chair a task & finish group to report on who should be responsible for putting into place support for students with intermediate standing and providing guidance as to what would be considered as acceptable support arrangements. Membership of the group should include representatives of the relevant staff and student groups. Names to be tabled at next meeting.

#### **LQSC19/3.10     Paper ‘Annual Report from External Examiners, 2018-19’ Nikki Makinwa & Charles Tennant (LQSC/19.17)**

The GLT Quality Lead reported that the External Examiner reports provide key evidence for the overall performance of programmes. The summary report here is to pick up themes and recurring issues. Feedback on assessment has a few recommendations, especially relating to consistency within large teams; as did feed forwards and access to moderation sample and moderation delays. It was noted that this was not the normal pattern and teams were confident that this will be addressed. There were also many positive areas noted, such as Externals reporting that standards and performance are comparable to that achieved across the sector.

The report also raised the issue of 71 reports outstanding. It was noted that there is a standard follow-up process from GLT, but there is a need to have local follow-up for outstanding reports. It was also noted that there were varying practices in the Faculty reporting processes and that how these were determined was not always transparent.

The committee then discussed the processes needed to ensure that External Examiner reports are obtained. It was agreed that the university needs to monitor the situation carefully.

**ACTION:** DLTs to work with the GLT Quality Lead on this. DLTs to agree process check, bring in academics responsible for chasing EE and ensuring that the resulting Faculty level processes were robust and equitable. There would then need to be an exercise to ensure that the same thing was documented in the handbooks.

**ACTION:** Where appropriate, the provision of online submission via the VLE would be investigated. Director of Information Systems to be consulted.

**ACTION:** Outputs to be brought back to the Faculty LQSCs, making sure that the information goes to the appropriate staff.

#### **LQSC19/3.11     Paper ‘University of Greenwich Buddy Scheme’ Chris Shelley (LQSC/19.P18)**

The Director of Student and Academic Services summarised the recent initiative. The aim is to give all UG students access to a buddy scheme where required. It was reported that some departments already have robust schemes in place. However, the intention was that a basic service might be developed for programmes without such provision and it was trialled last year with nine Departments. Students participating were given training and green lanyards and invited to mingle with the new cohorts, so that first years would know they could go to the buddies for general support. An important aspect of the scheme is that it makes light demands and does not add to the overall staff workload. All programmes are to be involved unless evidence of an existing good quality, effective scheme can be provided.

The committee reported that they had first-hand experience of the success of the offer, noting that one Programme Leader (in the Faculty of Business) was astounded with the uptake and used Linked-in endorsements (via the social networking platform) to recognise the positive engagement.

**ACTION:** DLTs to support the scheme by working with Faculties to identify Programmes that should be involved when SAS send the request later in term; DLT (Business Faculty) to capture positive feedback and success stories.

**ACTION:** The value of the buddy scheme for international students was reported. The committee made the request that the scheme consider ways to target these groups in the roll out.

### **LQSC19/3.12 Timetabling Policy**

The Director of Student Academic Services reported that the Timetable Planning group is meeting soon to identify issues to bring to LQSC. The main issue was that there are lots of conflicting criteria to which timetabling were working, drawn from issues raised by the need to accommodate student needs (e.g. prohibition on late hours etc). The group were seeking guidance from the LQSC about what the priorities were and were looking for the input of staff via DLTs in an advisory capacity.

**ACTION:** The Director of Student Academic Services to bring item back to next meeting of LQSC for discussion, after Timetable Planning management group has met.

### **LQSC19/3.13 Final version of 'Teach-Out paper' (for information) (LQSC/19.P10)** Teachout - circulation of final version for information.

The Chair thanked Simon Leggatt for leading this piece of work.

**LQSC19/3.14 Paper: 'Summary - Resit Exams 2019 and 2020'. Chris Shelley (LQSC/19.P19)**

The Director of Student Academic Services outlined the issue, arising from the early production of the resit exam timetables to enhance the experience for students by providing earlier notification. The process has proved to be significantly difficult. It was noted that the resulting manually created timetable led to clashes, and changes to the university estate has meant that there is significant pressure on rooming and scheduling.

The request being made of the committee was for a return to the previous arrangement for 2020 only. The committee noted that there was huge pressures on the estate at resit exam time. Permission for constrained delivery would need to be sought to avoid going off-site. It was noted to be entirely unacceptable that a student might have three re-sits in one day and ideally they would only have one per day. It was also noted that the exams schedules publication date would impact on placements. The Chair notes that there is a need to be sympathetic to students who have booked holidays etc in good faith. The committee agreed the request with the proviso, for this summer only and discussed the necessity for a plan of action to include exploration of what estate was available and for a robust comms strategy.

**ACTION:** Establish Task & Finish group to discuss feasibility and to evaluate risk now relating to Southwood/Mansion site. If there is a need to move to Greenwich, this needs to be established as soon as possible. Director of Student and Academic Services to work with ILS to establish feasibility of Mansion as an examination site.

**ACTION** Circulate date by which students will receive exam timetable. Committee emphasised that more than one exam a day for students should be avoided.

**ACTION:** Group to coordinate comms campaign to ensure students are aware, so that any issues arising can be addressed early. A central message is needed and then DLTs to cascade. Chris Shelley to organise central comms and DLTs to cascade locally. Message to include GSU Advice Service,

**ACTION:** Group to coordinate comms with international students - Students may also want to book in to accommodation.

**ACTION:** Work with GLT to look at PAB schedule

**LQSC19/3.15 Paper: 'Late Submission Guidance' Appendix. Cos Ierotheou (LQSC/19.P20)**

It was reported that this was a supplement to the existing Assessment & Feedback Policy, under the section, 'Marking & Moderation'. Its purpose was to deal with those cases where students were making late submissions to the wrong location. The committee were asked to check rewording and to grant approval. Approval granted.

**ACTION:** GLT to make the addition to the policy and to ensure that the correct version is uploaded to the University website and sent to DLTs and DSEs.



**LQSC19/3.12 AOB** UDLT proposed the recording of the committee's formal expression of thanks to Karen Bryan, the outgoing Chair.

Karen Bryan wished the committee well.

***For last page only:***

*Secretary:*

*Tel:*

*Email:*