

Learning Quality Standards Committee
Minutes of the forth meeting of the Learning Quality Standards Committee in
the 2019-20 academic session, held on Wednesday 25th March 2020, 2 - 4pm,
in MS Teams.

Present:

M. O'Thomas	Pro Vice Chancellor Faculty of Architecture, Computing and Humanities (Chair)	
D. Synmoie	Learning & Teaching Project & Policy Co-ordinator (Officer)	
C. Ierotheou	Director of Learning and Teaching, Architecture, Computing and Humanities	
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	

LQSC19/4.1 Minutes of the Previous Meeting

The minutes of the previous meeting held on 31st January 2020 were **agreed** as an accurate record.

LQSC19/4.2 Actions arising from the Minutes

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

Chair reported that Faculties had received a request for feedback and that Portfolio Review had been discussed by the DVCs. It was noted that the feedback suggested that there were some issues with the framework and that the emerging crisis would likely mean that the Portfolio Review would be suspended for the coming year. The UDLT confirmed that this was the view that was being taken by the VC.

Marked complete.

LQSC 19/2.13 The DLT (Engineering) and Director of PAS discussion relating to final coding. Both staff confirmed that this had been done.

Marked complete.

LQSC19/3.5 The former Chair of LQSC proposed that the committee return to the SEC and LQSC action list in May. The incoming Chair proposed that the action be suspended in light of the present crisis, noting also that the committee structures were under review. The new Chair proposed raising it in discussions with the VC in relation to the review.

Marked complete.

LQSC19/3.6 DLTs asked to identify appropriate member of staff to join group to connect with LevelUp for a push into the faculties. All DLTs confirmed that the nominations had been made.

Marked complete.

LQSC19/3.8 'Assessment & Feedback Faculty Compliance Report' Jenny Marie (LQSC/19.P15)

ACTION: UDLT to clarify proposed resubmission dates with Secretary. UDLT reported that this item would come up separately (in a following item - **LQSC19/4.4 Paper 'Portfolio planning – Key dates' below**).

Marked complete.

LQSC19/3.9 'PAB Guidance – Borderline Judgements & Intermediate Standing Support Arrangements 2019-20'

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

GLT confirmed that the action had been taken and the information would be going out shortly.

Marked complete.

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.

DLT (FEHHS) confirmed that a date for meeting had been set, noting that the present circumstances would most likely mean that more students would have to be considered.

Marked complete.

LQSC19/3.10 'Annual Report from External Examiners, 2018-19' Nikki Makinwa & Charles Tennant (LQSC/19.P17)

ACTION: DLTs to agree process check, bring in academics responsible for chasing EE and ensuring that the resulting Faculty level processes were robust and equitable; ensure that process is documented in the handbooks.

Quality Lead reported that a meeting has been convened with the DLTs and that the actions were in progress and almost complete.

Marked complete.

ACTION: investigate online submission of EE reports via the VLE. Director of Information and Library Services to be consulted.

The Director of ILS reported that the investigation of a mechanism to support the submission of EE reports had been side-lined because of the virus emergency, but there were plans to return to normal business in due course.

Marked complete.

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

QL confirmed that this was part of the previous action, and that the actions were in hand and almost complete.

Marked complete.

LQSC19/3.11 'University of Greenwich Buddy Scheme' Chris Shelley (LQSC/19.P18)

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 2; DLT (Business) 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.

Director of SAS responded to both actions and confirmed that some actions had been taken, however it was noted that the virus emergency meant that the project would be parked until landscape is clearer and student returned to campus. Chair noted that further lockdown would impinge further on planning in the future.

Action closed.

LQSC19/4.3 Paper ‘Progression and Award Boards Preparation and Management’, Charles Tennant. (LQSC/19.P21)

The Quality Lead reported that the paper sets out how GLT would like the PABs carried forward, noting that there were presently varied and differing practice across the faculties. It was noted that the paper was written prior to the virus emergency. The paper sets out a process for consistency in preparation and management. The Quality Lead asked the committee for comments.

- The DLTs noted the proposal and requested that they approach GLT directly with any additional commentary.
- Director of ILS commented on the technological, systems and processes dimension of the proposal and requested that future PAB planning include ILS staff who might be able to help with implementation. ILS team members Robin Ashford, Cal Ali, Dean Bainbridge, were reported as key staff whose contribution should be sought. It was reported that Kelvin Fawdry would also be worth consulting. Messaging, training and support could be lined up to facilitate the process once the administrative dimensions of the process had been identified.

The committee approved the proposal.

ACTION DLTs to feedback on proposal and once received, identify appropriate ILS members of staff.

LQSC19/4.4 Paper ‘Portfolio planning – Key dates’ Charles Tennant & Sophie Clements (LQSC/19.P22)

The Quality Lead outlined the key dates for the coming year and requested that the committee note the dates and invited them to report any issues. It was noted that the dates were also reported to the PAC. The Quality Lead noted that the date of the PAC itself was brought forwards compared with last year, resulting from a request coming from staff. It was reported that there would be no further production

of a printed prospectus for the university and these materials would be produced electronically. The Chair noted that the PAC might be the best place to take the issues forwards.

The committee noted the dates.

ACTION: DLT (Engineering) undertook to raise issue with Director of Comms and to copy Quality Lead into the discussion.

LQSC19/4.5 Paper 'Post Graduate Researchers: Late stage academic practice apprenticeship using an enhanced Peer Supported Development (PSD) Model' Jenny Marie (LQSC/19.P23)

The Head of Quality Enhancement reported that the proposal was written before the recent crisis. The provision provided an opportunity for experienced staff to review their performance with student input. It was requested that the proposed timetable be pushed back to the second term to aid recruitment. The committee questioned the level of commitment being asked of National Teaching Fellows and other senior staff, given their already stretched workload. The Head of Quality Enhancement also noted this addition to the workload and it was noted that sharing the additional burden might benefit the career development of more junior staff. It was also reported that other areas already had specific arrangements in place for the support of PGR staff. The committee also noted the burden placed in specific faculties in relation to the support of PGR staff and a question was raised as to whether any analysis had been conducted.

The paper was approved, subject to further discussion about the issues raised and Chair noted the importance of supporting staff in this way.

3. LQSC19/4.6 Paper 'Programme, Module and Partner Handbook updates' (including cover document & related templates: Prog Handbook template, Module Handbook template, Partner Prog Handbook template) Charles Tennant (LQSC/19.P24)

The Quality Lead reported on the small changes made to the Module and Programme Handbook documents and the relations between the two documents, where the module handbook was often felt by students to be the key resource. It was also reported that a new document to support partner's provision had been produced, ensuring comparability between the experience of the differing student cohorts. GLT also proposed that Rachel George from the Academic Enhancement Team would be leading a future student-focussed review of the documentation.

It was also observed that there was a number of issues that needed to be reviewed within the document and that there were a number of typos and errors. The committee noted that changes in links to other sources of information had proved to be troublesome in the last year. The provision of a rubric in Excel format was commended, as was the information relating to the provision of resits. The idea of a

student-centred review of the documentation was also commented upon favourably. The Chair noted that the overall timeline for the project might need to be reviewed in light of the current situation, but GLT confirmed that for the current year, and next that this was feasible. There was also a suggestion from the DLT (Engineering) that the overall architecture of the document could be reviewed. Further discussion touched on the workflow for the documentation, where faculty-specific material for the handbook clashed with the timeline set at the university-level. The Quality Lead noted that some pre-emptive communication from within the faculty could forestall a potential problem with conflicting guidance.

The committee noted and approved the proposal, subject to the actions noted below.

ACTION: GLT and DLTs to review for typos and erroneous guidance. GLT to coordinate with the DLTs a process to standardise the provision of faculty-specific information within the Handbook.

LQSC19/4.7 Paper 'Review of Programme Approvals Process' Nikki Makinwa (LQSC/19.25)

The GLT Quality Lead reported that this work constituted the second phase of work being undertaken (previously having been the review of programmes) and highlighted the intention to streamline of the process and strengthen support for programme teams. The proposal outlined the requirements for documentation for the purpose and also the needs of Programme specification in electronic format for feeding into Banner, marketing and publicity and to facilitate the continuous updating of the programme provision. It would also need to be benchmarked against the UK Quality code. The GLT Quality Lead noted also the need to support the programme proposer and to ensure that a team-emphasis is developed, including administration and support from peers. This will include the proposal for a member of the GLT Quality team. Finally, there is a proposal for a standing panels to be set up. Externality would be ensured by a proforma process. No changes to reporting. Small task group to be set up to help with paperwork and overall timeframe. A realistic time frame would be 2021.

The committee welcomed the proposals, especially within the NPP documentation where it was reported that there is a degree of duplication. The DLT (Health) noted that the university framework is insufficiently flexible to take account of the changing market conditions. Standing panels were also questioned, as to whether they would enable the university to meet these conditions. The Director of ILS reported that work had been undertaken to scope a curriculum management platform but it was noted that they are expensive. It was proposed that a task group ought to include those names previously stated. The DLT (engineering) upheld the need for marketing information to be included as part of the developing specification. The Quality Lead responded to a query about standing panels – where no provision currently exists across the year for approvals. It was reported that the needs of PSRBs sometimes meant that there was a need for speed, so a hybrid model combining both standing and convened panels might be a solution. NPP1 was reported as essential to the reporting process to the OfS and this would need to be taken into consideration. There was agreement about the necessity of provision for

an IT solution, as was a process for the briefing of chairs in terms of 'go' or 'no-go'. The committee noted that the task group should consist of DLTs, PAS and marketing. There was a suggestion that the comms team also be invited.

The committee thanked the Quality Lead, noted and approved the proposal, subject to the actions noted below.

ACTION: GLT Quality Lead to consult further on standing panels and convene the task group as necessary.

LQSC19/4.8 Academic Derogations

The DLT reported that the proposal relates to compliance in the relation to iChem requirements. The UDLT responded that GLT takes the view that where PSRBs are in conflict with university practice, then the PSRB takes precedent. In this case, this view should hold. The committee noted that there appeared to be a conflict between the supplied URL and the proposal. Chair proposed to approve by Chair's action, subject to an affirmative view from the GLT quality team.

ACTION: GLT Quality team to review the derogation and subject to their approval to resolve by Chair's action.

LQSC19/4.9 Paper 'Proposed amendments to Academic Regulations and associated procedures for 2020-21' from Academic Regulations Framework Coordinating Group (ARFCG) Chris Shelley (LQSC/19.P26)

The Director of Student Academic Services reported the annual review of the existing regulations and flagged the changes: changes to RPL; a proposed 'exceptional circumstances' clause to enable the VC to approve any measures necessary to ensure business continuity; a change to the policy relating to reassessment and permission to carry forward best grade. The exceptional circumstances change would include the taking into account of long-standing mitigating issues into the Greenwich framework. The committee is being asked to approve. The DLTs responded positively, noting that the proposals will be for the benefit of students and will be to the overall benefit of the existing processes. The UDLT noted that there might be a need to invoke the changes for the ongoing 2020 period, given the present circumstances. The Director reported that the paperwork was going to the VC for approval directly after the meeting. The Chair thanked the committee members for their work and the proposal was approved.

LQSC19/4.10 'Annual Report on Appeals' (Academic Registry) (LQSC/19.P26)

The Director of Student Academic Services reported that the majority of appeals arise against PAB decisions, many of which came where Extenuating Circumstances were not known. It was reported that 16 Appeals were approved.

The Director of Student Academic Services commented that no particular trends are evident, more the case of individual issues. It was noted that the OIA provide guidance about how long the process should take and only four cases fell outside of the required period. The committee thanked the Director for the report and noted that overall there appeared to be a downward trend in the figures for incidence of appeals.

LQSC19/4.11 Paper: 'Attainment Gap Project - Module Monitoring Report' Charles Tennant (LQSC/19.P27)

The Quality Lead outlined the issue, arising from the BAME project group's work, where staff activity relating to BAME attainment might be captured by making changes to the module monitoring report template. The minor amendments also includes changes to documenting the resits process and reflection on the previous action plans. The Chair noted that term being used ('attainment') had been critiqued in debates around attainment in relation to the institutional dimension of cohort performance. UDLT noted that there had been recent changes to the project leadership and that it might be importance to consult more widely in light of this.

The committee also noted that some MMRs within some of the faculties had already been completed. It was proposed that the matter might be piloted in term 2, with a full roll-out in 2021. DLT (Business) reported that they were well-positioned to undertaken a proposed pilot going forwards, as no MMRs had yet been done. The DLT (Engineering) welcomed the work being done and expressed their desire to combine the work with that already was being done within their Faculty. The Chair thanked the Quality Lead, noting that there was a need to engage staff in thinking about their own practices and that there was significant work to be done.

The committee approved the proposal, subject to the action set out below.

ACTION: GLT to coordinate changes to overall framing of the project and to continue with proposed changes to the MMR and to look to deliver in-year.

LQSC19/4.12 Committee minutes Faculty of Liberal Arts & Sciences Faculty of Engineering & Science

The committee minutes were received and noted.

LQSC19/4.13 External Examiner nominations

Faculty of Engineering & Science

Faculty of Health

Faculty of Liberal Arts & Sciences

External Examiner nominations from the faculties were received and noted. The Chair noted - in passing - that the nomination forms appear to come up in the context of multiple approval processes.

LQSC19/4.14 AOB

DLT (Engineering) reported that Mid-Kent College was reported as having undergone a restructure and is now in the process of settling down. Some issues remain in relation to programme structure which may need to be reviewed.

The Head of Academic Enhancement updated the committee on the status of the previously considered 'Teach-out' paper, which was approved via Chair's action. It was reported that it had been updated and reissued and was due to be published on the SAS website, but now delayed because of the virus emergency. The committee would be notified when the action was complete.

The Student Representative requested that guidance relating to the exams process for May be made clear. The DLT (Business) reported that each faculty is currently checking the arrangements for student exams that had been put into place and the DLTs are creating FAQs for students and staff with the President of the SU. The Chair reported that the VC was also due to be conducting a Question and Answer session for students in the coming week.

For last page only:

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