Collaborative Provision (non-ACP)

**OPERATIONS MANUAL**

|  |  |
| --- | --- |
| **Partner organisation/s:** | Full name of partner/s involved in delivery |
| **Programme title/s:** | Programme/s governed by this Operations Manual\* |
| **Location of delivery:** | Campus, city and country of delivery |
| **Mode of delivery:** |  |
| **Date approved:** | Date of approval/periodic review event  DD/MM/YYYY |
| **Effective from:** | Start date of programme (or date of next intake if a renewal)  MM/YYYY |
| **Date of expiry of current contract:** | DD/MM/YYYY |

\* A separate Operations Manual should be prepared for each programme, or cognate group of programmes (i.e. managed by the same Department/School), delivered by the partner.

The programme specification/s should be attached in Appendix A.

**LOG OF CHANGES TO OPERATIONS MANUAL\*\***

|  |  |
| --- | --- |
| **Outline of changes made**  (indicating which sections have been amended) | **Date approved**  (and by whom, e.g. Faculty AESC/QLIC) |
|  |  |
|  |  |

*Extend table as required.*

\*\*See overleaf for advice on making changes to this document.

When completing this operations manual, please refer to the guidance notes at the end of the document.

Please ensure that no red text remains in the body of the document, and delete the guidance notes, prior to submission of the completed operations manual for approval.

**PURPOSE**

The purpose of this Operations Manual is to set out the arrangements for the operation and management of the collaborative programme/s identified on the title page, and the responsibilities of Oxford Brookes University and the named partner. Its primary function is to assist in the day to day management of the collaboration by setting out the responsibilities and entitlements of academic and administrative staff at Oxford Brookes University and the partner; so as to order to ensure that students are provided with a high-quality learning experience. Approval panels will also refer to the Operations Manual to assess the suitability of the proposed arrangements and the partner’s capacity to fulfill the University’s requirements.

The Operations Manual forms a key part of the contract governing the collaborative partnership, and should be read in conjunction with:

* the approved Programme Specification/s and module descriptions [attached at appendix A]
* the approved Programme Handbook/s [provided to students]
* the University Regulations [identified in section 2.3 below]
* other relevant academic policies [as identified in the Operations Manual]
* the University’s Quality & Standards Handbook, which incorporates the expectations of the UK Quality Code for Higher Education (2018)
* the signed legal agreement between the University and the Partner

The above documents form the definitive programme record, of which the APQO is the repository.

The Operations Manual is designed to enable the University, and its partners, to demonstrate that collaborative arrangements leading to Oxford Brookes awards or credit are being managed in accordance with the expectations of the [Office for Students](https://www.officeforstudents.org.uk/advice-and-guidance/regulation/registration-with-the-ofs-a-guide/conditions-of-registration/).

**AMENDMENTS TO THE OPERATIONS MANUAL**

The Operations Manual should be reviewed at least annually, through the annual programme review process, in order to ensure it continues to reflect the current arrangements for the delivery and management of the programme/s it governs.

The Operations Manual must also be updated when changes are made to the programme management or delivery arrangements detailed in the Manual, including additions to, and removal of staff from, the teaching team.

Advice on any proposed changes to the provisions of the Operations Manual should be sought from the [Academic Policy & Quality Office](https://www.brookes.ac.uk/staff/apqo/staff-and-contacts/), in order to determine the appropriate approval process, in line with the requirements set out in the University’s Quality & Standards Handbook.

Once changes have been approved, the updated document must be lodged with the APQO. Un-approved changes to the Operations Manual are invalid.

The risk register, and any risk improvement action plans, governing the collaborative arrangements (as originally approved by LPAG) should be monitored by the Faculty Executive. Updates on risk improvement action plans should be reported to LPAG.

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| **Appendices**  A. Programme specification/s  B. Liaison Manager – role description  C. Data protection statement | Insert nos. |
| **Guidance notes for completion of sections 3 and 4 of the manual can be found at the back of the document – please delete when Operations Manual has been completed.** |  |

**SECTION 1: CONTACT DETAILS**

**1.1 PARTNER CONTACTS AND ADDRESSES**

|  |  |
| --- | --- |
| Name of Partner: | ….  [The Partner] |
| Address: |  |
| Telephone no: |  |
| Website: |  |
| Senior contact: | Name and job title of the individual responsible for the management of the partnership at the Partner organisation |
| Address/es of delivery location/s |  |

1. The Partner must not deliver the Programme at any premises other than those identified above without the prior formal consent of the University, following the process for approval of additional delivery sites as set out in the University’s Quality & Standards Handbook.
2. If the Partner does not own the delivery premises identified above, provide details of the terms under which they are permitted to operate from these premises for the delivery of the programme, including the expiry date of any lease or licence and the minimum notice period under which the Partner can be required to vacate the premises.

**1.2 UNIVERSITY KEY CONTACTS**

|  |  |
| --- | --- |
| Faculty managing the partnership: | Faculty of |
| Strategic contact in the Faculty: | Name and job title normally the Associate Dean (Strategy & Development) |
| Programme leader (University) | if applicable i.e. if the same programme is being delivered at the University and the Partner |
| Liaison Manager\* | Name and job title |
| Administrative contact (University) | Name and job title |

\*the specific role of the Liaison Manager in relation to the Programme should be detailed in Appendix B

Add any other key contacts that are specific to the partnership, as applicable.

**SECTION 2: PROGRAMME INFORMATION**

**2.1 PROGRAMME DETAILS**

Complete a separate table for each Programme covered by the Operations Manual.

|  |  |
| --- | --- |
| **Programme code:** | Also include code for home programme in the case of franchised provision. |
| **Programme title:** |  |
| **Named awards:** | List all awards and award titles available at each exit point |
| **Responsibility for delivery:** | Partner/s only, or University and Partner/s  Give brief details if responsibility for delivery shared between more than one organisation |
| **Mode/s of delivery:** | Indicate the approved modes of delivery, including normal length of study for each delivery mode. |
| **Language of delivery and assessment:** | If not English, indicate whether the cost of translations (of, for example, marketing materials, application and enrolment forms, APL applications, teaching materials, programme handbook, module handbooks, regulations, assessed work, etc.) will be met by the Partner or University |
| **Professional body accreditation:** | If applicable – name of professional body, and details of the respective responsibilities of the Partner and the University in managing the professional body monitoring and re-accreditation visits. |
| **Student status with Oxford Brookes University:** | Registered/Enrolled (delete as applicable)  For enrolled students, indicate whether they form part of the University’s or Partner’s student number allocation. |
| **Funding:** | Indicate source of funding for the programme (e.g. student fees, funding bodies, sponsors, etc) |

**2.2 PROGRAMME STAFF**

1. The following staff have been approved by Oxford Brookes University to deliver and manage the Programme/s:

|  |  |
| --- | --- |
| **Programme Manager (Partner)** | Name and job title |
| **Programme Administrator (Partner)** | Name and job title |

*Add others if applicable.*

|  |  |  |
| --- | --- | --- |
| Module code and title | **Module Leader names** | |
| Partner | University ‘buddy’  (if applicable) |
|  |  |  |
|  |  |  |
|  |  |  |

*Extend list as appropriate.*

|  |
| --- |
| **Other approved teaching/learning support staff** (including mentors in practice, where applicable): |
|  |
|  |

*Extend list as appropriate.*

1. The Partner must not deploy any staff other than those named above to teach on the Programme without the prior consent of the University. This consent is given through formal approval of the curriculum vitae for the proposed additional or replacement teaching staff by the relevant Faculty Academic Enhancement and Standards Committee or Faculty Quality & Learning Infrastructure Committee.
2. The Partner undertakes to maintain the staffing levels shown above, which have been accepted by a University approval panel as the appropriate levels of staffing for successful delivery of the programme/s. The Partner must notify the University if they become at risk of breaching their obligation to provide sufficient staffing to maintain the student experience on the Programme/s. The costs of any interim arrangements put in place to provide cover for teaching on the Programme/s will be charged to the Partner.
3. The Partner is responsible for the appointment of appropriately qualified and experienced staff - who meet the University’s requirements, as set out in the Quality & Standards Handbook and associated guidance - to support delivery and management of the Programme/s.
4. When the Partner recruits new staff specifically to teach on the Programme/s, the Liaison Manager should be consulted for advice on the skills and experience required, and may request to be involved in the selection process. The induction of new staff employed to teach on the programme is the responsibility of the Partner.

**2.3 UNIVERSITY REGULATIONS**

1. The Programme is subject to the policies and procedures set out in the The Programme is subject to the policies and procedures set out in the University Regulations for Study at [www.brookes.ac.uk/regulations](http://www.brookes.ac.uk/regulations)
2. Specific regulations relating to the assessment of the Programme/s, as approved by the University’s approval panel, are set out in the Programme Handbook/s.
3. The Partner must retain the approved programme documentation for all cohorts, including the regulations that apply to each cohort, until the period in which appeals may be made has expired [normally 10 years following graduation for the provision covered – please specify]. The documentation must then be archived.
4. The Liaison Manager will provide the Programme Manager with a copy of any new or revised University policy or regulation relevant to the delivery, assessment or quality assurance of the Programme/s, or the way in which the relationship with the University and/or with the students on the Programme/s should be conducted. The Partner is responsible for ensuring that this information is communicated to all programme staff.

**2.4 WORK-BASED LEARNING/PLACEMENTS** [delete this section if not applicable]

If the Programme includes work-based learning opportunities provided through placements, particularly where the award is dependent on successful completion of the placement element, give details of:

* the respective responsibilities of the Partner and University in securing placements and assuring the quality of the learning opportunities that will be provided (including training for/quality assurance of mentors), in accordance with the intended learning outcomes of the Module/s involved;
* insurance provided for students on placement;
* the process and responsibilities for dealing with student complaints relating to placements.

Arrangements for placements should be consistent with the requirements of funding bodies and relevant PSRBs, and must be clearly described in placement handbooks.

**SECTION 3: RESPONSIBILITIES AND ENTITLEMENTS**

**3.1 MARKETING**

1. The Partner is responsible for marketing the Programme/s. [see guidance note]
2. The Partner must send all proposed promotional material – including text and images for publication in any format - relating to the Programme/s or the Partnership to the Liaison Manager prior to its publication or circulation, and it may not be used by the Partner or their recruitment agents until it has been approved in writing by the Liaison Manager. [insert agreed process for approval]
3. The partnership between the University and Partner with respect to the Programme/s may be represented only as specified in the approved programme documentation and the Agreement. Any account given to any third party, including prospective students, which deviates from the provisions of the approved arrangements will be regarded as mis-representation. Neither party may use the name or logo of the other without their express prior consent, unless otherwise provided for in the Agreement.

**3.2 RECRUITMENT AND ADMISSIONS** [see guidance note]

1. The recruitment of prospective students to the Programme(s) is the responsibility of [specify University or Partner].
2. The Partner shall only consider granting admission to the Programme/s to those prospective students who meet the entry requirements stated in the approved Programme Specification.
3. The admissions process is subject to review and audit by the University [specify how and when this will happen, e.g. the Liaison Manager will review a sample of applications for each cohort]. The University retains the right to refuse registration for an award to any applicant whom it does not consider to meet the approved entry requirements set out in the Programme Specification.
4. The Partner is responsible forchecking and verifying the qualifications held by applicants to the Programme/s, and for verifying the identity of all students admitted to the Programme/s.
5. **For UK partners recruiting international students only (delete if not applicable):** It is the Partner’s responsibility to maintain their own Highly Trusted Sponsor licence, and to ensure they fully comply with the sponsor duties as set out by the UK Visas and Immigration service (UKVI). It is the partner’s responsibility to issue the Confirmation of Acceptance to Study (CAS) to applicants for the Programme/s covered in the operations Manual, using their own licence number.
6. The admissions procedure for the Programme/s is:

[provide details of the admissions procedure – see guidance note]

**3.3 ENROLMENT/REGISTRATION**

1. The Partner must provide clear information to applicants that students admitted to the Programme/s have registered/enrolled [specify which] status at the University, and the entitlements conferred by this status.
2. The access entitlements to University learning resources and support services are given in sections 3.8 and 3.9 below.
3. The enrolment/registration procedures below must be followed:

[see guidance note]

1. **For UK partners recruiting international students only (delete if not applicable):** It is the partner’s responsibility to check that students hold the appropriate visa to enable them to study. In the case of Tier 4 student visas, it is the partner’s responsibility to ensure that the correct sponsor license number is listed on the visa checked at enrolment.

**3.4 DATA MANAGEMENT**

[see guidance note]

1. The Partner is responsible for creating and maintaining accurate records of every student enrolled on the Programme/s, including records of modules taken and marks received, using a format agreed with the Liaison Manager. The Partner shall provide these details to the University on request (this may be via the Liaison Manager, or directly to the Student Records and Curriculum Management Team), for the preparation of certificates and transcripts, and of student number returns to the relevant authorities.
2. The Partner must store and process the records in a manner and to standards approved by the University (with due regard to the requirements of the 2018 Data Protection Act) and the Partnershall comply with any initial or subsequent requirements of the University in these respects. Refer also to Appendix C.
3. The University will keep a record of the approved definitive programme and partnership documentation, lodged in the Academic Policy & Quality Office. The APQO will manage the documentation in accordance with the University’s records management policy.
4. **For programmes delivered by partners where students are enrolled with the University only (otherwise delete).**Students on this Programme are considered to be enrolled students of Oxford Brookes University who are 'franchised out' to the Partner institution. As such, the University will ensure that all enrolled students on this course are submitted to the Higher Education Statistics Agency (HESA) and the Office for Students (OfS) via its own returns to these bodies. It is the responsibility of the partner to ensure that these students do not form part of their own or any other university's HESA or OfS returns.

**3.5 STUDENT INDUCTION**

1. The Partner is responsible for providing an appropriate induction for new students into the expectations and requirements of the Programme/s.

[see guidance note]

**3.6 LEARNING AND TEACHING**

1. The Partner must deliver the programme in accordance with the approved curriculum and assessment strategies, as set out in the Programme Specification (Appendix A) and in the Module descriptions.
2. Each student on the Programme/s must be provided by the Partner with an up to date Programme Handbook, prepared according to the format prescribed in the University’s Quality and Standards Handbook, to include the approved Programme Specification and clear information about the policies, regulations and procedures which apply to the Programme; and approved by the University through a properly constituted approval or periodic review panel. The handbook must be updated annually by the Partner, in consultation with the Liaison Manager.
3. The procedures for dealing with exceptional circumstances claims, academic appeals, and complaints relating to the Programme, are as follows:

**3.6.1 Exceptional circumstances**

1. The University’s regulations on dealing with exceptional circumstances apply, and the Partner is required to operate a process for considering exceptional circumstances which is consistent with the principles and allowances set out in the [University’s procedure](https://www.brookes.ac.uk/students/your-studies/exceptional-circumstances/).
2. The procedure for considering claims for exceptional circumstances is as follows:

[see guidance notes]

1. Give details of the officers at the Partner who are responsible for dealing with applications for exceptional circumstances.

**3.6.2 Academic appeals**

1. The University’s regulations on dealing with [academic appeals](https://www.brookes.ac.uk/students/sirt/collaborative-provision/) apply.

[see guidance notes]

**3.6.3 Student complaints**

1. The University’s regulations on dealing with [student complaints](https://www.brookes.ac.uk/students/sirt/collaborative-provision/) apply. [see guidance notes]
2. Give details of the officers at the Partner who are responsible for dealing with student complaints, including (if relevant) complaints relating to placements.

**3.7 ASSURANCE OF TEACHING QUALITY**

1. The Partner is responsible for putting in place effective measures to induct, and to monitor and assure the proficiency of, staff teaching on the programme, including mentors in practice [delete if not applicable].
2. The Partner is responsible for ensuring that staff teaching on the programme have access to, and funding for, relevant staff development opportunities to enable them to continue to meet the University’s requirements for the proficiency of staff delivering programmes leading to its awards, and to ensure that their teaching and assessment practices meet the expectations of the sector as articulated within the UK Quality Code. [see guidance notes]

**3.8 LEARNING RESOURCES**

1. The Partner is responsible for the provision of the following learning resources to support the delivery of the programme:

Give details e.g. library resources, IT facilities, specialist teaching facilities

Refer also to any University learning resources that students on the programme are entitled to access (see Enrolment/Registration section above).

**For ACP college partners, the following standards apply - they may also be applied to other partners, edited as appropriate:**

Inductions: All ACP partners will ensure that all Brookes students at their institution receive a learning resources induction which includes training on how to access Brookes' e-resources. To be delivered with support from the relevant Brookes faculty and/ or Academic Liaison Librarian.

Space: The ACP partner will provide sufficient dedicated HE student quiet study space and reliable equipment including PCs and printing/ photocopying.

Resources: The ACP partner will undertake to resource and update as required the Brookes course reading lists so there are adequate resources provided for all Brookes students' needs.

Support: The ACP partner library service will be supported by an information professional to make sure standards are kept high, including providing sufficient online and hard copy user education material and information/ digital literacy teaching.

Evaluation: The Brookes Associate Director of Learning Resources (Academic) will be invited to evaluate prospective ACP partners’ library services, and will make sure Brookes Academic Liaison services provide ongoing support for established partners; this will include advice on reading lists and sharing best practice for embedding information literacy.

**3.9 STUDENT SUPPORT AND CONDUCT**

Support:

1. The partner is responsible for the provision of academic and pastoral support to students enrolled on the Programme. [see guidance notes]
2. Give details of services in place to support the wellbeing of students.
3. Give details of the process to be followed to assess disabled students and put in place reasonable adjustments equivalent to those outlined in the university's policy on reasonable adjustments. The [Inclusive Support Service](https://www.brookes.ac.uk/students/inclusive-support-service/) can advise further on the application of this policy.

Conduct:

1. [see guidance notes] The Officer appointed by the Partner to deal with investigations into cases of academic misconduct on the Programme/s is [Name].

**3.10 ASSESSMENT, MARKING AND MODERATION**

[see guidance notes]

1. The University is responsible for approving the assessment strategy for the programme, and the Partner is responsible for implementing the assessment strategies as approved in the Module Descriptions.
2. The Partner must send draft assignment briefs and examination papers to the Liaison Manager and to the external examiner, for agreement and formal approval prior to being issued to students.
3. The Partner is responsible for marking student work against the approved assessment criteria, and for providing feedback to students, in accordance with the University’s Assessment & Feedback Policy. Where applicable, provide details of how competencies will be assessed in the practice environment.
4. The Liaison Manager is responsible for ensuring that the internal moderation procedure has been carried out, as follows: [specify internal moderation procedure, including arrangements for practical assessments]
5. In the event of a disagreement between markers which cannot be resolved, the Liaison Manager will implement the following procedure:

[give details]

**3.11 EXTERNAL EXAMINERS**

1. The University is responsible for the selection and appointment of external examiners for the provision, in accordance with the University Regulations on [external examining](https://www.brookes.ac.uk/staff/apqo/external-examining).
2. Give details of the nature and frequency of external examiner visits to the Partner.
3. The Partner is responsible for the timely provision of the necessary information to the external examiner/s in advance of the Examination Committee, for providing the external examiner/s with appropriate access to the programme and the students, and, with the support of the Liaison Manager, for responding to external examiners’ reports.
4. The Partner shall provide the following information in the sample for the external examiner:

[give details of how samples of assessed work should be made up, in accordance with the University’s regulations on external examining, and the format of any reports which should accompany the samples]

1. On receipt of the external examiner’s annual report from the Academic Policy & Quality Office, the Liaison Manager is responsible for forwarding a copy of the report to the Programme Manager at the Partner, and discussing with them the issues contained within it.
2. The Liaison Manager is responsible for coordinating a response to the report, which must be approved by the Programme Committee, through the Annual Programme Review process, and subsequently by the relevant Faculty Academic Enhancement & Standards Committee or Quality & Learning Infrastructure Committee. The approved response must be sent to the external examiner, in accordance with the requirements of the University regulations on external examining.

**3.12 EXAMINATION COMMITTEE**

1. The Partner is responsible for drawing up a schedule of Examination Committees for approval by the Liaison Manager and communication to the external examiner. The Partner\* is responsible for convening appropriately constituted meetings, in accordance with the University’s Regulations; and for providing administrative support, including the production of awards and progression lists and minutes of meetings to the standard required by the University. \*Indicate if administrative support is provided by the University or the Partner.
2. Awards lists and minutes of meetings must be passed by the Partner’s Programme Manager to the University, via the Liaison Manager, as soon as possible after the meeting. It is the Liaison Manager’s responsibility to ensure that awards lists are received by the Student Records and Curriculum Management Team within an appropriate timescale.
3. The Examination Committee will be constituted as follows (provide names of the staff involved):

[see guidance notes]

* Chair (a suitably senior and experienced member of the University)
* Programme Manager
* Module Leaders for all modules being considered at the meeting
* External examiner
* Liaison Manager (if not in the Chair)
* Other University representatives may attend at the discretion of the University

At least four members must be present in order for the Examination Committee to be considered quorate and therefore authorised to make decisions.

1. Any disputes that have arisen during the marking process between internal examiners, or between the internal and external examiners, which cannot be resolved by the Examination Committee must be referred to the Chair of the University’s Academic Board.

**3.13 AWARDS**

1. The power to grant a University award is exercised as a decision of the University acting alone. No awards other than those approved by the University and named in section 2.1 may be made to students successfully completing the Programme/s.
2. See 3.12(ii) above regarding the provision of the list of students who have been considered by the Examination Committee and are recommended for awards to the Student Records and Curriculum Management Team. The awards list must be prepared in accordance with the University’s approved format and the information sent to the University in a timely manner [state how long after the Examination Committee].

**3.14 CERTIFICATES AND TRANSCRIPTS**

1. The University has sole responsibility for the production of awards certificates and transcripts [this section should be tailored to give the exact wording to be included on the certificates and transcripts for the awards covered by the operations manual].
2. Award certificates will include:
   1. the University’s name and seal;
   2. the signature of the Vice-Chancellor of the University;
   3. the title and classification (if appropriate) of the award;

and

* 1. [see guidance note]

1. Transcripts will include:

[see guidance note]

1. Copies of transcripts will be kept on student records within the relevant University Faculty.

**3.15 GRADUATION**

[See guidance notes]

1. The graduation ceremonies will be held at [please state location].
2. The partner, via the Liaison Manager, is responsible for providing award lists, of students eligible to graduate, to the Student Records and Curriculum Management Team in good time to allow for the production of certificates in advance of the ceremony.

**3.16 PROGRAMME COMMITTEE**

1. It is the Partner’s responsibility to establish a Programme Committee [see guidance], the membership of which shall be as follows:

* Programme Manager (Chair)
* all Module Leaders
* other staff teaching on the Programme, as appropriate
* at least one student representative at each level of the Programme
* other specialist staff supporting the delivery of the programme, as appropriate

1. The Liaison Manager has the right to membership of Programme Committees, and must, as a minimum, be provided with the minutes of the meetings produced by the Partner. The Partner must provide the Liaison Manager with a membership list each academic year, for approval.
2. A meeting of the Programme Committee must be convened at least once per semester, with an additional meeting convened to conduct the Annual Programme Review. State how many Programme Committees are being established and which programmes are covered in each.
3. The remit of the Programme Committee is to:
4. monitor the programme delivery and curriculum, ensuring it is delivered as approved in the Operations Manual and Programme Handbook, and make recommendations for change, as necessary;
5. ensure that the timetabling of modules, assignments and examinations are coordinated in a timely fashion and communicated to both staff and students;
6. ensure that a suitable induction programme is in place for new students and review the effectiveness of the induction programme annually;
7. monitor the adequacy of teaching materials, staffing, and learning resources supporting the delivery of the Programme/s, including placements, to assure the quality of the learning opportunities provided to students;
8. consider feedback from students, via the results of module evaluation surveys, from the student members and from other student forums, and ensure that appropriate action is being taken in response to issues raised;
9. receive and approve the Annual Programme Review report, through a specially convened Annual Review meeting of the Committee, and monitor the implementation of action arising;
10. receive external examiners’ reports and ensure appropriate action is taken in response to issues raised.
11. consider and agree assignment briefs, project briefs, examination papers, and marking schemes, in accordance with the approved assessment strategies for the modules on the Programme/s, in preparation for approval by the University and External Examiner **(students should not be present for this item)**;
12. receive and consider an annual report from the Academic Conduct Officer **(students should not be present for this item)**.

**3.17 STUDENT FEEDBACK**

1. It is the Partner’s responsibility to establish appropriate mechanisms for eliciting feedback from students on the quality of their learning experience, and to ensure that the issues raised are considered by the Programme Committee.

[Give details of the process for doing this.]

**3.18 QUALITY ASSURANCE – PROGRAMME APPROVAL, MONITORING AND REVIEW**

[see guidance notes]

1. The University has ultimate authority for the academic standards of any awards made in its name, and the arrangements for the approval, monitoring and review of the programme are set out in the University’s [Quality & Standards Handbook](https://www.brookes.ac.uk/staff/apqo/quality-and-standards-handbook/templates-and-guidance-notes)

The Partner is responsible for abiding by these procedures, with the support of the Liaison Manager.

**3.19 PROGRAMME MODIFICATIONS**

1. Changes to the Programme may be recommended by the partner’s Programme Committee, but must be formally approved by the University through the appropriate procedures as set out in the [Quality and Standards Handbook](https://www.brookes.ac.uk/staff/apqo/quality-and-standards-handbook/changes-and-revalidation)

[see guidance notes]

**3.20 PUBLISHED INFORMATION**

[see guidance note]

**SECTION 4: FINANCIAL ARRANGEMENTS**

**4.1 STUDENT NUMBERS**

1. Students may be recruited to the Programme/s as follows:

|  |  |  |
| --- | --- | --- |
| **Programme** | **Maximum cohort size** | **Minimum cohort size** |
|  |  |  |
|  |  |  |

*Extend list as appropriate.*

1. The Partner must seek formal University approval (through a submission to the Learning Partnerships Advisory Group, on the advice of the Liaison Manager, for any changes to student numbers which would have a significant impact on the approved financial model relating to the programme.

**4.2 TUITION FEES**

[see guidance notes]

1. Unless permitted in the Agreement, the Partner must not charge students any additional fees, beyond the levels agreed in the business plan approved by the University’s Learning Partnerships Advisory Group, without the University's prior formal approval.
2. Before admission of any student, the Partner will provide full information to applicants about how the tuition fees for the programme are to be paid, whether any local taxes apply (for overseas programmes only) and in what circumstances the student may apply for a refund.

**SECTION 5: OPERATIONAL CALENDAR**

An outline calendar for the delivery of the programme/s should be provided here, preferably in tabular form. This should show (on a week by week basis) dates for provision of enrolment data; delivery schedules, assessment deadlines and examination periods for each module; marking and moderation periods; and the dates within which Examination Committee and Programme Committee meetings will be held. A suggested calendar of activities is provided in the Liaison Manager’s Guide [[guidance note G5.6](https://www.brookes.ac.uk/staff/apqo/quality-and-standards-handbook/templates-and-guidance-notes#collaborative)]

Prior to the start of each academic year (insert date agreed – a minimum of two weeks prior to the start of the academic year), the Partner must submit to the Liaison Manager a schedule of exact dates for all activities shown in the calendar above, including delivery and assessment (including re-assessment) timetables for all modules and dates of Examination Committees and Programme Committees, for the coming academic year. The schedule must be agreed with the Liaison Manager, who is then responsible for notifying the external examiner and the Student Records and Curriculum Management Team of the key dates.

**SECTION 6: DEFINITIONS AND GLOSSARY OF TERMS**

|  |  |
| --- | --- |
| **Academic Board** | the University's principal academic committee, whose responsibilities are set out in the University's Articles of Governance. |
| **Quality & Learning Infrastructure Committee** | a sub-committee of the Academic Board with delegated authority for the assurance of the academic quality and standards of all taught programmes of study leading to a University award. |
| **Academic Year** | the period of time defined as such by the University in its Regulations. |
| **APQO** | the University's Academic Policy and Quality Office, which advises on and provides administrative oversight of the University’s quality assurance arrangements, including those for collaborative provision. |
| **Annual Quality Monitoring** | the annual review of the academic quality and standards of the Programme/s, conducted by the Partner in collaboration with the University in accordance with the annual quality monitoring procedures set out in the Quality & Standards Handbook |
| **Collaborative provision** | any learning opportunities leading or contributing to the award of Oxford Brookes credit or a qualification, that are delivered, assessed or supported through an arrangement with one or more organisations other than the University. |
| **Student Records and Curriculum Management Team** | the University’s Student Records and Curriculum Management Team, located in the Registry, responsible for the management of course and student records, and the verification of awards and the production of award certificates and transcripts. |
| **Examination Committee** | the University committee appointed by the Academic Board to record and verify marks awarded for each student assessed on modules relevant to the programme, and to make recommendations for awards to the Academic Board. |
| **External Examiner** | any suitably qualified person appointed by the University to provide an external opinion on the academic standards and quality of the programme/s, in accordance with the University's Regulations on external examining and with the UK Quality Code for Higher Education published by the QAA. |
| **Faculty Academic Enhancement and Standards Committee or Quality & Learning Infrastructure Committee** | sub-committee of the University’s Quality & Learning Infrastructure Committee, located in each Faculty, and responsible for the operational oversight of the quality of all taught programmes of study managed by the Faculty, including collaborative provision. |
| **Learning Partnerships Advisory Group (LPAG)** | the University body responsible for the consideration of formal approval of new, and the modification or renewal of existing, partnerships. |
| **Liaison Manager** | the person, based in the managing Faculty at the University, appointed to liaise with the partneron the day-to-day operation of the programme/s and to co-ordinate relations between the University and the partner. |
| **Module** | a formally structured unit of learning with a coherent and explicit set of learning outcomes and assessment criteria, which is a component of the Programme, and "Modules" is construed accordingly. Each module will be assigned a Module Leader. |
| **Module Leader** | the person appointed by the Partner, and approved by the University, to manage the delivery of a specified Module. |
| **Operations Manual** | the document in which the respective responsibilities of the University and the partner are set out in relation to the delivery and management of the Programme. |
| **Partner** | the organisation identified in section 1 of this Operations Manual, approved for the delivery of all or part of the Programme. |
| **Partnership** | the relationship between the Partner and the University, formalised in the legal contract. |
| **Revalidation** | the review of the Partnership and Programme carried out by the University to assure itself of the maintenance of the academic quality and standards of programmes of study leading to its awards, and to assess the success and of its collaborative partnerships. Re-validation is carried out during the final eighteen months of the current Agreement governing the collaborative provision, and will contribute to determining the terms under which the Agreement should be renewed. Periodic review is conducted in accordance with the procedures set out in the Quality & Standards Handbook. |
| **Programme** | the programme of study named in the Operations Manual which has been formally approved by the University as a study route leading to a University award, and "Programmes" is construed accordingly. |
| **Programme Committee** | the committee responsible for the day-to-day administration and ongoing quality monitoring of the Programme, and whose composition and activity is more particularly described in section 3.16. |
| **Programme (or Student) Handbook** | the handbook approved through the validation process, according to the approved format for programme handbooks, and issued to students on the Programme by the Partner |
| **Programme Manager** | the member of staff appointed by the Partner and approved by the University to manage the delivery of a specified Programme. |
| **Programme Regulations** | any specific variations from the University Regulations approved by the University to apply to the programme. |
| **Programme Specification** | the formally approved, concise description of the Programme, including the entry requirements, learning outcomes, curriculum structure, and details of how the programme will be taught and assessed. The programme specification forms part of the delivery contract between the University and the Partner and is attached as Appendix A to the Operations Manual. |
| **Quality Assurance Agency (QAA)** | the Quality Assurance Agency for Higher Education (company registration number 03344784 and also registered as a UK charity) which is appointed as the Designated Quality Body for monitoring and assessing academic quality and standards under the Office for Students regulatory framework for the HE sector in England. |
| **Quality Assurance** | the University's policies and procedures for establishing, monitoring and maintaining the academic standards of its awards and the quality of the learning opportunities provided to students on the programmes of study leading to its awards. These are contained in the Quality and Standards Handbook and in the University Regulations. |
| **Quality and Standards Handbook** | the [online publication](https://www.brookes.ac.uk/staff/apqo/quality-and-standards-handbook/templates-and-guidance-notes) containing the University’s quality assurance procedures as approved by the Academic Enhancement and Standards Committee and currently in force. |
| **Transcript** | the formal record of a student’s achievements, which accompanies the award certificate, showing the modules taken and the marks awarded for each one. |
| **University** | Oxford Brookes University of Gipsy Lane, Headington, Oxford, OX3 0BP, United Kingdom. |
| **University Regulations** | the University's academic regulations duly made and for the time being in force which apply to the Programme. |

**APPENDIX A: PROGRAMME SPECIFICATION**

The PS/s - as approved by the validation or re-validation panel - should be attached here.

**APPENDIX B: LIAISON MANAGER’S ROLE**

*(as approved by the Collaborative Provision Sub-Committee on 9th February 2017)*

PURPOSE

The Liaison Manager is responsible for coordinating communications between Oxford Brookes University and a specified partner organisation (UK or International) on any issue relating to specific programme/s named in the Operations Manual, in order to ensure the provision of an excellent student experience, and to safeguard the academic standards and quality of any provision leading to an Oxford Brookes award or credit. This includes aspects such as University regulations and policies, programme delivery, learning support and administration. The Liaison Manager is responsible for ensuring that the programme is being delivered as approved by the University and that student records are accurate and up to date. They provide advice and guidance to the partner to enable them to meet the University’s requirements and a substantive element of their role involves ongoing relationship management.

ROLE DESCRIPTION

**Communication, Visits and Relationship Management**

* Regular communications with, and visits to, partner to ensure that the provisions of the Operations Manual are being implemented, and the programme is being delivered as approved.
* Meet with students and staff (separately, as appropriate) during visits
* Complete full and timely visit reports within one month of return

**Problem Identification and Resolution**

* Work with partner to resolve problems and issues with the delivery and management of the programme/s, as they arise
* Escalate any issues that cannot be resolved promptly, and at the earliest possible stage, in the first instance via the relevant School/Faculty Sub-Group. Ensure that FAESC is notified of any potential breaches in meeting expectations relating to academic quality and/or standards

**Student Admissions**

* Regularly monitor/audit admissions decisions and procedures (involvement as outlined in the operations manual)
* Ensure student records are accurate and up to date, in both partner and University systems

**Annual Review Cycle/Risk Register**

* Take part in the Annual Programme Review, and carry out an annual review of the programme documentation and resources supporting programme delivery
* Ensure the Operations Manual is kept up to date (at least once per year, through the Annual Review process). Update the Risk Register and Risk Improvement Plan, as appropriate.
* Ensure programme documentation is logged with APQO annually, and provide regular reports on the quality of provision to Faculty AESC/QLIC.

**Regulations**

* Provide advice to partner staff on the implementation of new University policies and regulations applying to the programme.

**Programme Change/Evaluation**

* Provide advice on any minor/major changes required to any aspect of programme delivery and coordinate the approval process, as necessary.
* Coordinate preparations for Approval and Re-validation events, and other QA exercises; and attend meetings with University panels, as required.
* With the support of the relevant Faculty and APQO (for UK partners) and Brookes Global (for International Partners), monitor changes in statutory regulations that may affect any aspect of programme delivery

**Assessment/Awards**

* Coordinate the transfer of data from the partner to the University for the production of awards certificates and transcripts, and for the preparation of funding and other statutory returns
* Coordinate nominations for External Examiners, and ensure they are briefed on their role. Work with the partner to ensure that External Examiners are provided with sufficient information to carry out their role.
* Ensure all draft assignment briefs and examination papers are approved by the appropriate Brookes staff and External Examiner prior to issue to students.
* Ensure External Examiner Reports are forwarded to the partner and coordinate response to the External Examiner.
* Where appropriately qualified and trained, chair Examination Committees and/or attend as a permanent member.
* Attend Programme Committees.
* Maintain oversight of the process and decision making in cases of Exceptional Circumstances

**Student Experience**

* Monitor quality of teaching through peer teaching observation if appropriately qualified (please note there is no formal requirement to produce a written evaluation of this activity)
* Monitor collection and analysis of student feedback by the partner
* Ensure students participate in appropriate committees and forums
* Ensure all new members of teaching staff at the partner institution are formally approved via appropriate channels at the University
* Monitor the ongoing suitability of, and student access to, learning resources
* Assure the quality of work placements (if relevant)
* Carry out a formal site visit if partner teaching premises change or evolve and complete appropriate report

**Marketing Material**

* Ensure all publicly available marketing and other material about the partnership and programme of study is correct and up to date, and accurately represents the relationship with the University, the delivery of the programme and the awards available. This includes a regular check of web presence.

**Financial Data**

* Maintain an awareness of key financial data associated with the programme/s, including required minimum student numbers and fee levels. Report any concerns to the Head of Finance and Planning and/or the ADSD (specific to each School or Faculty).

***Note:*** *the Liaison Manager is not responsible for the collaborative provision business plan, ongoing marketing plan, or financial negotiation/monitoring.*

**APPENDIX C:**

**INFORMATION SECURITY AND DATA PROTECTION**

This Appendix should be adapted according to the requirements of the particular collaboration – please seek advice from the University’s Information Management Team, who can be contacted on [info.sec@brookes.ac.uk](mailto:info.sec@brookes.ac.uk) Please also read [**guidance note G2.5**](https://www.brookes.ac.uk/staff/apqo/quality-and-standards-handbook/templates-and-guidance-notes#approval) Checklist for Partnership Data Protection Reviews

**Overview** [this section should be edited as appropriate, and must state who is the data controller, or if both parties are joint controller]

Oxford Brookes University and the Partner recognise that the administration and delivery of the Programme involves the processing of personal data, as defined in and regulated by the Data Protection Act 2018 (“the Act”), [insert name of any relevant in-country statutes]. They also recognise that this processing will include the processing of special category data, criminal conviction and offence data, sensitive and personal data as defined in the Act.

**Lawfulness of Processing, Fairness and Transparency** [this section should be updated with relevant information on who is responsible for issuing and updating privacy notice]

Both partners are responsible for ensuring that personal data is only processed under a permissible legal basis (as defined by the relevant national legislation).

Both Partners acknowledge that they each have a responsibility to issue all necessary privacy notifications and acquire all necessary consents pursuant to the processing of the personal data and recognise that they are required to collaborate with each other in the formulation and provision of such notifications and the obtaining of consents.

Both parties must share responsibility for dealing with requests from staff and students that wish to exercise their data protection rights. Each party shall inform the other of such requests where appropriate to do so. The rights of data subjects with regards to data protection include but are not limited to:

* The right of subject access
* The right of deletion
* The right to restrict data processing

Where requests are made by third parties for the disclosure of personal data of data subjects who are involved in delivering the Agreement or who are students studying on the Programme, both Partners will ensure that such disclosures are lawful, will liaise when appropriate with each other and, where necessary, will seek and obtain approval from the other Partner for the disclosure to be made.

**Purpose Limitation and Data Minimisation** [this section should be revised as appropriate]

Both Partners will ensure that the personal data of students are shared where necessary for the stated purposes (pursuant to the operation of the Agreement - see below) and that the sharing is proportionate to the purpose. Furthermore, both partners must ensure only data necessary for the stated purpose is collected, stored and shared, i.e. ‘fit for purpose’.

The data subjects whose data are being processed in the administration and delivery of the Programme will primarily include, but not be limited to, students and potential students (or applicants), external examiners, the relevant professional bodies and the staff of both Partners, and any of the Partners’ contractors, agents or individuals, whose participation is required for the fulfilment of the Programme.

**Personal Data Types and Purpose of Processing – Student and Staff** [this section should be revised as appropriate]

Student data may involve special category data, criminal conviction and offence data or sensitive personal data and will include but not necessarily be limited to: name, address(es), contact details, course/module details, attendance/absence data, relevant health and or disability records, records relating to criminal offences and DBS clearance data, employment and educational records, student records, placement records, training and mentorship records, marks, assessments, performance data, disciplinary and fitness to practice and study data, and data relating to investigations, accidents, incidents or complaints or other personal data required to administer the student’s studies and provide appropriate academic and pastoral support and facilities.

With regard to students the main purposes of the processing of the personal data will be to:

* Recruit, enrol, and administer the provision of the Programme to students
* Provide an interface with professional body requirements [delete if not relevant] to deliver certain exemptions from professional training for the benefit of the students including without limitation by the compilation and supply of anonymised student data to the professional body for its annual reporting process
* Provide students with tuition, supervision, mentorship, training and assessment of practice learning; and monitor the performance of students
* Allow the provision to the students of facilities, resources and amenities necessary for the Programme and the practice placement
* Make reasonable adjustments for individuals where necessary
* Carry out any necessary checks to ensure appropriate fitness to study and practice
* Enable quality assurance, investigative exercises and the review of tuition and practice placements
* Investigate and carry out any disciplinary or fitness to practice proceedings and
* Investigate and report on any incident or accident

With regard to staff, the main purposes of the processing of personal data will be to: [To be agreed between the partners]

* recruit, employ, develop and administer the employment of staff involved in the Programme,
* administer any necessary human resources functions, including the monitoring of performance to the extent that the data is known to the staff member concerned and
* aid in the investigation of any disciplinary matters associated with the Programme.

**Accuracy of Personal Data** [this section should not need to be revised]

In the processing of the personal data of students, both Partners will ensure that they maintain accurate and proportionate records relating to the enrolment, attendance, modules taken, and marks received, and that this information is shared where it is appropriate for the operation of the Agreement.

**Information Security** [this section should be revised following consultation with the IT Services Information Management team]

Both Partners will ensure that appropriate organisation and technical security controls are applied to protect all personal data against unauthorised or unlawful processing and against accidental loss or destruction of, or damage to, personal data. Both partners will ensure that data in transit is suitably protected by means of encryption/password protection.

Organisational and technical security controls are likely to include (but not necessarily be limited to):

* Information Security management
* Access control
* Encryption and mobile device management
* Operational security
* Backup and disaster recovery
* Network security - minimum retention time should be stated (suggest 6 years after student completes the course)
* Supply chain management

**Retention of Personal Data** [this section should be revised as appropriate]

Both Partners will retain personal data in line with the requirements set out in the Agreement or otherwise in line with their organisational records management and retention policies; and that where the Agreement allows for or requires the destruction of data, those data will be destroyed in a secure manner. [To be agreed between the partners]

**Accountability** [this section should not need to be revised]

Both Partners must be able to provide evidence of compliance with relevant national data protection legislation and share such evidence on request. Both partners should be registered as data processors with their national data protection supervisory agency where necessary by law.

**GUIDANCE NOTES FOR SECTIONS 3 & 4**

Delete before submitting the Operations Manual for approval.

*Please also refer to the Quality & Standards Handbook. The Operations Manual is essentially the handbook for delivery of the programme/s, and must therefore accurately reflect the roles and responsibilities of all those involved in ensuring the successful delivery of the programme/s governed by the Manual.*

SECTION 3: RESPONSIBILITIES AND ENTITLEMENTS

**3.1 Marketing**

Programmes of study for which students are enrolled with the University will appear in the University's prospectus as well as in the Partner’s marketing material, but the Partner is still primarily responsible for the active marketing. This section should make clear the extent of each party’s responsibility for (including who bears the costs of) marketing and promotion of the programme/s.

*If the Partner is fully responsible, you should insert this paragraph:*

“The Partner is 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 by the University at its own expense.”

The process for the approval of marketing materials for this particular collaboration should also be set out in this section.

**3.2 Recruitment and admissions**

The University is responsible for ensuring that arrangements for admissions are consistent with the sector expectations.

This section should make it clear where responsibility lies for recruitment and admissions decisions. You may also wish to reference any agreed procedures for reviewing student number targets and making decisions on whether to suspend recruitment.

For UK partners who wish to recruit international students, it is their responsibility to maintain their own sponsor licences, and to ensure they fully comply (and continue to comply) with the sponsor duties as set out by the UK Visas and Immigration service (UKVI). It is the partner’s responsibility to issue the Confirmation of Acceptance to Study (CAS) to applicants for the Programme/s covered in the Operations Manual, using their own licence number. At enrolment, it is also the partner’s responsibility to check that students hold the appropriate visa to enable them to study. In the case of Tier 4 student visas, it is the partner’s responsibility to ensure that the correct sponsor license number is listed on the visa checked at enrolment.

Where the Programme allows admission with credit, the University will consider credit only for those students who already hold firm, unconditional offers for entry to the Programme/s. A charge may be made by the University for consideration of claims for entry with credit.

**3.3 Enrolment/registration**

The Operations Manual must clearly state whether students are REGISTERED or ENROLLED. The associated access entitlements (to Brookes resources and services) of students studying on the Programme/s must also be clearly stated.

**3.4 Data management**

The legal agreement makes provision to ensure that the Data Protection Act is complied with by all parties to the agreement, who will be regarded as joint Data Controllers under the provisions of the DPA. Any specific data management arrangements relating to the programme should be recorded here or in appendix C – for advice, please contact the University’s Information Compliance Officer, or refer to Guidance note G2.5 (Checklist for Partnership Data Protection Reviews).

Please note that there is a standard statement for ACP partners and those whose students are also enrolled with Oxford Brookes, which should be deleted from the Manual for other partners.

**3.5 Student induction**

State the responsibilities of the Partner and, where applicable, the University, in providing an induction programme for students entering the programme.

**3.6 Learning and teaching**

*Placements:*

Where placements are an integral aspect of the learning opportunities provided for students, details should be provided of how they will be managed and monitored – this is one of the key risk areas for the University in relation to collaborative provision, and should be described clearly.

*Exceptional circumstances:*

The University’s Regulations apply for dealing with claims for exceptional circumstances, and partners must operate appropriate procedures for dealing with claims, in line with the principles set out in the University procedures. The process to be followed, including the membership of exceptional circumstances panels, should be set out in this section. Information about University procedures can be found on the [Student Investigation and Resolution Team](https://www.brookes.ac.uk/students/your-studies/exceptional-circumstances/)’s website and they will be happy to advise on whether a partner’s process is appropriate in the context of University policy.

*Academic Appeals and Student Complaints:*

The University’s regulations apply in respect of

* Academic appeals (i.e. against decisions of Examination Committees)
* Student complaints

The University is responsible for ensuring that students are provided with full information about the appropriate channels for appeals and complaints and how to access them, including how students may contact the University directly. It is therefore important that these processes, including the scope of responsibilities of each partner, are agreed and set out in the Operations Manual and in the Programme Handbook for approval by the University.

*Examination Committees* are run by the University, as the awarding body, and academic appeals against decisions made by an EC must therefore be considered by the University; however, the Operations Manual and the programme handbook should give details of the postholder in the partner organization who should be approached in the first instance by any student wishing to initiate an appeal.

In relation to *student complaints*:

* Complaints relating to services or facilities provided by the partner, and which do not relate to the academic provision, should be dealt with through the partner’s complaints procedures (and reported to Brookes through the annual quality monitoring exercise);
* Complaints relating to the quality of teaching or learning support services should be dealt with in the first instance by the partner’s complaints procedures (and reported to Brookes through the annual quality monitoring exercise), but – if the student is not satisfied that their complaint has been fully addressed - may be pursued through the University’s complaints procedures.

The University should satisfy itself that the partner’s complaints process meets sector expectations, since it is the University that would be the defendant if complaints are taken to the OIA, and the Liaison Manager should therefore examine the partner’s policy and procedures – further advice about the appropriate operation of the complaints processes for your collaborative arrangements can be sought from the [Student Investigation & Resolution Team](https://www.brookes.ac.uk/students/sirt/collaborative-provision/)

**3.7 Assurance of teaching quality**

The University is responsible for ensuring that all staff engaged in delivering or supporting (e.g. mentors in practice) programmes that lead to its awards are suitably qualified and experienced. The Partner is responsible for putting in place effective measures to induct new staff and to monitor and assure the continued proficiency of staff teaching on the programme. Give details of any minimum requirements/obligations for staff development in this section (eg if there are any requirements for regular development relating to professional body accreditation for the programme). The procedure for identifying and negotiating development needs, and the Liaison Manager’s role (or that of any other University staff) in providing any staff development activities should also be outlined in this section.

The recruitment and selection of employees is the responsibility of the partner organization. However, as noted in section 1, the University must approve all additions to the teaching team delivering any part of a programme leading to a Brookes award. On occasions, new staff are appointed with a view to contributing to the delivery of part of a Brookes programme, and the Liaison Manager should provide advice to the partner on the skills and experience required, to inform the recruitment process. Where a new member of staff is being appointed specifically to teach on a Brookes programme, the LM may ask to be involved in activities such as drawing up the person specification, assisting with shortlisting, or as a member of the interview panel.

**3.8 Learning resources**

The Partner’s and the University’s (if any) obligations for the provision of learning resources (including specialist teaching facilities) to support the programme should be set out in this section.

For ACP partners, the following standards apply (and they may also be edited to apply to other partners):

1. Inductions: All ACP partners to ensure that all Brookes students at their institution receive a learning resources induction which includes training on how to access Brookes' e-resources. To be delivered with support from the relevant Brookes faculty and/ or Academic Liaison Librarian.
2. Space: The ACP partner will provide sufficient dedicated HE student quiet study space and reliable equipment including PCs and printing/ photocopying.
3. Resources: The ACP partner will undertake to resource and update as required the Brookes course reading lists so there are adequate resources provided for all Brookes students' needs.
4. Support: The ACP partner library service will be supported by an information professional to make sure standards are kept high, including providing sufficient online and hard copy user education material and information/ digital literacy teaching.
5. Evaluation: The Associate Director of Learning Resources (Academic) will be invited to evaluate prospective ACP partners’ library services, and will make sure Brookes Academic Liaison services provide ongoing support for established partners; this will include advice on reading lists and sharing best practice for embedding information literacy.

**3.9 Student support and conduct**

*Support for learning:*

Except in the case of flying faculty arrangements, the partner is primarily responsible for the provision of academic and pastoral support to students who are studying with them towards a University award. This section should include the structures in place for the provision of academic and pastoral support, including making reasonable adjustments to assessment and promoting inclusivity and wellbeing. Reference should also be made to any University support services that students on the programme are entitled to access (depending on whether they are enrolled or registered students). The Programme Handbook should make it clear what support is available to students on the programme and how they can access it.

Where applicable, include details of the Liaison Manager’s responsibility for providing advice (and the timing of this advice) to students who are entitled to progress from a programme delivered by the partner to one at Brookes. This information should also be provided to students in the Programme Handbook.

*Conduct:*

The Partner’s Conduct Officer for dealing with cases of academic misconduct on each programme leading to a Brookes award should be identified in this section of the Operations Manual.

As with student complaints, the Partner’s student conduct regulations apply, but in cases involving breaches of the Academic Regulations, the University should (at least) be notified, and a report on the number of cases of academic misconduct is required in the annual programme review – this section should set out the Liaison Manager’s involvement in disciplinary hearings relating to academic misconduct. The University should satisfy itself that the partner’s procedures and penalties are equivalent to those at the University and that they allow for University involvement in academic misconduct cases (the University’s regulations and procedures may be adopted, especially where students are enrolled with the University). The Liaison Manager should inspect the partner’s student conduct regulations – further advice on whether partner procedures meet the University’s expectations may be sought from the [Student Investigation & Resolution Team](https://www.brookes.ac.uk/students/sirt/collaborative-provision/)

**3.10 Assessment, marking and moderation**

The University is responsible for ensuring that staff in the partner organisation understand and follow the requirements for the conduct of assessment, and are aware of the sector expectations around assessment and awards at the appropriate level. Arrangements for the assessment of competencies in practice, and the role of practice-based mentors in assessment, should also be described, if applicable.

This section should set out the Partner’s responsibilities and the University’s involvement in assessment, for example, the Liaison Manager must be involved (in some way – either directly, or on the basis of auditing a sample of internally moderated assignments) in the internal moderation process, which should be described in this section and should be consistent with the University policy and the moderation process used by the home Faculty. Give details of the internal moderation process, and, where the programme is being delivered by a number of partners, indicate how cross-moderation will operate to ensure the comparability of standards across the partnership and with the University.

For collaborations involving articulation arrangements, the following arrangements are suggested:

1. At least once a year the Liaison Manager will review a sample of work from across a range of modules (assessment briefs, assignment and examinations) from [the **Partner programme/s** from which students are guaranteed entry to the Brookes programme] to ensure that the standards of student achievement remain appropriate for entry onto the **Brookes programme/s**. A sample of approximately 10% will be drawn from all core modules the **Partner programme/s** with an emphasis on the pass/fail threshold. If the cohort number is small the moderated sample will be adjusted to provide an appropriate insight into the required level. The Liaison Manager will produce a report on this moderation activity (on the template T5.11 available on the APQO website) and make it available to the external examiner. The Liaison Manager report will be included in the Annual Programme Review and thereby considered by the Faculty AESC/QLIC
2. The external examiner assigned to the **Brookes award/s** will either review the moderation activity through consideration of the Liaison Manager’s report, or they may requests samples of assessed work from the **Partner programme/s** to review themselves. The external examiner should refer to the standards of achievement on the Partner programme/s in their report on the overall award.
3. The Liaison Manager will also assess the English language levels in the samples of assessed work to ensure that the requirements for entry to the **Brookes programme/s** are being achieved.
4. The Partner Programme Manager will inform the Liaison Manager of any changes to the **Partner programme/s** curriculum or assessment.

**3.11 External examiners**

The University is responsible for the selection and appointment of external examiners, and for briefing them on their role, through the University induction event and the provision of online material such as the EE’s handbook. The appointment of external examiners should be carried out in accordance with the University’s regulations and criteria. Where the same programmes are being delivered at Brookes (and at other partners), the same external examiner should be appointed; or, where this would place too much burden on a single examiner, the programme/s should be incorporated into the responsibilities of a team of external examiners responsible for the provision. This is to enable the examiners to comment on the comparability of standards across the partnership and with the University.

This section should outline the arrangements and responsibilities for the relationship between the external examiner, the University and the partner, including arrangements for samples for external moderation, visits to the partner, attendance at examination committees, and how reports will be considered and responded to by the partner and the University.

**3.12 Examination committees**

The University is responsible for the academic standards of all awards made in its name. Therefore -except in the case of joint awards, where arrangements may be made for the committee to be chaired by a member of either of the awarding bodies - Examination Committees must always be chaired by a suitably senior and experienced member of University staff and *not* by a member of Partner staff.

Examination Committees should be constituted and operated in accordance with the University’s Regulations.

**3.14 Certificates and Transcripts**

The University has sole authority for awarding certificates and transcripts relating to the Programme/s, except in the case of awards made jointly with another awarding institution, in which case alternative arrangements need to be made and described in this section.

The certificate and/or transcript must state:

* the language of instruction and the language of assessment – *only if it is not English*;
* the name and location of the partner organisation delivering the provision.

This section of the operations manual must clearly indicate whether this information is recorded on the certificate or on the transcript.

Where this information is recorded on the transcript only, the certificate must include the statement: “this certificate must be read in conjunction with the student transcript giving details of the partner organisation by which the programme was delivered”.

**3.15 Graduation**

The arrangements for graduation ceremonies should be set out in this section, for example:

*Registered students:*

The Partner is responsible for arranging and conductingat its own expense a graduation ceremony, in accordance with University protocol, for all students who are granted an award. The Graduation Team can advise on off-campus graduation ceremonies.

The Partner shall provide a list of graduating students to the University, via the Liaison Manager, at least one month [consult the Student Records and Curriculum Management Team for advice on timescales for this] in advance of the graduation ceremony, in order that certificates and transcripts can be provided in time for the ceremony.

*Enrolled students:*

Students may graduate at the University. The Partner, on the advice of the Liaison Manager, is responsible for providing information to students about the arrangements for graduation. [Seek advice from the Graduation Team if you are unsure about the arrangements].

**3.16 Programme Committees**

There must be a Programme Committee established to monitor the quality of the programme/s and student progress, and to provide a forum for eliciting student views. The committee may have a different name (which should be stated in place of the term ‘Programme Committee’), but must fulfil the remit of the Programme Committee as stated in the Operations Manual – depending on the nature of the partnership, the remit of the Programme Committee may need to be amended. The standard remit set out in the Operations Manual template is based on the remit of Subject Committees which oversee home provision.

There should also be additional ways in which the partner seeks feedback from students in a systematic way, but the Programme Committee must have student representation. The partner is primarily responsible for convening Programme Committee meetings, but the Liaison Manager has the right to attend, and should, at least, receive copies of the agendas and minutes of all meetings in order to fulfil their responsibilities for monitoring the provision.

**3.18 Programme approval, monitoring and review**

Refer to the Quality & Standards Handbook, in consultation with your link Quality Assurance Officer, and identify the relevant section/s of the Handbook which apply to the provision.

Any PSRB requirements for the approval, monitoring and review of the provision should also be included in this section.

**3.19 Programme modification**

Refer to the Quality & Standards Handbook, with advice from your link Quality Assurance Officer, and indicate the extent to which modifications are permitted to the programme delivered by the Partner – especially where the same programme is delivered on campus at Brookes - and identify the procedure to be followed for the approval of such modifications to the provision.

**3.20 Published information**

The University must ensure that it has effective control over the accuracy of all publicly available information, publicity and promotional activity relating to collaborative programmes leading to its awards. It should regularly monitor the information given out by the partner organisation to prospective and current students.

This section should record the procedures to be followed to approve any information about the programme or partnership prior to publication. Also provide details about the procedures for the ongoing monitoring of the accuracy of the published information about the programme, particularly information provided to prospective students (e.g. regular monitoring of the partner website and promotional materials used by the partner and its agents, either by the Liaison Manager, or by the UK Partnerships team for ACP – this should be carried out at least annually).

**SECTION 4: FINANCIAL ARRANGEMENTS**

**4.1 Student numbers**

The maximum and minimum numbers stated should reflect the business case approved by LPAG. ACP target numbers are determined annually through negotiation between the Colleges, Associate Deans (Strategy & Development) and the Head of UK Partnerships & Apprenticeships. You may wish to include details of how and when the viability of any non-ACP programmes governed by this Operations Manual is reviewed and target numbers agreed.

**4.2 Tuition fees**

This section is only relevant to programmes on which students are registered with the University (enrolled students pay their fees direct to the University at enrolment). Advice should be sought from your Faculty Finance Officer. Any changes to fees which deviate from the original approved business plan must be approved by LPAG.

*Fee collection*

State who is to collect fees (including fees for re-taking modules): OBU or the Partner

State how the students are required/permitted to pay fees, e.g. in advance, in arrears, in instalments, in which currency.

Explain how fees (and refunds) are to be accounted for between OBU and the Partner - who needs to know what money has been banked where and for what purpose e.g. to calculate sums due on a percentage basis or to code refunds against. The Agreement may provide for Partner to pay OBU a percentage of the fees from students recruited to the Programme/s or a base-line figure, whichever is the greater. Either or both of the percentage and base-line figures may vary according to the number of students recruited i.e. banded or according to the number of years that the Programme/s run e.g. front-loaded if the recruitment profile looks more risky in the medium-term.

*Refunds*

State the refund policy and explain whether and how this impacts on sums due/already paid between OBU and partner. It should be made clear who has the discretion to agree a refund, which party makes the refund and how, and whether refunded moneys are then the subject of reimbursement between the parties.

*Note: refunding is mandatory for some courses in some countries – seek advice from Oxford Brookes International.*

*Fees for international students*

If appropriate, include information on international fees. In the event that the Programme recruits international students (i.e. students from outside the EU) or other students for whom student funding is not received, indicate the minimum fee which will be charged per annum and for which academic years. The fees for subsequent years should be at least as high as the international fee charged by Brookes. International student fees will be divided between Brookes and the Partner in the same proportion as for UK/EU students.

**Delete these notes and any other red text   
before submitting the operations manual for approval.**