

Section 7: Annual Monitoring

Purpose and Overview

- 7.1 Annual Monitoring is the cornerstone of quality assurance processes. Annual Monitoring gives Courses, Schools and Colleges the opportunity to reflect upon the teaching, learning and operation of a course in the previous academic year through the production of an evaluative report. The process aims to identify successes and good practice, which could be shared throughout the institution, and to identify areas requiring resolution or further development.
- 7.2 The purpose of the Annual Monitoring process is to maintain and enhance the quality of Westminster's taught courses specifically:
- (i) to review the appropriateness and effectiveness of the learning outcomes, teaching methods and assessment strategies of taught course and consider the planning of any consequent changes to the modules and/or courses;
 - (ii) to ensure that any academic issues arising in a particular course are reported, along with the steps taken to resolve them;
 - (iii) to monitor and evaluate how feedback from students obtained through internal and external surveys, School Staff Student Exchange meetings and module evaluations have been considered and appropriate action taken as required;
 - (iv) to consider any relevant external comments on the wider aspect of the course, including those of External Examiners and, where appropriate, Professional Statutory and Regulatory Bodies (PSRBs) and employers;
 - (v) to identify any trends in student recruitment, progression and achievement, particularly with respect to identifying if more could be done to support certain groups of students in meeting the learning outcomes of their courses;
 - (vi) to report any new developments/enhancements in learning and teaching that might be disseminated within and outside of schools.

Responsibilities

- 7.3 Each Module Leader is responsible for producing a Module Leader report that consider student outcome and evaluations. These will form part of the evidence base for Course Annual Monitoring reports.
- 7.4 Each Course Leader is responsible for producing a Course Annual Monitoring report that considers an overview of Module Leader reports, External Examiner reports, analysis of management information and identification of good practice and an action plan to respond to issues identified through the Annual Monitoring process.
- 7.5 A Course Annual Monitoring report should be produced for closing courses. In these circumstances the report should focus on the student experience and how any specific issues encountered as a result of teaching out have been addressed.

- 7.6 Heads of Schools will provide an overview report outlining school actions raised as part of the Annual Monitoring process and a reflection on previous actions.
- 7.7 Each College is responsible for ensuring that the annual monitoring process is completed for modules, courses and schools and that actions are identified are completed.
- 7.8 The Quality and Standards Office will produce a College level report identifying trends and actions for consideration.
- 7.9 Strategic Planning and Performance is responsible for the generation of statistical reports which form part of the evidence base for Annual Monitoring. Specified other parts of the evidence based will be supplied by other administrative departments.

Timescales

- 7.10 In order to expedite the resolution of any issues, all Annual Monitoring processes are to be completed at the earliest opportunity and no later than six months after the monitoring and review period.
- 7.11 Completed Course and School Annual Monitoring reports are to be submitted to the Quality and Standards Office by the end of November for undergraduate provision and the end of January for postgraduate provision.
- 7.12 The outcomes of Annual Monitoring are to be considered by the Teaching Committee by the March meeting (see section 1).

Annual Monitoring Measures

- 7.13 A range of Annual Monitoring measures (AMMs) have been developed. They are used to inform the operation of Annual Monitoring processes and to help focus effort and resources on the activities or areas most in need of attention.
- 7.14 Courses are expected to consider their performance against each AMM as part of their internal monitoring processes. AMMs will also be further broken down by equality and diversity characteristics, where appropriate.
- 7.15 Details of the current AMMs are available on the Quality and Standards Office website. Amendments to the AMMs may be made annually prior to the start of each session by the Teaching Committee on behalf of Academic Council.

Student Engagement with Annual Monitoring

- 7.16 The University values student input into the Annual Monitoring processes as a key contribution to work to enhance the student experience, course delivery, student focus and the general well-being of the University community.
- 7.17 Student Feedback is incorporated into the Annual Monitoring process through:
- (i) Consideration of course National Student Survey results;
 - (ii) Consideration of student feedback from School Staff Student Exchanges;

- (iii) Consideration of student module evaluations;
- (iv) Appropriate student feedback from surveys for collaborative partners.

7.18 Colleges are encouraged to consider completed Annual Monitoring reports at School and College level committees that include student representation.

Annual Monitoring Process

7.19 **Modules**

The Module Leader report will be produced after the module has run and will form part of the evidence base for the appropriate Course Annual Monitoring report.

7.20 The Module Leader report will provide an overview of the operation of the module, a reflection on module completion and achievement metrics against AMMs and a consideration of student module evaluations. The report will also outline any changes planned to the module.

7.21 For modules delivered for Study Abroad/Exchange or credit bearing Short Course purposes, a Module Leader report should be produced.

7.22 **Courses**

The Course Annual Monitoring report will consider an evidence base comprising:

- (i) Module Leader reports;
- (ii) External Examiner reports;
- (iii) Annual Monitoring Measures considered against equality and diversity characteristics (where appropriate) national benchmarks and trends:
 - Applications and Enrolments;
 - Progression;
 - Retention;
 - Completion;
 - Classification of awards;
 - Entry tariffs;
 - Student Survey results (NSS and PTES)
 - Graduate Outcomes

7.23 The Course Annual Monitoring report will include sections related to:

- Consideration of Annual Monitoring Measures and trends against the national benchmarks;
- Good practice and key achievements;
- Changes made to the course;
- Progress against validation, review and PSRB accreditation outcomes;
- An action plan to respond to issues raised during the annual monitoring process with a reflection on previous actions;
Items to be referred to College committees.
- External Examiners make explicit reference to a course's alignment with external reference points (e.g. Framework for Higher Education Qualifications and Subject Benchmark Statements) in their reports. The Course Annual Monitoring report should make explicit reference to feedback from External

Examiners and how this will be addressed. Where feedback is provided from employers, PSRBs or other external stakeholders this should be explicitly referenced within the Course Annual Monitoring report.

7.24 It is important that the Course Annual Monitoring report constitutes a collective reflection on the Course and not the views of a particular individual and should include information compiled from a range of other meeting held throughout the reporting period.

7.25 **Schools**

Each School will produce an overview report that outlines the courses covered, an action plan to respond to School level issues and a reflection on previous actions.

School reports should be received and considered at the College Teaching Committee with the corresponding Course Annual Monitoring reports. This College committee should include student representation. These reports and the minutes from the meeting considering them should be sent to the Quality and Standards Office.

7.26 **College**

The Quality and Standards Office will produce a College summary following receipt and consideration of Course Annual Monitoring reports. This report will be shared with the College.

Colleges are expected to monitor course operation throughout the academic year, taking prompt action where appropriate, in response to feedback.

7.27 **Validated and Franchised Provision**

Provision delivered at partners through a validation or franchise is subject to the Annual Monitoring process outlined above. Appropriate student feedback should take the place of NSS.

7.28 **University**

The Quality and Standards Office will provide a report to the Teaching Committee on the outcomes of the Annual Monitoring process for the previous session including, in particular, any issues requiring attention at University level. This report, in addition, will be received by Academic Council. The annual monitoring process is summarised in the Annual Quality Report to the Court of Governor's to ensure that the University On-going Conditions of Registration have been met.

Course Review

7.29 On an annual basis additional risk-based scrutiny of courses may be undertaken.

7.30 Where a Course Review is required this will be undertaken by a task and finish group drawn from the membership of the Teaching Committee and the University Executive Board. The group will normally ask for the UWSU to meet with course representatives and feedback as appropriate.

7.31 The outcomes of a Course Review will be reported to the Teaching Committee and the University Executive Board.

7.32 The Course Review will consider management information trends over a three year period, External Examiner reports, previous annual monitoring reports, module

evaluations, student engagement processes and any other information requested by the Task and Finish Group.

- 7.33 Where a Course Review is undertaken, the resulting action plan should be incorporated into the Annual Monitoring action plan for that course.