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Employer Partner

Supporting Document

*(To be used in conjunction with the Partnership Provision Operations Manual)*

## **Purpose and Scope of the Employer Partner Supporting Document**

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The Employer Partner supporting document should be read in conjunction with the following documents:

* [Teesside University Partner Provision Operations Manual](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm)
* TU [Teesside University Quality Framework – Chapter E](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm)
* Etn[Enterprise and Knowledge Exchange Strategic Plan](https://www.tees.ac.uk/sections/about/adt/enterprise.cfm)

The supporting document sets out to assist in the practice and management of Employer Partner partnership provision on all aspects of the student journey. Alongside the Partner Provision Operations Manual, this document is designed to assist Teesside University and Partner staff to implement the necessary activities that reflect University academic regulations, admissions procedures, quality assurance and enhancement procedures, and contractual Partnership arrangements, in a way which achieves equivalent outcomes for students and their experience.

For a glossary of abbreviations used throughout this document please consult **Section 12** of the [Teesside University Partner Provision Operations Manual](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm)

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## **Communication between TU and the Employer Partner**

The Pro Vice-Chancellor (Research, Innovation & Knowledge Exchange) is the initial point of contact between the Employer Partner and the University for matters relating to the future development of the strategic direction of the Partnership.

Following the establishment of a business case for large and complex new Employer Partnerships, a Memorandum of Understanding (MoU) *may* be created which requires input from Legal and Governance Services, Finance Department and the relevant academic School.

Student Learning & Academic Registry (Quality Assurance & Validation) in conjunction with the Associate Dean (Research & Knowledge Exchange) will manage the approval arrangements in the University, whilst Schools have operational responsibility for the delivery of the courses from their School.

## **2.1 Governance**

The governance of the Employer Partner provision is made up of the following University Committees. This does not include individual Partner meetings that may take place between Partners/ Schools and/or other University Depts.

**Research & Knowledge Exchange Committee** to formulate the University’s Enterprise & Knowledge Exchange Strategic plan. To oversee the implementation of the Strategy monitoring, reviewing, and evaluating progress, and making recommendations for further development as necessary to reflect University priorities and the realisation of its mission. Research & Knowledge Exchange Committee reports into Academic Board.

**School Research & Knowledge Exchange Sub Committee** to implement the Enterprise & Knowledge Exchange Strategy at School level including monitoring, reviewing, and evaluating progress, and making recommendations to RKEC in relation to the resources

needed to support these activities.

School Research & Knowledge Exchange Sub Committee reports into Research & Knowledge Exchange Committee.

## **Responsibilities for Partner Management**

Teesside University has ultimate responsibility for academic standards and the quality of learning opportunities of **all** awards made in its name.

The table below sets out the responsibility Teesside University holds when managing an Employer Partner. The definitions of typologies should be consulted to determine any differentiation when managing and operationalising the Partnership.

Further detail on processes within the student journey can be found in the [Teesside University Partner Provision Operations Manual](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm)

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**The University undertakes to:**

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| [Student Learning & Academic Registry (SLAR)](https://unity3.tees.ac.uk/departments/058/SitePages/Home.aspx) | * Carry out approval, review, and validation processes on behalf of courses to be delivered at the Partnership. * Provide formal confirmation of approved courses and course closures. * Develop and maintain the Student Learning & Academic Registry web presence. * Ensure appropriate central communications via Partnership & Project Manager. * Ensure appropriate staff development for central processes such as CME, assessment regulations, policy updates, changes to TU regulations. * Provide support and staff development to School Link Tutors to ensure consistency and service excellence when working with Employer Partners. * Work alongside Schools to ensure contractual arrangements for External Examiners are in place. |
| [Finance Department (FIN)](https://unity3.tees.ac.uk/departments/025/WebPublishing/Pages/Home-Welcome.aspx) | * Provide access to standard reports related to applications, enrolment, retention, progression, and achievement. * Overall responsibility for the registration processes and management of the University Student Records System (SITS). * Production of Award Certificates and distribution to relevant Employer Partner. * Provide lists of students due to graduate and liaise with Partnership on graduation brochure sign-off - if an arrangement is previously agreed. * Give access to e-Vision as appropriate. * Creation of apply online links for Employer Partner applicants and course block occurrences as requested by TU School(s). |
| [Student Recruitment & Marketing (SRM)](https://unity3.tees.ac.uk/departments/srm/Pages/Welcome.aspx) | * Oversee the approval of all admissions decisions and registration of applicants as students at the University – if required. * Oversee the accuracy of published information where this refers to the University or to awards of the University. * Provide support and staff development for Partners to upload applications to e-vision – if required. * Include Employer based courses in marketing materials and recruitment activities. |
| [TU Academic School](https://www.tees.ac.uk/sections/about/university/schools_departments.cfm) | * Oversee the application process via direct online apply links. * Offer effective course management through the appointment of a School Link Tutor to liaise with the Partner on operational matters related to the delivery and assessment of the courses, and moderation of modules and development of courses. * Provide senior level School support to Employer Partner via the Associate Dean (Research & Knowledge Exchange) or nominee. * Make at least one Quality Enhancement Visit (QEV) per year, which *may* be conducted virtually, and normally takes place in the first semester of each course intake. The visit will consider a course or group of courses and provide a report of the outcomes to the Partner. * The QEV should be approved at SSLESC and any actions followed up and recorded appropriately and in a timely manner. * Nominate External Examiner(s) and ensure due process in terms of approval via SLAR. * Ensure copies of all reports are received by the Partnership and their comments are incorporated into the formal response to External Examiners. * Coordinate the processes associated with module, progression, and award boards included ensuring accuracy of all data. * Provide an appropriate Chair to assessment boards. * Provide designated professional services support to maintain records of student data and who hold responsibility for arranging and supporting the assessment processes, assessment boards and the distribution of results. * Provide access for Partnership staff to Teesside University Systems (if required) via Associate Accounts. * Provide access to Blackboard Ultra (if required) for Partnership staff delivering Teesside University courses and students studying on them. * Approve a suitably qualified and experienced delivery team. * Ensure staff changes are reported into and approved via SSLESC. * Review and approve Course Handbook(s) annually. * Complete Partner School Addendum and Operational Statement [OM-Annex 1](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm). Ensure approval at SSLESC including any updates. * Work alongside SLAR (QAV) to implement the Teach Out Process if Partnership is required to cease – [OM Annex 9](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm). |
| [Student Casework Office (SCO)](https://www.tees.ac.uk/sections/stud/student_casework_office.cfm) | * Take a lead role in QAA/OfS/OFSTED/PSRB activity directed to the University. * Provide clear and up-to-date information related to academic regulations and quality procedures. * Administer procedures relating to student regulations including Academic Appeals, Extenuating Circumstances, Academic Misconduct, and Student Complaints. |
| [Legal and Governance Services](https://www.tees.ac.uk/depts/legal/) | * Responsibility for the CCP in relation to Employer Partnerships. |

**The Partnership undertakes to:**

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| --- | --- |
| Employer Partner | * Provide an appropriate HE management and professional services infrastructure and a senior point of contact for oversight of all Partner provision. * Engage in annual processes of academic planning and target setting. * Market courses effectively and in compliance with Teesside University’s marketing guidance and with UK and local advertising regulation. * Recruit and admit students to courses in line with agreed entry requirements, targets and/or minimum numbers and University procedures. * Upload applications and make decisions (where appropriate) on e-vision in a timely manner, working alongside the academic School contact for advice and guidance if required. * Supply the University with accurate and timely information on enrolled/withdrawn/suspended students. * Appoint a liaision with the University on matters of course management including recruitment, staffing, delivery, assessment, review and evaluation and student retention, progression, and achievement. * Inform Teesside University in advance of any planned change of ownership of the Employer Partner in accordance with the CCP. * Provide an appropriately qualified and experienced team of staff to deliver the course and allocate sufficient resources as set out in the course approval documentation. * Consult the University promptly on all staffing changes by forwarding current staff CV’s and [Notification of Course Delivery Team (OM Annex 8)](https://www.tees.ac.uk/docs/DocRepo/Quality%20framework/OM-Annex%208%20-%20Notification%20of%20Course%20Delivery%20Team.doc) for consideration and approval to the relevant SSLESC. * Support staff in their professional development, including acquiring knowledge of the University’s quality and regulatory requirements, and pursuing scholarly activity. * In conjunction with the relevant School(s), annually produce and review Course Handbooks and Module Guides to ensure they remain appropriate. * Engage with Continuous Monitoring and Enhancement processes outlined within [Chapter D1](https://www.tees.ac.uk/docs/DocRepo/Quality%20framework/D1_Continuous_Monitoring_Enhancement.docx) of the Quality Framework. * Employer Partners are **not** required to submit the Annex 4 Partner Report. * Ensure attendance of staff at agreed meetings for the purpose of conducting rigorous and standardised assessment and moderation practices (meetings may be conducted virtually). * Provide suitable teaching accommodation, appropriate library and digital resources, associated study spaces and specialist equipment and laboratories (as appropriate) for the delivery of Teesside University courses. * Facilitate access of University staff and External Examiner(s) to staff teams and students as required. * Share Annual External Examiner reports with staff and students at consultation meetings and virtually. * Provide first line advice, guidance, student wellbeing and counselling services to students. * Ensure students understand the academic regulations and academic appeals procedures within which the courses covered by this agreement are operated. * Operate disciplinary and complaints (not academic related) procedures. * Copy the University’s Student Casework Office (SCO) into any complaint outcome letter sent to a student by the Partner. * Provide named contacts for data and finance matters and ensure TU are updated of any changes. |

## **Responsibilities for Employer Partner Course Management**

Teesside University has overall responsibility for the management of the course or award; however, the management team at the Employer Partner will share in the responsibility of the planning, management, and quality control of the course.

This table below gives a description of the responsibilities of key roles involved in the Partnership and how this is operationalised collaboratively.

| Role | Teesside University | Partner |
| --- | --- | --- |
| Associate Dean (Research & Knowledge Exchange) *or nominee* | * The Associate Dean (Research & Knowledge Exchange) or nominee will have the overall responsibility for this provision within the School and is responsible for developing, managing, and overseeing the operations of the School’s involvement, in consultation with the Employer Partner.   **The overall remit of the Associate Dean (Research & Knowledge Exchange) or nominee is to:**   * Support the initial development/business case of an Employer Partner including approval and advising the Partner on initial issues such as quality assurance and management. * Support Portfolio Development and growth within existing Partners. * Ensuring that all collaborations are managed according to University standards and quality processes. * Represent and report on Employer Partnerships to appropriate School committees and Assessment Boards. * Ensure School completion of the Partner School Addendum and Operational Statement [OM-Annex 1](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm). * Undertake QEV’s if it is not possible for the School Link Tutor to do so. | **Management:**  Responsible for signing the CCP and any other contractual agreements, and for oversight of the course and ensuring resources are allocated in line with the CCP.  **Academic Director (or equivalent):**  Responsible for the academic delivery of all the courses including all quality management and reporting. |
| School Link Tutor | * The School Link Tutor is an academic member of staff who provides the main point of day-to-day contact for partnership staff to offer advice and support to operations, and to highlight issues for prompt resolution. * Along with the Associate Dean(s) in the School the Link Tutors are the key to the successful management of the University’s partnership arrangements and are at the front line when it comes to promoting a positive image of Teesside University. | Partner may appoint an academic link equivalent. |
| Course Leader | * The Course Leader has responsibility for the running of the course in all locations, this includes academic delivery and working with key staff in SLAR (QAV) and the academic School to ensure quality assurance and enhancement. | Responsible for the delivery of the course at the Partner Institution. |
| Module Leader | * The Module Leader has responsibility for the running of the module in all locations, this includes academic delivery and quality assurance and enhancement. | Responsible for the delivery of the module at the Partner Institution. |
| Professional Services Staff Support | * Professional Services support will be provided, in the main, by and the relevant TU Schools in collaboration with Student Learning & Academic Registry, Student Recruitment and Marketing, Finance and Legal and Governance Services. * At times other Departments may be required to liaise with the Partner. | Providing administrative support for the courses running at the Partner Institution. |

## **Admissions and Registration**

The University has policies in place [Admissions Regulations](https://www.tees.ac.uk/docs/index.cfm?folder=Admissions&folder_id=8) which support fair admissions and follow sector good practice. These policies should always be adhered to when considering any application to University courses when making decisions.

With regards to short courses, it is expected that the Partner will liaise with School professional services staff to provide expected applicants ideally 6 weeks prior to course start date. It is the Partner responsibility to chase any applicants who do not submit a formal application.

**5.1 Entry Requirements**

Admission decisions are made against entry requirements as stated in the relevant Course Specification and Addendum to the Operations Manual. Any changes to entry requirements must be managed through the University Course Modification Process [(Chapter C: Course and Module Modifications)](https://www.tees.ac.uk/docs/DocRepo/Quality%20framework/C-Course%20and%20Module%20Modifications.docx).

## **Student & Library Services**

Depending on the typology of study and nature of the award being undertaken at the Employer Partner, students may be eligible to access online student support and Library services.

**6.1 Student Services**

Partner students studying with Teesside University *may* be entitled to access the [support services](https://www.tees.ac.uk/sections/stud/students_union.cfm) provided by Student & Library Services at Teesside University dependent on their terms of enrolment and type of course they are studying e.g. franchise. These services provide support and advice to students across a range of areas including:

* Counselling
* Disability and mental health services
* Finance & welfare advice
* Sport
* Faith and belief
* Student Wellbeing

These services should be complemented by support available within the Partner Institution and support should be available to ensure that students receive locally delivered, flexible support services that are appropriate to their requirements and cover the topics highlighted above.

## **6.2 Library and Resources**

**Within the terms of the Contract for Collaborative Provision the Partner library will provide:**

* Materials on reading lists in appropriate quantities.
* Background reading to broaden and deepen students’ understanding of the curriculum.
* Reference material.
* Relevant journals.
* Some materials at a more advanced level to meet the immediate needs of project and assignment work and for academic staff to prepare for teaching.
* Induction and information literacy development.
* Space for a variety of learning activities including silent study, group work and the use of PCs.

**The University will complement this resource for students through:**

* Specialist material already in stock to support more advanced project and assignment work. In cases where the course(s) is in a subject where the University has no expertise, the University library is unlikely to have specialist material to support this provision. This may be the case for validated courses.
* Access to [University Library](https://www.tees.ac.uk/lis/) material for reference and borrowing but not inter-library loans.
* IT accounts to access the University’s Library PC network and to electronic resources off-campus, subject to license restrictions.
* Basic induction to the [University’s Library.](https://www.tees.ac.uk/lis/)
* IT support for issues regarding access to University systems via [ithelp@tees.ac.uk](mailto:ithelp@tees.ac.uk).

**The University may complement this resource for course team members of Partner delivery through:**

* Full borrowing rights except for inter-library loans.
* Staff access to electronic resources both on campus and remotely subject to license restrictions.

## **Graduation**

If graduation is applicable to an Employer Partner student, studying a full Teesside University award, arrangements around this will be communicated by the Partner.

For short awards and, as outlined above, the Finance Dept will provide student certificates to be sent out as instructed by the Partner either to them for distribution or directly to the student.

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