

Transnational Education (TNE) Supporting Document

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

## **Purpose and Scope of the TNE Supporting Document**

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The TNE 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)
* [Teesside University Quality Framework – Chapter E](https://www.tees.ac.uk/sections/about/public_information/quality_framework.cfm)
* TU [TU Global Strategic Plan 2027](https://www.tees.ac.uk/sections/about/adt/international.cfm)

The supporting document sets out to assist in the practice and management of TNE partnership provision on all aspects of the student journey. Alongside the Partner Provision Operations Manual, this document is designed to assist Teesside University and TNE 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 International Partner**

The Pro Vice-Chancellor (International) is the initial point of contact between the International Partner and the University for matters relating to the future development and the strategic direction of the Partnership. Director of International Development and Deputy Director Transnational Education will also work alongside senior colleagues to realise the TU Global Strategic Plan and coordinate investment and developmental initiatives across the international market to focus on establishing growth in recruitment, developing robust strategic partners, and delivering excellence.

Following the establishment of a Business Case for large and complex new International Partnerships, a Memorandum of Understanding (MoU) may be created, in conjunction with the Department of International Development (DID), and requires input from Legal and Governance Services, Finance and the relevant School.

**2.1 Governance**

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

**International Committee (IC)** to formulate the University’s International Strategy (including TNE activities). 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. International Committee reports into Academic Board.

**School International Sub-Committee (SISC)** to implement the International Strategy at School level including monitoring, reviewing, and evaluating progress, and making recommendations to IC in relation to the resources needed to support these activities. School International Sub-Committee reports into International 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 a TNE Partner. The definitions of typologies should be consulted to determine any differentiation when managing and operationalising a TNE Partnership. [Chapter E](https://www.tees.ac.uk/docs/DocRepo/Quality%20framework/E-Institutional%20Approval%20and%20Review.docx) of the Quality Framework sets out the typologies associated with TNE Partnerships and the nuances between these.

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 TNE 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 TNE 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 TNE Partner. * Provide lists of students due to graduate and liaise with Partnership on graduation brochure sign-off if previously agreed. * Give access to e-Vision as appropriate. * Creation of apply online links for TNE student applicants and course block occurrences as requested by TU School(s). |
| [Department for International Development (DID)](https://www.tees.ac.uk/sections/international/team.cfm) | * Working alongside TNE Partners to realise growth plans. * Implementing the TU Global Strategy to grow International Collaborative Provision. * Liaise with Partner and Regional Office (s) regarding arrangements/dates and representation at local graduation ceremonies. |
| [Student Recruitment & Marketing (SRM)](file:///\\windows\dfs\common\AREG\LTE\Academic%20Development\Partnership%20and%20Project%20Manager\Partnership%20Op's%20Manuals%20Updates%202024\Support%20Guidance%20Docs\Student%20Recruitment%20and%20Marketing%20(SRM)) | * Oversee the approval of all admissions decisions and registration of applicants as students at the University. * 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. * Include TNE Partnership based courses in marketing materials and recruitment activities. |
| [TU Academic School](https://www.tees.ac.uk/sections/about/university/schools_departments.cfm) | * 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 TNE Partners via the Associate Dean (International) 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 Examiners 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 (as required) via Associate Accounts. * Provide access to Blackboard Ultra (as 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. * Oversight of regulations 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 TNE Partnerships. |

**The Partnership undertakes to:**

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| --- | --- |
| [TNE](https://www.tees.ac.uk/sections/stud/student_casework_office.cfm) Partner | * Provide an appropriate HE management and professional services infrastructure and a senior point of contact for oversight of all Partner HE 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 (in liaison with the University’s Department of International Development (DID)) and make every endeavour to recruit to target. * 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 School ADi’s for advice and guidance if required. * Supply the University with accurate and timely information on enrolled/withdrawn/suspended students. * Appoint a Course Leader to liaise 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 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 and contextualised and contain current information from both the TNE Partner and Teesside University perspectives. * Prepare Continuous Monitoring and Enhancement reports at course and Institutional level in accordance with specified deadlines. * 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 * 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 for the delivery of Teesside University courses. * Facilitate access of University staff and External Examiners 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, and counselling services to students as determined in Section 6. * 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 TNE Course Management**

Teesside University has overall responsibility for the management of the course or award; however, the management team at the TNE 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 (International) | * The Associate Dean (International) will have the overall responsibility for International Partnership provision within the School and is responsible for developing, managing, and overseeing the operations of the School’s involvement, in consultation with the Deputy Director Transnational Education Partnerships who is based within the Department of International Development.   **The overall remit of the Associate Dean (International) is to:**   * Support the initial development/business case of an International 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 International 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. * To work alongside the Partner, LGS and DID, on country based regulatory matters and quality requirements. | **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 Department of International Development 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, Department of International Development 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**

For TNE Applicants on franchise/validated courses, applications should be made directly through Teesside University's website using the Apply Online facility, followed by the online registration process [via e-Vision](https://e-vision.tees.ac.uk/si_prod/sits.urd/run/siw_lgn). This also applies to part time study.

TU Schools alongside UK and International Admissions will be responsible for advising and supporting TNE Partners to upload and access applications via e-vision and making decisions on applications based on entry criteria.

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.

**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 TNE Partner, students may be eligible to access online student support and Library services.

**6.1 Student Services**

TNE 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 at TNE Partners.
* 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 TNE Partner courses through:**

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

## **6.3 TNE Student Information Hub**

The TNE Student Information Hub is a hub for general information appropriate for TNE students studying with Teesside University. This can be accessed once a student has been accepted and received their University IT account information. The hub can be accessed here – [TNE Student Information Hub](https://connect.tees.ac.uk/infohub-tne).

## **TNE Graduation**

TNE Partners are responsible for all arrangements and costs associated with graduation ceremonies for all designated awards.

As outlined above, Finance will provide student certificates to be sent out as directed by the Partner.

Teesside University should be informed of agreed dates for Graduation Ceremonies at the earliest opportunity via Department for International Development.

**Document Owner:** Student Learning & Academic Registry (SLAR)

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