

Introduction

1. This section describes the annual monitoring procedures for programmes and for modules. As such it includes:
 - ◆ a definition of monitoring;
 - ◆ the aims of monitoring;
 - ◆ responsibilities in monitoring;
 - ◆ use of evidence to support monitoring;
 - ◆ stages in the Monitoring Process;
 - ◆ reporting arrangements.

Definition

2. Monitoring is the year-on-year process by which the staff who have responsibility for the delivery of a programme evaluate the effectiveness of the programme in achieving its stated aims, and the success of students in attaining the programme's learning outcomes. Monitoring, which is based on the use of qualitative and quantitative evidence, is conducted by the team of staff responsible for the delivery of the programme in partnership with the relevant monitoring committee. The outcomes of monitoring are reported to QAEC and, thereafter, Senate.

Aims of Monitoring

3. The broad aims of monitoring are to:
 - ◆ identify problems in the content or delivery of a programme and to take timely action to remedy those problems;
 - ◆ encourage reflection on student performance in individual modules and the programme as a whole and seek improvements to the programme in the light of that reflection;
 - ◆ seek the views of students with regard to the quality of the student experience;
 - ◆ ensure that issues raised by external examiners are acted upon;
 - ◆ identify and disseminate innovation and good practice and capture opportunities for enhancement;
 - ◆ draw the attention of the institution to matters beyond the influence of the teaching team and provide feedback on action taken in response to these matters;
 - ◆ contribute to strategic, academic and resource planning;
 - ◆ allow St George's to fulfil its responsibilities for maintaining the standards of its awards.

Responsibilities in monitoring

4. Senate has overall responsibility for quality and standards. Senate delegates to QAEC the responsibility for the development, maintenance and implementation of the monitoring procedures and any policies related to those procedures. The monitoring committees (TPCC and UPC) are responsible for the local implementation of those procedures. As part of this responsibility, the monitoring committees will ensure that programmes and modules are monitored effectively by the teams delivering those programmes and modules. Thus:

- ◆ monitoring is the responsibility of programme and module teaching teams (and the staff within those teams);
- ◆ monitoring assumes that an individual will be appointed to take responsibility for the day-to-day management of a programme or, for large or complex programmes, a part of the programme (such as a year of study, a group of modules or placement arrangements). Amongst the duties of this person, will be the responsibility to maintain an ongoing record of monitoring activities and to prepare (or contribute to the preparation of) the annual report;
- ◆ it is for programmes to determine how information about modules is collected and used to support programme monitoring;
- ◆ in the context of monitoring, programme and module teaching teams are accountable to the relevant monitoring committee through, *inter alia*, the production of an annual report;
- ◆ the monitoring committees are expected to produce an annual report to QAEC summarising the outcomes of the committee's monitoring activity for the preceding year;
- ◆ QAEC prepares an overview report to Senate summarising the outcomes of all monitoring activity for the preceding year.

Use of evidence to support monitoring

5. Monitoring depends on the collection of evidence that confirms the effectiveness of a programme. Evidence is collected from a variety of sources but may include:
 - ◆ data on applications and enrolment;
 - ◆ feedback from students (in staff-student consultation groups, from evaluation questionnaires and through the National Student Survey, the Student Experience Survey and equivalent surveys);
 - ◆ student performance (in modules, in any one year and throughout a programme);
 - ◆ external examiners reports;
 - ◆ reports from professional bodies;
 - ◆ feedback from placements and from employers;
 - ◆ employment and highly skilled employment data (available from the Careers Consultant in Registry).
6. The Data Improvement Group (a sub-group of QAEC) will specify the detailed data requirements for annual programme monitoring and agree the timescales for generating data year on year. The Data Improvement Group will agree the means by which data is circulated.
7. The professional, educational and research activities of staff (including staff development) can contribute to the development of a programme. Where this is the case, these activities can be reported as part of the monitoring process.

Stages in the Monitoring Process

8. The following are the key stages in the monitoring process presented chronologically:
 - ◆ allocation of responsibilities for monitoring by the monitoring committee or Institute/department (*circa* September);

- ◆ ongoing collection of evidence, record of issues, and action taken through the use of monitoring diaries or logs (all year activity);
- ◆ circulation of report forms, guidance notes for completion;
- ◆ submission of final annual report to the monitoring committee (autumn term);
- ◆ submission of summary report by the monitoring committee to QAEC (spring term);
- ◆ preparation by QAEC of an overview report to Senate to include feedback to monitoring committees and staff-student consultation groups (end of spring term).

Reporting arrangements

9. The following reports are produced in the context of monitoring:
- ◆ the annual programme monitoring report form;
 - ◆ monitoring committee report template summarising issues arising from the monitoring of all programmes within its remit (guidance on these summary reports appears below);
 - ◆ QAEC overview report to Senate (tackling institutional issues; providing feedback to the monitoring committees; identifying training and staff development needs; promoting good practice; including modifications to the monitoring procedure);
 - ◆ minutes of Senate consideration of the QAEC report.

Feedback to teaching teams

10. The author annual programme monitoring reports will usually attend the meeting that receives these reports. It is the responsibility of the committees to provide feedback to staff presenting reports and for those staff to pass that feedback on to the staff that have contributed to the preparation of the report.

Guidance on the monitoring committee report to QAEC

11. The report should normally:
- ◆ list all the programme and module reports considered by the committee, and any reports not received or found unsatisfactory;
 - ◆ summarise the key findings of the reports (for example as they relate to curricular issues; teaching and learning; student achievement; resources);
 - ◆ comment on any trends apparent from the statistics on student entry, progression and achievement;
 - ◆ comment on the extent to which action plans from previous year(s) have been met;
 - ◆ note any areas of good practice and innovation;
 - ◆ note any follow-up planned by the committee for enhancement purposes in the light of its reading of the annual reports;
 - ◆ make recommendations to QAEC/Senate about matters that should be followed up at institutional level (e.g. in areas related to academic policy, procedures such as monitoring, regulations, staff development).
12. A template is available to provide structure and continuity to monitoring committee reports (appendix B5).

Procedure to be followed if an Annual Programme Monitoring report is not submitted

- 13.** QAEC is informed by the chair of the relevant monitoring committee that an Annual Programme Report has not been submitted. QAEC will then identify a senior member of staff to carry out a brief preliminary to establish the reasons why the report was not submitted. The preliminary enquiry would take the form of a discussion with the Course Director and the Institute Director or Head of School.
- 14.** The enquiry might be carried out by a disinterested Dean, the chair of QAEC or a Course Director.
- 15.** The member of staff carrying out the preliminary enquiry would be asked to make a recommendation about follow up action to QAEC. A report should be received within 10 working days of any request to carry out a preliminary enquiry. Recommendations might be:
 - a. No action if there is evidence that steps are already in place to ensure future reports are submitted on schedule;
 - b. The development of an action plan with clear timelines that addresses the reasons why the report was not submitted;
 - c. Replacement of the Course Director or the overhaul of the Course Management Committee;
 - d. The programme undergoes a periodic review in accordance with SGUL procedures;
 - e. Suspension or closure of the programme (as a last resort). If there were other indications, e.g. from student feedback and external examiner reports, that quality and standards were not at risk., a programme was unlikely to be closed;
 - f. Other actions as appropriate.
- 16.** Actions at each stage of the procedure should be taken to ensure that issues are resolved quickly. To ensure against delays, the Chair of QAEC will have the authority to take chair's action at any stage.
- 17.** The operation of the procedure is the responsibility of QAEC other than in relation to the suspension or closure of a programme. The suspension or closure of a programme requires ESSC approval.

Compliance with QAA's UK Quality Code

- 18.** Compliance with the Expectations and Core practices of the UK Quality Code for Higher Education (Quality Code) will be monitored by QAEC from time to time:

Monitoring and evaluation of higher education is an essential process within providers, forming a fundamental part of the academic cycle. It can, and should, look at all aspects of the higher education experience. All higher education providers are involved in course monitoring and review processes as these enable providers to consider how learning opportunities for students may be improved. (QAA Advice and Guidance for "Monitoring and Evaluation")

19. Compliance will usually be monitored by considering a mapping document prepared by QPD.

Forms and guidance notes

20. The following forms and guidance notes are available from QPD:

- a) Appendix B1: annual programme report form
- b) Appendix B2: data annex template
- c) Appendix B3: APMR Action Plan template
- d) Appendix B4: annual programme report form - guidance notes for completion
- e) Appendix B5: Annual Programme Monitoring – overview template from the SGUL monitoring committee