



UNIVERSITY COLLEGE  
OF ESTATE MANAGEMENT

# **UCEM Code of Practice**

---

Programme Monitoring,  
Amendment, Review and  
Discontinuation

Reference:

Version: 3.00

Status: Final

Author: Philip Leverton / Nick Moore / Kate Greenway

Date: 08/11/2017

# UCEM Code of Practice

## Programme Monitoring, Amendment, Review and Discontinuation.

### Table of Contents

1. Introduction.....	3
2. Programme Monitoring .....	3
3. Approval of amendments to a validated programme .....	11
4. Periodic Review and Revalidation of programmes leading to UCEM awards.....	15
5. Discontinuation of a programme or award.....	20
6. Monitoring of procedures .....	21
Appendix A: Related and benchmarked policies .....	22
Appendix B: UCEM Annual Programme report template for UCEM-validated programmes .....	23
Appendix C: Apprenticeship ‘Programme’ Review Report Template.....	23
Appendix D: UCEM Further Education (FE) Programme Review Report Template. ....	23
Appendix E: Professional Programme Annual Report Template.....	23
Appendix F: UCEM Annual Programme Report template for CEM/UCEM legacy programmes .....	23
Appendix G: Annual Programme Report Template for University of Reading legacy programmes .....	23
Appendix H: Approval process for in-delivery changes to UCEM units and modules .....	23
Appendix I: Module Evaluation Questionnaire (MEQ) for UCEM modules.....	23
Appendix J: UCEM Short Survey Questions .....	23
Appendix K: Quality Enhancement Plan Template .....	23
Appendix L: Quality Improvement Plan Template.....	23
Appendix M: Quality Enhancement and Programme Closure Plan for Legacy Programmes Template.....	23
Appendix N: Annual Programme Review Meeting Terms of Reference (non-apprenticeship programmes).....	23
Appendix O: Apprenticeship ‘Programme’ Review Meeting Terms of Reference.....	24
Appendix P: FE Programme Review Meeting Terms of Reference.....	24
Appendix Q: Apprenticeship Self-Assessment Process Diagram .....	24
Appendix R: Self-Assessment Report Template .....	24
Appendix S: Proposed amendment to programme form.....	24
Appendix T: Process for making amendments to validated programmes.....	25
Appendix U: Periodic Review Overview Template .....	28
Appendix V: Programme closure or suspension of recruitment form .....	28
Appendix W: Programme closed form .....	28
Appendix X: Request for recommencement of a suspended programme of study .....	28

# UCEM Code of Practice

## Programme Monitoring, Amendment, Review and Discontinuation.

### 1. Introduction

This document sets out the broad principles and procedures that guide the monitoring, amendment, periodic review and withdrawal of programmes comprising UCEM's undergraduate and postgraduate programmes of study. Where appropriate, these principles and procedures also relate to programmes that align with Level 3 of the Regulated Qualifications Framework, where so identified in UCEM's Quality Framework for Awards at Level 3.

The document closely partners the UCEM Code of Practice chapter on Programme Development and Validation. It draws upon the guidance provided by the Quality Assurance Agency (QAA) within Chapter B1: *Programme Design and Approval* (2013) and Chapter B8: *Programme Monitoring and Review* (2013) of the UK Quality Code for Higher Education (UKQCHE) (available at: <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-b>). It is intended to reflect the underlying rationale articulated in chapter B1 that the processes of design, approval, monitoring and review '*are linked....and need to be seen in a holistic and integrated manner*' (p.2). The stages of design, approval, monitoring and review within the life-cycle of a programme will also be informed by periodic internal or external opportunities for relevant staff development. UCEM also draws upon good practice as set out in Ofsted's Common Inspection Framework in the monitoring of its further education (FE) programmes, and FE programmes are aligned with the Regulated Qualification Framework (RQF).

With regard to the terminology used by UCEM, a **programme** of study consists of a single final **award** (possibly with provision for different optional curriculum pathways leading to it) or with the provision for a number of discreet awards at different levels within the framework of the programme scheme. Individual programmes are offered within UCEM's overarching **undergraduate programme** or **postgraduate programme**, as appropriate. **Module** is used to refer to the separate study components within UCEM's higher education (HE) programmes. **Unit** refers to the equivalent study components of UCEM's FE programmes.

### 2. Programme Monitoring

All UCEM programmes (whether validated by UCEM or legacy programmes validated by a partner institution) are subject to monitoring. This includes UCEM's apprenticeship programmes. QAA defines monitoring as '*a regular, systematic process (that) may take place annually or at shorter or longer intervals and provides a check on ongoing learning and teaching provision at an operational level*' (p.5)<sup>1</sup>

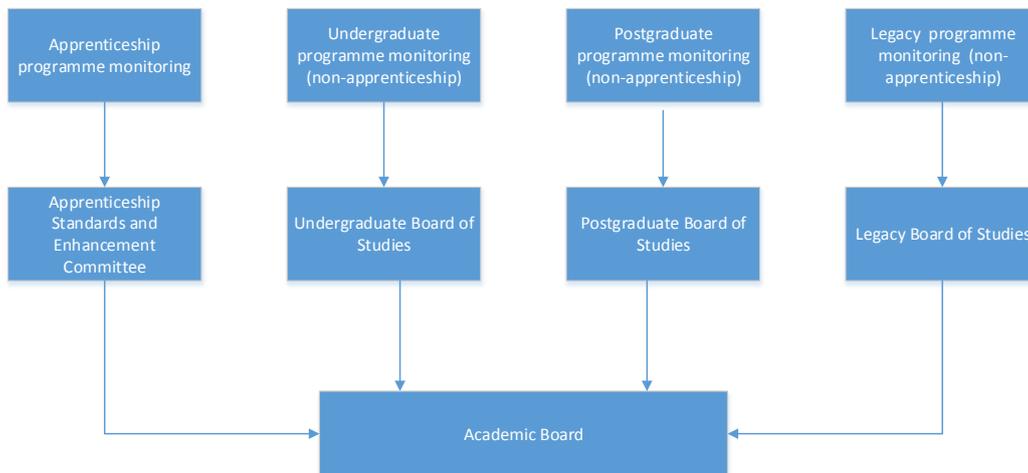
Monitoring is an important mechanism whereby UCEM confirms that the standards of UCEM units, modules and programmes are maintained, that their quality is assured, and that opportunities for enhancement are identified and implemented. In short, the process ensures that the unit, module or programme remains fit for purpose. The process is monitored through UCEM's deliberative committees as follows:

---

<sup>1</sup> QAA (2013), *UK Quality Code for Higher Education, Chapter B8: Programme monitoring and review*

# UCEM Code of Practice

## Programme Monitoring, Amendment, Review and Discontinuation.



The process of monitoring involves checking and evaluating the way in which programmes are operating in relation to their aims and learning outcomes. It is based on both qualitative and quantitative evidence, as specified in the Annual Programme Review Report Templates (see appendices B to G). Effective monitoring focuses on the identification of good practice as well as addressing areas of concern and thus should lead to quality enhancement and to the dissemination of good practice.

Monitoring should not be regarded as an activity which takes place only at a particular time in the academic cycle: it is a continuous process of evaluation and action ensuring that matters are addressed and subsequently described in each Annual Programme Report (see section 2.4 below). Monitoring activity is thus positioned within the broader context of quality assurance and enhancement brought about through other aspects of UCEM's work, e.g. review, management procedures, engagement with External Examiners, staff development.

Monitoring should be evaluative and reflective rather than merely descriptive. In order to make it so, programme teams should draw on a wide range of evidence and consider their findings in the context of the continuing validity of the module and programme outcomes as set out in the unit or module descriptors and the programme specification. Such an approach provides UCEM with qualitative and quantitative information (e.g. with regard to admissions and retention and progression) as a tool for the effective management of its units/modules and programmes.

UCEM has an overriding duty to ensure that the award achieved by the student is of value and that the standard meets the level as determined by external reference points, including subject benchmark statements, the QAA Framework for Higher Education Qualifications, the UK Quality Code for Higher Education (UKQCHE), the Regulated Qualifications Framework (RQF), the Ofsted Common Inspection Framework (CIF), and any Professional, Statutory and Regulatory Body (PSRB) requirements so that it will be recognised as such by employers, professional bodies and other organisations.

The outcomes of monitoring are reported to the Boards of Studies (non-apprenticeship provision) or the Apprenticeship Standards and Enhancement Committee (ASEC) (apprenticeship provision) on an annual basis and to an agreed cycle maintained by the Dean, Learning and Teaching.

Heads of Faculty, the Head of Academic Apprenticeships Team and programme leaders are responsible for ensuring that the necessary information is presented to the Boards of Studies or ASEC, as applicable. To achieve this, they may, where appropriate, establish programme teams which will draw their memberships from a range of internal and external stakeholders (including student and employer representatives).

# UCEM Code of Practice

## Programme Monitoring, Amendment, Review and Discontinuation.

The purpose of monitoring, as defined in the UCEM context, is to secure enhancement of programme content, delivery and assessment (including reference to appropriate key performance indicators) by:

- ensuring that the units or modules and programme remains relevant (including in terms of institutional mission) and valid and continues to meet the needs of users and / or sponsors;
- considering the continuing effectiveness of the learning and teaching provision, the assessment regime and student engagement and support mechanisms;
- considering the appropriateness of the structure and design of the programme in supporting student retention, achievement and progression;
- monitoring trends in student performance, retention and progression over time;
- reflecting upon, and responding to, the views of External Examiners and other external stakeholders;
- identifying opportunities and make recommendations for improvement and enhancement within individual modules / units and at programme level, e.g. in respect of curriculum, syllabi, teaching methods, learning materials or unit / module / programme management and administration;
- sharing good practice within and across programmes.

### 2.1 Module review

Within UCEM's own semesterised modular / unitised programme structure for programmes validated under its own taught degree awarding powers, all modules / units will be monitored every time they are delivered. For HE module review, this should be completed within six weeks of the meeting of the Progression and Award Board at the end of the module, following procedures laid down by Learning, Teaching and Enhancement Committee on behalf of Academic Board. Responsibility for this will lie with the module leader.

A Module Evaluation Meeting will be convened by the Head of Faculty, as applicable, at the end of each semester to review quantitative and qualitative evidence arising from the delivery of each module. Criteria used in the review will include the following:

- Content and structure
- Assessment and feedback
- Style and delivery
- Performance against key performance indicators
- Other relevant evidence

The Module Evaluation Questionnaire (MEQ) is included at Appendix I. This questionnaire will be in use from Autumn 2017 onwards, and will be implemented following the initial delivery of a new module. Thereafter, the MEQ will not automatically be conducted after every module delivery, but rather:

- a) on a sample basis;
- b) if issues have been identified through in-delivery monitoring or other student feedback and programme review mechanisms.

In addition, at the end of each semester (in the last taught week) a short survey will be conducted to give an indication of student satisfaction on the module. This will identify the need for further investigation if issues are reported (see Appendix J). Provision for gathering feedback from students also includes a facility to enable them to provide weekly feedback via the VLE.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

The results and any recommendations for enhancement to programmes and / or modules must be presented within the Annual Programme Report (see below), with appropriate tutor representation at each Annual Programme Review Meeting. The appropriate Head of Faculty, in consultation with other Heads of Faculty and the Apprenticeship Team, if applicable, may convene a meeting to deal with any urgent items arising from modules delivered in the first semester of the year under review and report the outcome to the relevant Board of Studies. Data relating to apprenticeship programmes should be reported to ASEC.

## 2.2 FE Unit Review

The FE unit review will follow the same principles as the HE unit review, as detailed in the section above.

## 2.3 In-delivery monitoring of units and modules

Student engagement with all units and modules will also be monitored during their delivery, using a combination of qualitative and quantitative data derived from UCEM's virtual learning and student record software. This will be co-ordinated by the Dean, Online Learning, and will enable an assessment to be made of any aspects of the unit / module that may require immediate adjustment. The process for approving any such changes is set out in Appendix H.

## 2.4 Annual Programme Review

### 2.4.1 Annual Programme Review Meeting

An **Annual Programme Review** meeting for UCEM programmes should be held by the date specified in the annual calendar produced by the Dean, Learning and Teaching, with the draft minutes being completed within six weeks thereafter to enable timely attention to actions arising in the interests of effective quality enhancement.

The meeting will be chaired by a Head of Faculty or nominee. Students should participate in the deliberations of the Annual Programme Review meeting.

### Apprenticeship Programmes

In addition to the programme review process outlined above, for apprenticeship programmes, the annual programme review is followed by a further apprenticeship programme review to consider the other aspects of the apprenticeship programme.

An **Apprenticeship 'Programme' Review Meeting** is held for HE apprenticeship provision and a **FE Programme Review Meeting** is held for level 3 programmes. Please see Appendices O and P for the respective terms of reference.

The **Apprenticeship 'Programme' Review Meeting** will be chaired by the Head of Apprenticeship Management. Students / apprentices should participate in the deliberations.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

#### 2.4.2 Annual Programme Report

The apprenticeship annual programme monitoring process feeds into the **Apprenticeship Self-Assessment Process** (see Appendix Q) and the writing of the annual **Self-Assessment Report (SAR)**. The SAR includes an institutional level **Quality Improvement Plan (QIP)** for the apprenticeship programmes. The SAR is a self-evaluative document required by Ofsted, in which UCEM provides a judgment grade based on the Ofsted grading criteria. UCEM will be expected to submit its SAR to Ofsted prior to the Ofsted inspection. Please see Appendix R for the SAR template.

The UCEM SAR and QIP are reviewed annually at the first ASEC meeting of the academic year, prior to submission to the Academic Board and then the Board of Trustees for approval.

For each programme, the annual monitoring process will culminate in the preparation of an **Annual Programme Report** prepared by the programme leader in consultation with the programme administrator and other relevant members of UCEM staff in accordance with the format adopted either by UCEM or a validating partner depending on the award. There are distinct templates for:

- a) UCEM's current validated provision (see Appendix B for the UCEM Programme Review Report Template);
- b) Professional programmes (See Appendix E for the Professional Programme Annual Report Template)
- c) (U)CEM legacy programmes (see Appendix F for the (U)CEM Programme Report Template for Legacy Programmes);
- d) University of Reading-validated programmes (see Appendix G for the Annual Programme Report Template for University of Reading Programmes).

A report will be prepared for every programme; however, it may be expedient to consider the reports for several closely-related programmes together at the same Annual Programme Review meeting

In ranging over the following indicative areas, the report will culminate in recommendations for immediate action and/or further investigation (backed by a comprehensive action plan):

- feedback on matters arising from the previous year's report, including review and confirmation of the completion of the previous year's action plan (see section 2.4.3 below);
- student recruitment, retention, progression and achievement information and trends;
- feedback from students, at both programme and unit / module level; this includes evidence recorded at periodic meetings between the programme leader and student representatives;
- reports of unit / module evaluation, with any recommendations for enhancement arising therefrom;
- advice and feedback from the UCEM Professional Engagement and Advisory Committee (previously the Professional Engagement Forum) and other forums that may have taken place on an ad hoc basis during the preceding year;
- provision for students with specific learning needs;
- performance analysis and other issues arising from the delivery of individual units / modules, including face-to-face teaching and/or webinars;
- External Examiners' reports;

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

- general teaching and learning and programme management developments;
- materials and information available to students and other stakeholders;
- CPD provision and interaction with PSRBs;
- administrative issues;
- recommendations from programme validation/review events where relevant;
- action points for the following year.

The final draft report, incorporating any amendments agreed at the Annual Review Meeting, is presented to the relevant Board of Studies, for approval.

Where so required, the approved report is forwarded in to a validating university partner in accordance with the procedure specified by the latter. Issues of institution-wide significance are reported to other deliberative committees and/or Academic Board by the chair of Quality Standards and Enhancement Committee (QSEC) for appropriate deliberation.

The outcomes from the annual programme review process will be reported to relevant PSRBs by the Academic Quality Unit (AQU) in any annual return required by those organisations. Compliance with the action plan (Appendices K and M) arising from a review will be monitored by the Board of Studies over the following year.

### Apprenticeship Programmes

For apprenticeship programmes, the annual monitoring process will also culminate in the preparation of an **Annual Programme Report**. The process stated in section 2.4.2 above is followed, with some distinctions, detailed below:

There are separate templates for the apprenticeship annual review reports:

- a) HE apprenticeship programmes (see Appendix C for the Apprenticeship 'Programme' Review Report Template);
- b) FE apprenticeship programmes (see Appendix D for the FE Programme Review Report Template)

In addition to those areas listed under section 2.4.2 above, the Apprenticeship **Annual 'Programme' Review Report** and **FE Programme Review Report** also ranges over the following indicative areas:

- employer feedback;
- effectiveness of counselling arrangements (HE apprentices);
- effectiveness of leadership and management of the programme (including, for FE programmes, the effectiveness of safeguarding and Prevent Duty arrangements, promotion of equality and diversity and promotion of British Values);
- analysis and/or commentary on protected characteristics;
- personal development, behaviour and welfare;
- outcomes for students / apprentices (the extent to which the programme enables students to progress well from their starting points and achieve the qualifications and skills needed to progress well in their careers and as individuals);
- input from external partners, such as the Chartered Surveyor's Training Trust (CSTT) and Eastleigh College.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

Furthermore, the **FE report** also requires commentary on workshop attendance rates and student feedback on workshop sessions, in addition to an overall judgement on the programme, and judgements on the following key areas covered by the report:

- effectiveness of leadership and management;
- quality of learning, teaching and assessment;
- personal development, behaviour and welfare of students;
- outcomes for students.

The final draft Apprenticeship Annual 'Programme' Review Report and FE Programme Review Report is presented to ASEC for approval

#### 2.4.3 Programme Quality Enhancement and Improvement Plans

For UCEM HE programmes, a key element of each programme report is the programme's **Quality Enhancement Plan (QEP)**, which identifies actions to be taken for continued programme improvement. Please see Appendix K for the QEP template. For legacy programmes, a **Quality Enhancement and Programme Closure Plan** is included (see Appendix M).

The actions for continued enhancement and improvement of apprenticeship programmes are contained within a programme **Quality Improvement Plan (QIP)** (see Appendix L). Compliance with the QIP arising from a review will be monitored by the ASEC over the following year. Issues of institution-wide significance are fed into the UCEM Enhancement Plan.

### 2.5 Monitoring of credit-bearing programmes leading to professional qualifications and of stand-alone modules

An annual report will be prepared for any programme offered by UCEM for the benefit of candidates seeking to undertake credit-bearing academic study for membership of a professional body. Responsibility for the report lies with the designated programme leader. It will be presented to the same Annual Review Meeting as the other programmes with which it shares modules.

Following approval by the relevant Board of Studies, the outcomes may be shared with the professional body concerned, e.g. at the following RICS Partnership Meeting.

Individual modules delivered on a stand-alone basis also are subject to monitoring. A report prepared by the module leader will be presented to the most appropriate Annual Review Meeting commensurate with the academic level of the module. The UCEM Induction module is considered at a Review Meeting convened specifically for the purpose.

### 2.6 Annual unit and module learning resources review

As part of the monitoring process, an annual review of the study materials and other learning resources for each validated unit / module will be co-ordinated by the programme leader in line with guidance issued by the Project Coordinator.

Procedures for UCEM and for remaining legacy modules will follow different calendars dictated by the commencement dates of their respective academic years.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

A specific team is resourced and allocated to a unit / module which includes an Instructional Designer, Tutor, Editor and Content Developer in order to determine the level of amendment required. Proposed amendments are subject to approval by the programme leader in consultation with the relevant Head of Faculty/ Head of Academic Apprenticeships Team.

Regular meetings between the development team will be held throughout the unit / module development cycle to ensure that the unit / module is on track for delivery. The frequency of such meetings will be determined by the level of the programme concerned.

## 2.7 Boards of Studies and ASEC annual reports

Having reviewed the individual programme reports, each Board of Studies and ASEC will compile and approve an overarching annual report by the date specified in the annual calendar produced by the Head of Academic Studies each year focussing on:

- issues of UCEM-wide relevance and how they are to be addressed, and matters of good practice;
- the robustness of academic quality and standards;
- the findings of annual monitoring and identified actions (see section 2.4, above);
- input from students and external stakeholders.

This may need to be reflected in greater detail to an accrediting PSRB by way of any annual return required by that organisation.

QSEC / ASEC will conduct regular reviews of the effectiveness of the procedures for annual monitoring as a focus for enhancement. Independent advice will be sought as appropriate.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

## 3. Approval of amendments to a validated programme

Proposed amendments falling within this scheme commonly will be initiated through the annual monitoring process (see below). Urgent amendments may be initiated by the relevant Head of Faculty / Head of Academic Apprenticeships Team or the programme leader in consultation with relevant members of staff. The purpose of such amendments may be to reflect changes in the requirements of QAA, Ofsted, a validating partner, an accrediting professional body or general pedagogic practice, developments in subject coverage or professional practice or experience gained through delivering the programme, including student and employer feedback.

Periodically the programme team or a Board of Studies/ ASEC may identify opportunities to add one or more extra units / modules to a programme in response to the outcome from annual monitoring and/or in order to meet emerging demand from employers or the identification of a new market (e.g. continuing professional development). This may be coupled with the provision of a new designated pathway through a programme or with other learning outcomes. Alternatively, individual units / modules may be developed for approval for delivery to a wider audience such as CPD items.

Such modifications are confirmed through a documented process set out below, coordinated by the relevant programme leader and Head of Faculty or the Head of Academic Apprenticeships Team, and drawing on all available feedback. The manner in which amendments will be dealt with depends on their scale and significance. In every case a Proposed Amendment to Programme form will be completed to accompany the details (see Appendix S). A diagrammatic summary of the amendment process is provided in Appendix T).

In order to achieve consistency in the application of this process, in line with good practice across the HE sector, and to assist UCEM in meeting the requirements of the UK Competition and Markets Authority (CMA) in relation to timely and accurate information to students, **all such changes must be dealt with during a defined programme and unit/module change window**. This requires programme and unit / module leaders to request changes to their programmes and unit / modules within a set period of time each year.

The programme and unit / module change window will run **between 1<sup>st</sup> September and 31<sup>st</sup> January** in each academic year. This will accord with the Annual Programme Review and any changes identified as part of this process. Other than in the case of purely editorial changes (see section 3.1), programme and unit / module amendments normally will be considered outside of this period normally only in exceptional circumstances. A written statement must be provided by the relevant Head of Faculty or the Head of Academic Apprenticeships Team, to the Head of Quality and Enhancement, confirming why the change needs to be implemented urgently. In all cases, if approval is granted, a definitive copy of the documentation incorporating any changes in response to conditions and recommendations should be provided to the AQU for inclusion in the UCEM central archive.

In order to comply with the requirements of the CMA, any changes to the composition of the programmes of study in delivery including the unit / module diet, changes in delivery patterns and changes to study regulations require that the affected students are notified and their agreement is received. This includes securing agreement from any students who have been offered a place but have not yet commenced their studies.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

#### 3.1 Editorial changes

The following categories of minor modification may be approved by the **programme leader(s)** concerned:

- i. amendments to definitive programme documentation and/or module / unit descriptor(s) to address typographical errors, clarify wording or amend module / unit codes;
- ii. amendments to a programme specification to incorporate items approved under sections 3.2 and 3.3, below;
- iii. alterations to module / unit descriptors to update topics, staff details or other module / unit resources;
- iv. other similar amendments as agreed with AQU.

An editorial change may be considered at any time during the review of the relevant documentation before the deadline for such amendments prior to the next iteration of the module / unit or programme. A proposal prepared by the programme / module / unit leader (as appropriate) setting out the details of the requested changes must be approved by the programme leader(s). The programme leader(s) may refer the proposal to the Head of Faculty or the Head of Academic Apprenticeships Team, for a decision if it is appropriate to do so in their opinion – for example, if the change has been initiated by the programme leader themselves.

#### 3.2 Minor amendments to an approved programme

The following categories of modification require approval by the relevant Head of Faculty or the Head of Academic Apprenticeships Team, following:

- i. the addition and/or deletion of individual validated option unit / modules within a programme that do not affect mapping against programme learning outcomes and so long as this does not affect any PSRB accreditation;
- ii. the addition of changes to the learning outcomes of a unit / module that do not affect mapping against programme learning outcomes;
- iii. changes to the assessment methods or weightings for a unit / module;
- iv. changes to the title of a unit / module;
- v. other similar amendments as agreed with the AQU.

A proposal prepared by the programme leader before the closure of the programme and unit / module change window prior to the next iteration of the unit / module or programme setting out the details of the requested changes, must be approved by the Head of Faculty or the Head of Academic Apprenticeships Team. Prior to making a decision, the Head of Faculty / Head of Academic Apprenticeships Team may require consultation with External Examiners, any students who might be affected by the change (including those following the application process) and other stakeholders if justified by the nature of the proposed amendment, and/or may refer the proposal to the Board of Studies for a decision if it is appropriate to do so in their opinion.

Proposals in categories i. and iii., above, normally will require consultation with relevant students; those in the remaining categories may require consultation if necessitated by the nature of the change, following agreement between the programme /unit / module leader and the AQU.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

In programming deadlines for making amendments, it is important to respect the expectations of the Competition and Markets Authority in allowing sufficient time for adequate consultation and notification to take place with current and prospective students and other relevant stakeholders.

AQU will monitor the cumulative impact of all changes to a programme. In the event of the point being reached where a series of such minor changes collectively affect more than approximately 25% of the total programme credits, any further proposal for amendment will be treated as major and will necessitate determination under the provisions set out in the following section.

### 3.3 Major amendments to an approved programme

The following categories of amendment require approval by the appropriate **Board of Studies** on behalf of Academic Board.

- i. a change to the title of a programme;
- ii. the addition of a new pathway within an existing programme;
- iii. changes to the means of delivery affecting either all students or a proportion of them (e.g. those within a particular geographical area);
- iv. the deletion of a core module / unit within a programme that may affect mapping against programme learning outcomes and/or any PSRB accreditation;
- v. the addition of one or more previously un-validated option modules / units;
- vi. the deletion of a group of option modules / units at one time that do not affect mapping against programme learning outcomes and as long as this does not affect accreditation or pathways accreditation unless this accreditation is no longer available;
- vii. other similar amendments as agreed with AQU.

A proposal prepared by the programme leader a minimum of six months before the closure of the programme and module / unit change window prior to the next iteration of the unit / module or programme, setting out the details of the requested changes, must be referred for consultation to the External Examiner(s) and to any students who might be affected by the change (including those following the application process). Proposals in categories i.-vi., above, normally will require consultation with relevant students; those in category vii. may require consultation if necessitated by the nature of the change, following agreement between the programme / unit / module leader and the AQU.

Consultation with other stakeholders (e.g. accrediting professional bodies) also will be required if justified by the nature of the proposed amendment. The External Examiner(s) or Head of Faculty / Head of Academic Apprenticeships Team, may request that additional consultation takes place with an appropriate subject expert. In programming deadlines for making amendments, it is important to respect the expectations of the Competition and Markets Authority in allowing sufficient time for adequate consultation and notification to take place with current and prospective students and other relevant stakeholders.

The responses of consultees will be considered by the programme leader and Head of Faculty / Head of Academic Apprenticeships Team, who may convene a panel in consultation with AQU to review and approve the proposal if justified by its complexity and/or the responses received from consultees. The outcome will be presented to the relevant Board of Studies. Notification of the amendment to relevant PSRBs may be required subsequent to approval being granted.

## **UCEM Code of Practice**

### **Programme Monitoring, Amendment, Review and Discontinuation.**

AQU will monitor the cumulative impact of all changes to a programme. In the event of a series of minor and major changes collectively affecting more than approximately 25% of the total programme credits, any further proposal for amendment may require the programme to be reviewed and revalidated as set out in section 3.4, following discussion with the Dean, Learning and Teaching.

### **3.4 Programme Review and Revalidation**

If the Dean, Learning and Teaching in consultation with AQU is of the opinion that:

- a proposal has an impact on the basis upon which the programme and/or unit(s) / module(s) were originally validated, and / or
- the scale of a single proposed change, or cumulatively changes, are considered to affect approximately 25% of the original programme validated,

the Dean, Learning and Teaching will recommend to the Head of Quality and Enhancement that a full programme review and re-validation is required. If this recommendation is supported, the Dean, Learning and Teaching will instigate such a process in consultation with QSEC / ASEC and the AQU, as set out in section 4, below.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

# 4. Periodic Review and Revalidation of programmes leading to UCEM awards

## 4.1 Purpose

All programmes are subject to a major periodic review and revalidation and / or reaccreditation after being delivered during a period of approval specified at the previous academic (re)validation or professional (re)accreditation (normally five years). In contrast to programme monitoring, QAA states that this process '*has a broader remit and is informed by a view of trends over time*' (p.5)<sup>2</sup>. Records of all such events are maintained in the central UCEM Academic Quality Assurance and Enhancement archive.

Outside of this schedule, recommendations for the instigation of an earlier review must be referred in the first instance to AQU.

Such initiatives may come through the deliberative committees or on the authority of the Principal, but can also be prompted by AQU, External Examiners' reports and / or through the annual monitoring process or on the initiative of programme teams. It may also be prompted as a consequence of the cumulative impact of a series of changes to the originally-validated programme (see section 3, above). The schedule for programme review will, therefore, be influenced by: the period since approval or previous review; External Examiner, academic community and industry feedback; and other sources where appropriate.

## 4.2 Process

Programme review is a process of scrutiny of a programme to ensure its continuing validity and relevance. It is based on evidence, accumulated through monitoring processes, about the quality and standards of the programme and, in UCEM's context, its fit with sector needs and changes in student/employer demand. The purpose of review and re-approval is to ensure that the programme is being enhanced in line with developments in institutional requirements in the light of pedagogical and disciplinary professional practice. It must also reflect developing knowledge and be aligned, as appropriate, to changes in external reference points.

The key difference between initial validation and periodic review and revalidation is that, as indicated above, the documentation should include an overview that provides commentary and reflection on the programme team's experience of delivering the programme(s) over the period covered by the review. This document also should demonstrate how this evidence has influenced the design of the proposals being put forward for revalidation. This follows the Periodic Review Overview Template (see appendix U).

**Reference should be made to sections 2 and 3 and the Appendices of UCEM Code of Practice: *Programme Development and Validation* for more extensive guidance about the processes summarised in this section.**

---

<sup>2</sup> QAA (2013), *UK Quality Code for Higher Education, Chapter B8: Programme monitoring and review*

# UCEM Code of Practice

## Programme Monitoring, Amendment, Review and Discontinuation.

### 4.2.1 Initial approval

The proposals will be subject to initial approval by the UCEM Product Board and the Senior Leadership Team (SLT). The academic case for any new programmes and / or awards to be put forward for validation as part of the periodic review will require consent from Academic Board.

### 4.2.2 Documentation

Following an initial meeting with AQU to determine the date of the review and revalidation event and the deadlines for completion of key stages in the development process, the relevant Head of Faculty or the Head of Academic Apprenticeships Team in consultation with the programme leader co-ordinates the preparation of:

- An overview report by the programme team. This will summarise and critically evaluate the issues dealt with at the annual programme reviews during the period of delivery and the incremental changes made since the last review or approval of the programme, and how both this evidence and the general experience of running the current version has informed the design of the updated scheme. A Periodic Review Overview Template is provided in Appendix U.
- The rationale and details of the proposed revisions to the programme. A template is available within the UCEM Code of Practice: Programme Development and Validation. Inter alia, such revisions may relate to
  - the title of the programme and/or an award;
  - a review of the market for the programme and consideration of industry requirements
  - the structure of the programme, including credit tariff and level and intermediate exit awards;
  - the addition, deletion or substitution of individual core units / modules within a programme;
  - the learning outcomes of a programme;
  - means of delivery and assessment.
- Programme specifications for each proposed award
- Unit / Module specifications
- Programme assessment, progression and award regulations.

### 4.2.3 Internal scrutiny

The final draft documentation must be submitted to AQU for internal scrutiny by a panel of appropriate UCEM academic staff arranged by AQU. Normally this will be chaired by an independent Head of Faculty or the Head of Academic Apprenticeships Team, and will include at least one academic reviewer who has no connection with the proposal and a member of AQU.

The panel will meet with the programme team and relevant directors approximately six weeks in advance of the validation event to (inter alia):

- review the robustness of the critical evaluation undertaken;
- review the logic and content of the new/revised proposals;

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

- review the evidence of engagement with employers, (where relevant) students and alumni and other key stakeholders;
- identify potential problem areas in the documentation
- enable individual responsibilities for leading on topics to be finalised.

The panel may make recommendations with regard to changes that should be made to the proposals and their associated documentation prior to their presentation for validation. A check-list for completion by the scrutiny panel is attached to *Programme Development and Validation* as Appendix E. Following any amendments made by the programme team in response to the recommendations of the internal scrutiny panel, the documentation is submitted by the programme leader to the Dean – Learning and Teaching for sign-off as approved for validation purposes prior to distribution to the panel by the AQU approximately two weeks prior to the event.

#### 4.2.4 The review and revalidation event

The review and revalidation itself will be undertaken an independent panel constituted by UCEM for the purpose, representing both academic and professional expertise relevant to the subject-matter of the programme. The panel will be appointed by QSEC or ASEC (as appropriate) on behalf of the Academic Board. The chair may be either an appropriately-experienced independent member of the UCEM staff or an external appointment. In addition to the chair, the panel will comprise a sufficient number of members appropriate to the level and range of the subject matter to be considered and normally will also include a student or a recent alumnus/alumna as a panel member.

The process followed at review events in respect of the obligations on the programme team; the composition of the review panel; the agenda to be followed; and the procedure for consideration of the panel report and the programme team's response thereto, mirrors that in respect of validation events, as set out in section 3 and Appendices B, E, F and G of *Programme Design and Validation*.

Typically, the panel will consider issues relating to curriculum and syllabus design, programme management, administration, delivery and resourcing, as at the initial scrutiny event. However, the panel also should be able to see evidence within the documentation of how experience of delivering the existing programme scheme has informed the design of the revised version, including input from students and external stakeholders.

This should be supported by appropriate evidence (e.g. student retention, progression and achievement data, annual monitoring reports, External Examiner reports, student feedback, engagement with employers and professional forums, etc.). The review will consider the way that such evidence has been used to improve and enhance the programme and may embrace the proposed addition / deletion of unit / modules taught as part of the programme; consider proposed changes to programme / unit / module specifications, including learning outcomes; and generally, reflect on how the programme has evolved and its continuing relevance.

Review also will explore the way that such evidence has been used to improve and enhance the programme and may embrace the proposed addition / deletion of units / modules taught as part of the programme; consider proposed changes to programme / unit / module specifications, including learning outcomes; and generally reflect on how the programme has evolved and its continuing relevance.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

Student feedback should form part of the formal agenda for the review. It is common practice for the panellists to meet representatives of both the current student body and alumni either before or during the review and revalidation event to discuss their perspective of the programme.

Following the review meeting, a report summarising the proceedings, including the period of time covered by a re-approval and any conditions and recommendations laid down by the panel, will be prepared by the secretary to the event on behalf of AQU. This will be circulated to all panel members for confirmation.

The relevant Head of Faculty or the Head of Academic Apprenticeships Team (as appropriate) and programme leader are responsible for preparing a response to any conditions and recommendations laid down by the panel in accordance with the timescale imposed, including an action plan. The response (including any consequential amendments to the programme scheme) will be distributed to the panel members for approval. All such amendments will be consolidated into a definitive scheme document for the programme and monitored by QSEC / ASEC.

If the decision of the panel following scrutiny of the programme proposals is that the scheme should not be re-approved in its present form, reasons for that decision should be provided to enable the Academic Board and the programme team to determine how best to modify the proposal.

### **4.3 Programmes leading to the awards of a validating partner**

In those circumstances where the present period of approval expires prior to the ending of the programme's delivery by UCEM, the remaining programmes that are validated by the University of Reading will be subject to periodic review in accordance with the University's procedures, (see Appendix A). All documentation must be approved by the Dean – Learning and Teaching prior to submission to the institution concerned.

The outcome of all periodic review and revalidation events will be reported to the relevant Board of Studies, QSEC / ASEC (as appropriate) and Academic Board. An electronic copy of all documentation must be provided to the AQU for inclusion in the UCEM central archive.

### **4.4 Reaccreditation by professional, statutory and regulatory bodies (PSRBs)**

Following periodic review and revalidation, if it is necessary to seek reaccreditation, the programme documents will be submitted by AQU to the PSRB concerned in accordance with its requirements.

Such material is subject to approval by the Dean – Learning and Teaching prior to submission. In some instances, the body may wish to convene a meeting with representatives of UCEM to discuss aspects of the programme; such meetings will take place in accordance with the body's procedures.

The outcome of the deliberations by the PSRB (whether to renew recognition of the award, the period of time covered by any such re-accreditation and any recommendations and/or conditions) will be reported to the relevant Board of Studies, QSEC / ASEC (as appropriate) and Academic Board. An electronic copy of all documentation should be provided to AQU for inclusion in the UCEM central archive.

## **UCEM Code of Practice**

### **Programme Monitoring, Amendment, Review and Discontinuation.**

Programmes accredited by professional bodies may be subject to the proviso that an annual or periodic return is made in accordance with stated requirements as to content. These returns must satisfy the bodies' requirements in order to maintain the accreditation of the programme(s) concerned.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

## 5. Discontinuation of a programme or award

Authority to discontinue programmes of study either for a temporary period or permanently rests with either the Academic Board, in terms of the academic viability of the programme, or the Principal, who has authority to discontinue a programme on grounds of financial viability or resource availability, following advice from the Product Board and consultation with the UCEM Senior Leadership Team, followed by a report to Academic Board.

Any decision to discontinue a programme must be informed by advice from the Dean – Learning and Teaching and the Vice Principal – Student Experience as to how the interests of remaining students will be protected. The relevant Board of Studies will approve the appropriate means of support to be provided to these students. Typically, students already registered will be allowed to continue their studies consistent with the maximum number of individual attempts allowed within the regulations. UCEM will make necessary arrangements to enable students to complete their studies within an appropriate period of time. Where feasible, provision may be made for students to transfer to relevant alternative units / modules or programmes, carrying the credit gained up to that point.

A decision to discontinue a programme may follow a recommendation to either suspend recruitment to or withdraw the programme, or an award within a programme, that has been made at the Annual Programme Review meeting and confirmed by the relevant Board of Studies. The decision to discontinue a programme will be subsequently reported through the appropriate deliberative committees, together with the supporting advice that will be provided to existing students (see below). The deliberative committee should approve a timeline for programme closure (including consultation with students and other stakeholders where necessary) and review the arrangements, to ensure that the interests of students are being protected. If appropriate, this submission will include arrangements for transfer of accumulated credit to an alternative programme either within UCEM or at different academic institutions. The possibility of a refund of fees should be identified where applicable.

Discontinuation of a programme may be either for a **temporary period** or **permanently**, as agreed by the Academic Board with regard to the circumstances underlying the proposal. Details are recorded on a Programme Closure or Suspension of Recruitment form (see Appendix V). Consequently, there will be no further recruitment until a subsequent decision is taken either to formally close the programme (Appendix W) or to resume provision of the programme (Appendix X).

The necessary notification of this decision to the University of Reading as the validating university partner will be undertaken in accordance with the procedural requirements of the University of Reading (see Appendix A).

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

## 6. Monitoring of procedures

Reports will be provided by AQU to QSEC / ASEC and Academic Board on the outcomes of periodic review and revalidation events and the effectiveness of the procedures followed. An overview will be included in the annual Academic Quality and Standards Report. Individual items will be followed up in the action plan embedded in that report and in the annual business schedule for QSEC / ASEC.

AQU will co-ordinate periodic review of the procedures set down in this Code of Practice chapter for consideration by the deliberative committees, and as a focus for enhancement activity and/or the dissemination of good practice. Independent academic and practitioner advice will be sought as appropriate.

Training will be arranged by AQU for members of UCEM staff who are prospective chairs and panellists at validation and periodic review events, where they have not undergone relevant training previously.

Signed by: .....  
Jane Fawkes  
Chair of the Quality Standards and Enhancement Committee

Date: .....

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

# Appendix A: Related and benchmarked policies

This chapter should be read in conjunction with the following documents:

[CIOB – The Education Framework for Master’s Degree Programmes \(2010\)](#)

[CIOB – The Education Framework for Undergraduate Programmes \(2013\)](#)

[Competition and Markets Authority - UK higher education providers – advice on consumer protection law \(2015\)](#)

[HEFCE -Higher education course changes and closures: statement of good practice \(2015\)](#)

[OFQUAL – Regulated Qualifications Framework \(2015\)](#)

[Ofsted Common Inspection Framework \(2015\)](#)

[QAA - Characteristics Statements \(2015\)](#)

[QAA - Subject Benchmark Statements](#)

[QAA – The Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies \(2014\)](#)

[QAA – UK Quality Code for Higher Education, Chapter B1: \*Programme design and approval\* \(2013\)](#)

[QAA – UK Quality Code for Higher Education, Chapter B8: \*Programme monitoring and review\* \(2013\)](#)

RICS – Policy and Guidance on University Partnerships (current edition)

[UCEM – Code of Practice: Programme Development and Validation](#)

[UCEM – Code of Practice: Strategy for Teaching, Learning & Assessment 2013-2018](#)

[University of Reading – Guide to Policies and Procedures for Teaching and Learning](#)

The chapter has been benchmarked against the following policies:

Anglia Ruskin University – *Module amendment form*

Goldsmiths University of London – *Programme amendment form*

University College London – *Programme amendment form*

University of Salford (2014) – *Programme Design, Review, Approval, Amendment and Withdrawal Policy*

## UCEM Code of Practice

Programme Monitoring, Amendment, Review and Discontinuation.

**Appendix B: [UCEM Annual Programme Report Template for UCEM-validated Programmes](#)**

**Appendix C: [Apprenticeship 'Programme' Review Report Template](#)**

**Appendix D: [UCEM Further Education \(FE\) Programme Review Report Template](#)**

**Appendix E: [Professional Programme Annual Report Template](#)**

**Appendix F: [UCEM Annual Programme Report template for CEM/UCEM Legacy Programmes](#)**

**Appendix G: [Annual Programme Report Template for University of Reading Legacy Programmes](#)**

**Appendix H: [Approval process for in-delivery changes to UCEM units and modules](#)**

**Appendix I: [Module Evaluation Questionnaire \(MEQ\) for UCEM Modules](#)**

**Appendix J: [UCEM Short Survey Questions](#)**

**Appendix K: [Quality Enhancement Plan Template](#)**

**Appendix L: [Quality Improvement Plan Template](#)**

**Appendix M: [Quality Enhancement and Programme Closure Plan for Legacy Programmes Template](#)**

**Appendix N: [Annual Programme Review Meeting Terms of Reference \(non-apprenticeship programmes\)](#)**

## UCEM Code of Practice

Programme Monitoring, Amendment, Review and Discontinuation.

**Appendix O: [Apprenticeship 'Programme' Review Meeting Terms of Reference](#)**

**Appendix P: [FE Programme Review Meeting Terms of Reference](#)**

**Appendix Q: [Apprenticeship Self-Assessment Process Diagram](#)**

**Appendix R: [Self-Assessment Report Template](#)**

**Appendix S: [Proposed Amendment to Programme Form](#)**

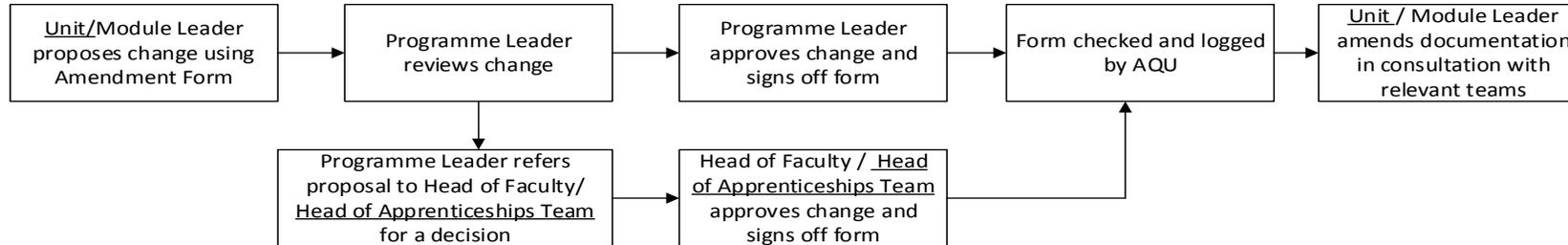
# **Appendix T: Process for making amendments to validated programmes**

# UCEM Code of Practice

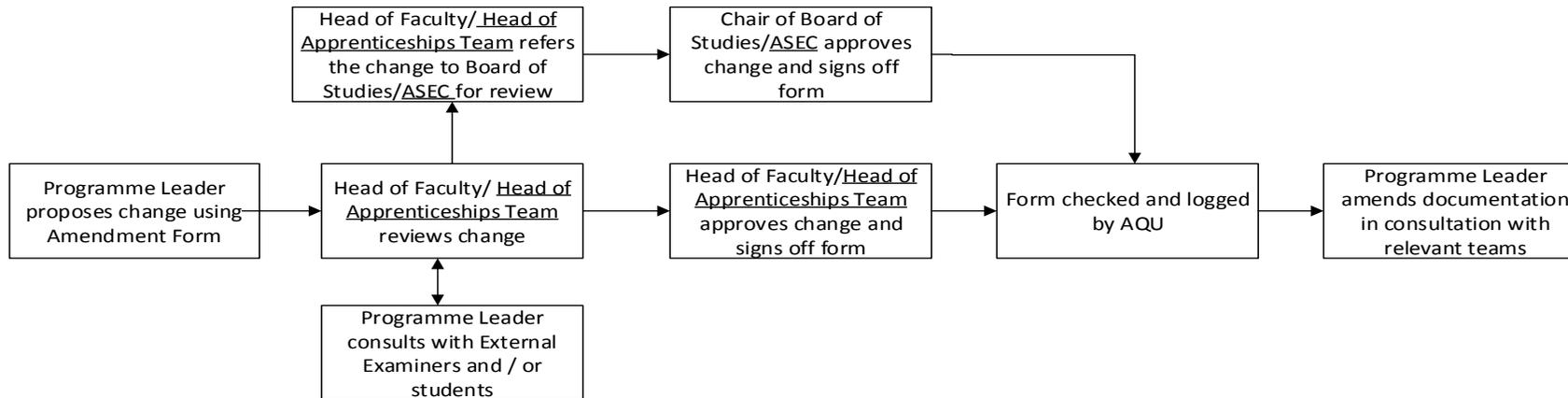
## Programme Monitoring, Amendment, Review and Discontinuation.

### Programme amendment process

#### Editorial Change Process



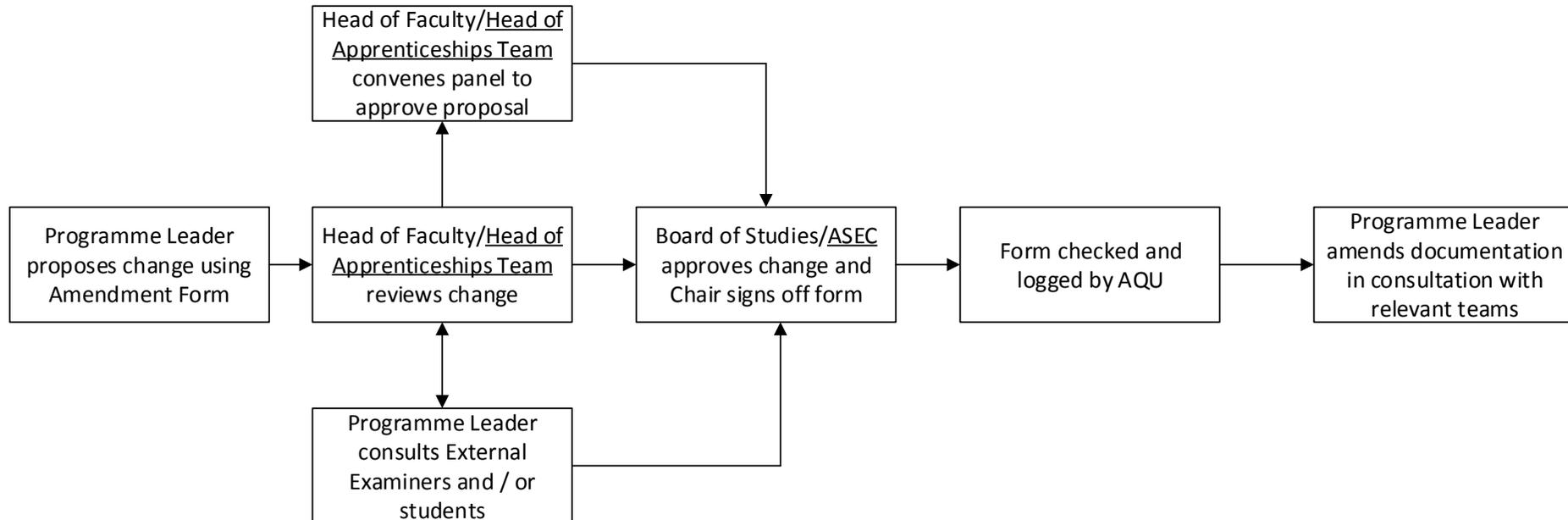
#### Minor Change Process



# UCEM Code of Practice

## Programme Monitoring, Amendment, Review and Discontinuation.

### Major Change Process



**Note:** It is important to respect the expectations of the Competition and Markets Authority in allowing sufficient time for adequate consultation and notification to take place with current and prospective students and other relevant stakeholders.

## UCEM Code of Practice

### Programme Monitoring, Amendment, Review and Discontinuation.

**Appendix U: [Periodic Review Overview Template](#)**

**Appendix V: [Programme Closure or Suspension of Recruitment Form](#)**

**Appendix W: [Programme Closed Form](#)**

**Appendix X: [Request for Recommencement of a Suspended Programme of Study](#)**

Please note all the above appendices are available on request by emailing [aqu@ucem.ac.uk](mailto:aqu@ucem.ac.uk)