

6. *QUALITY CONTROL PROCEDURES*

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6. *QUALITY CONTROL PROCEDURES*

WMG, and partner organisations, are dedicated to maintaining the quality of our programmes. The key mechanism to monitor the course quality is through the module review procedure. In addition, there are various mechanisms in place to gain individual participant feedback.

The quality of WMG's collaborative programmes is reviewed on an annual basis by the University Partnerships Committee, on a periodic basis (usually every 5 years) by the University, and occasionally by the UK Government's Office for Students (OfS). Participant feedback forms an important input to these various review mechanisms.

6.1 *Teaching Student Experience Survey*

At the end of each module you will be asked to complete a short survey comprising of questions about your experience. This will likely include topics such as:

- Whether the staff made the subject interesting
- Whether the module provided you with opportunities to explore ideas or concepts in depth
- Whether you've received sufficient advice and guidance in relation to the module
- Whether your skills developed throughout the module
- Whether you were clear on what is expected of you in the assessment
- Whether you know how to access support for the assessment

6.2 *Individual Comments*

Participants are invited to contact any of the local IGDS staff, or the Internal Academic Director at Warwick, with individual comments about individual modules, or the programme as a whole.

6.3 Student Staff Liaison Committee

It is expected that any student enrolled on a Warwick course will have the opportunity to be involved in a Staff-Student Liaison Committee or equivalent. SSLCs provide a forum for staff and students to discuss issues relating to a course, a department or centre. They are important to the University and Students' Union because they provide a unique forum for staff and students to discuss new ideas and solve problems. Issues that arise will vary from year to year, but the following broad themes should be addressed at least once each year:

- Curriculum and teaching
- Assessment and examination
- Library
- Careers and skills development issues
- Student support and guidance

The University has set out the following Principles to underpin SSLC arrangements at the University of Warwick and in partner institutions:

Student-Staff Liaison Committees constitute an important formal channel through which the views of students on academic matters may be communicated. Discussion should focus on teaching, learning and student support issues. An SSLC should be informed by any major changes to the curriculum and syllabus. The Student-Staff Liaison Committee shall not consider matters relating to individual named members of staff or a student's personal grievances.

The Chair of the SSLC should be a student representative; the Chair in collaboration with the Academic Convenor is responsible for establishing an agenda for meetings.

SSLCs should meet regularly; ideally no less than four times a year. Divergence from this practice should only occur when justification in terms of the structure and delivery of the course may be provided and alternate arrangements for on-going feedback from students are demonstrably in place.

Departments should report back to SSLCs on action being taken as a result of feedback. This includes disseminating information obtained from student feedback, discussing issues raised by the feedback and publicizing the action resulting from student feedback. It is important that a positive culture exists in which the department makes explicit its commitment to listening to and responding to students' views. Students in turn have a responsibility to treat the process

seriously and thoughtfully.

The SSLC system constitutes the mechanism for evaluating student feedback and for identifying trends across courses offered by the University. Progress on issues identified throughout the year and in previous years should be summarized in an Annual Report and considered by the appropriate Board/Committee and the University's SSLC Coordinators.

Your SSLC is not an appropriate forum for raising personal grievances or complaints that involve specific named members of staff or students. Discussions of matters of this nature are often highly subjective and emotive and require alternative channels of communication. Problems that concern another individual should be directed to a staff member at your home institution, or at Warwick, the International Academic Director, WMG Senior Tutors or the Students' Union Advice and Welfare Service.

More information about SSLCs can be found here:
<https://www.warwicksu.com/student-voice/academic-representation>

6.4 *Feedback Seminars*

The local IGDS office arranges informal feedback seminars, frequently when a senior member of Warwick Staff is visiting the location. These sessions provide the opportunity for participants to discuss and provide constructive feedback on the operations of the programme.

6.5 *Progress Monitoring*

Occasionally due to financial, personal or work-related issues students may find the programme challenging. In this scenario you must keep your IGDS office informed and decide on the appropriate form of action such as temporarily or permanently withdrawing rather than informally withdrawing.

Your progress will be monitored closely and if your coursework performance is such that it seems unlikely that you will complete the programme within your registration period, you will be invited to propose a recovery plan within a certain period. If no recovery plan is submitted it will be assumed that you do, indeed, wish to permanently withdraw from the programme.