

Office of Quality, Standards  
and Partnerships



# QUALITY ASSURANCE MANUAL

## Collaborative Partner Link Tutors

SECTION 07B

## Introduction

Every programme delivered by an approved collaborative partner requires a named University Link Tutor. Link Tutors provide essential assistance and support to staff at partner institutions and provide assurance to the University that partnerships are operating appropriately and effectively.

Before a programme commences, a Link Tutor shall be appointed by the University and a Programme Manager/Leader/Co-ordinator shall be appointed by the Partner. The Link Tutor and Programme Manager/Leader/Co-ordinator shall be responsible to their respective institutions for ensuring the maintenance of the standards and delivery of programmes, in accordance with the University's regulatory framework, the programme requirements agreed at validation and/or approval to deliver, and the signed agreement between the University and the Partner.

They are also responsible for effective liaison with each other and with the key academic and administrative staff in each institution and for the annual exchange and review of documents (e.g. University Regulations and Programme/Student Handbooks, the partner's prospectus, quality monitoring reports etc) and calendars. Both the University and partner institution shall ensure that the Link Tutor and Programme Manager/Leader/Co-ordinator are aware of their responsibilities in relation to collaborative programmes.

## Responsibilities

### Link Tutor

University Link Tutors are required to:

1. Monitor the application of quality assurance and enhancement procedures to ensure the correct processes are being followed and timely intervention occurs where appropriate:
  - a. Ensure the programme is operating in accordance with the University-Partner Agreement and that University quality assurance requirements are being met;
  - b. Advise the partner on the appointment of External Examiners;
  - c. Ensure the partner liaises with the External Examiner over the appropriateness of assessment tasks for the forthcoming academic year;
  - d. Check that appropriate arrangements are in place for obtaining student feedback, including module evaluation;
  - e. Produce an annual Link Tutor Report as an appendix to the appropriate Annual Programme Monitoring Report, to be considered through both the University's annual monitoring process and the partner's relevant monitoring body;
  - f. Confirm that satisfactory and timely double or second marking (as appropriate) and moderation of marking has taken place;
  - g. Support/engage the partner in preparing for University programme (re)validation and periodic academic reviews;
  - h. Support any activities connected with external review of the partner institution.
2. Attend the following meetings:
  - a. Partner programme committee and/or programme team meetings to represent the University perspective and advise the partner and provide support and advice;
  - b. Partner institution general HE meetings, for example Boards of Studies;
  - c. University Examination Boards.
3. Provide support to the Programme Manager/Leader/Co-ordinator at partner institutions:
  - a. Support the partner in the understanding and implementation of University regulations, processes and procedures;
  - b. Respond to issues raised by the partner and liaise with other University staff to elicit responses and support as necessary, and ensure that contacts are put in place with relevant central departments (e.g. OQSP, Student Administration, Student Services, Library, etc);
  - c. Advise the partner on staff development opportunities;

- d. Facilitate programme development and enhancement to ensure the currency of content and enhancement of learning opportunities;
  - e. Support partner staff in identifying opportunities for research and other staff development opportunities.
4. Provide a link for partner institution students:
    - a. Participate in student induction;
    - b. Where appropriate, promote progression and support transition from the partner institution to the University.
  5. Liaise with partners in ensuring the accuracy of any public information relating to the University's programmes published by the partner.

## Partner Institutions

Partner Institutions are required to:

1. Appoint a named Programme Manager/Leader/Co-ordinator to each University programme;
2. Meet all University quality and standards expectations and requirements;
3. Schedule and facilitate all the above mentioned meetings/activities;
4. Report to the University any changes to partner teaching staff;
5. Ensure all Partner responsibilities and obligations set out in the signed agreement are met.