

NOVEMBER 2017

TLSO Bulletin



The Bulletin of the University's Teaching and Learning Support Office

TLSO staffing news

- **Peer Support Interns**

We welcomed four new Peer Support Interns at the start of the new academic year: Autumn Rudd, Chris Perrins, Lucy Rhodes and Siobhan Shay.

- **University of Manchester Worldwide (UMW)**

UMW was established on 1 August 2017 as the vehicle for the University's expansion of distance and blended learning. Alison Walker Twiste and Sharon Newham have joined the TLSO as Head of Regulations and Compliance, UMW and Administrative Assistant to the UMW Academic Director respectively. Alison and Sharon are based in Dover Street. They will support UMW along with Ian Hutt and the DL team and Ffion Hughes who is moving to SRID as Marketing Manager, and other colleagues.

TLSO website

- **New TLSO website**

As mentioned in the last Bulletin, the TLSO website has recently moved to a new format on StaffNet, with the new home page located at:

- <http://www.staffnet.manchester.ac.uk/tlso/>

We are still working with IT Services to put in place some remaining redirects from the old site and add a new internal 'search' facility, so that users can search within the TLSO site, rather than across the whole of StaffNet and the University website. To assist navigation across the site, a new A-Z of policy areas has been added to the site: <http://www.staffnet.manchester.ac.uk/tlso/a-z/>

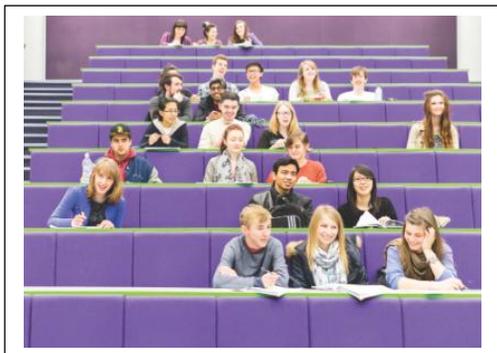
- **New HEAR webpages**

As part of the new TLSO website, new HEAR (Higher Education Achievement Report) pages for staff and students have been produced at:

- <http://www.staffnet.manchester.ac.uk/tlso/student-engagement/hear/>

Inside This Issue

- 1 TLSO staffing news
- 2 TLSO website
 - New TLSO website
 - New HEAR webpages
- 3 External Examiners – Taught Provision: Updates for staff
 - Eligibility to work in the UK/EEA
 - External Examiner reports – polite reminder
 - Cyber security
- 4 Peer Support
- 5 Periodic and Institutional Reviews
- 6 CHERIL Conference
- 7 Contact



TLSO Policies, procedures and website (continued)

Staff are reminded that the new Stellify webpage is also available (<http://www.dse.manchester.ac.uk/our-projects/stellify/>) which provides information about Stellify and support material for staff. Stellify is the University's package of activities that guides students to develop the distinctive attributes of a University of Manchester graduate. Through Stellify, we're encouraging our students to consider the opportunities they get involved with, and helping them to see how these activities will develop their skills and experiences.

External Examiners – Taught Provision: Updates for staff

- **Eligibility to work in the UK/EEA**

The University is legally responsible for ensuring that every employee is properly entitled to work in, and/or participate in the activities of the University. While the majority of checks are carried out in HR Services as part of the recruitment process, staff across the University are sometimes involved in carrying out such checks, for example on External Examiners. Penalties for non-compliance are potentially severe; they include:

- On-the-spot fines for each illegal migrant
- Prison sentences for employers if illegal migrant workers are employed knowingly
- Downgrading or withdrawal of our sponsor licence, with the potential consequence that all sponsored migrants (staff and students) would have to leave the University and the UK.

Importantly, since all University Faculties and Schools are housed under one sponsor licence, non-compliance from just one area could mean consequences for the entire University so it is really crucial that we are consistent in our approach whilst undertaking eligibility checks when appointing External Examiners. The government's UK Visas & Immigration department undertakes visits to check our compliance with the relevant legislation, policies and regulations. These visits can be unannounced.

Right to Work and the Appointment Process – What does this mean for Schools and Faculties when nominating External Examiners?

In order to meet UK Immigration Legislation requirements, External Examiners for taught provision are engaged by the University as members of casual staff. It is the responsibility of the nominating School (or partner institution) to check that a proposed External Examiner meets the criteria for nomination. When The TLSO receives a new Nomination form from a Faculty, it processes it and sends an offer of engagement letter to the new External Examiner to confirm acceptance of the nomination and to obtain the necessary information that is required in order to set the External Examiner up as a member of casual staff. **At this point External Examiners are also asked to certify that they have the right to work in the UK/EEA – without such proof the University is unable to allow the External Examiner to undertake any work. This involves:**

1. Carrying out a check of the colleagues original document(s) with the person physically present to ensure that photos and dates of birth are consistent with the person's appearance
2. Checking that expiry dates are valid
3. Checking for restrictions on work
4. Taking a copy of the original document
5. Certifying (sign) the copy by writing the words 'The date on which this right to work check was made was' and include the date together with your signature, role and name in full.

External Examiners – Taught Provision: Updates for staff (continued...)

We are aware that colleagues in Schools and Faculties assist The TLSO in carrying out the 5 steps above, for example, when an External Examiner attends a local induction event or Examination Board. This support is much appreciated by The TLSO, but for the aforementioned reasons it is vital that you do conduct the 5 steps above. It is not appropriate to accept copies of documents if the External Examiner is not physically present; this includes not accepting documents verified by the External Examiner's Home Institution as it is our legal responsibility to directly verify the eligibility of every employee that works in and/or participates in the activities of the University.

As a result, the institution is not in a position to allow External Examiners to start work until they have provided evidence that they are entitled to work in the UK/EEA. The TLSO would welcome any feedback that you may have to support this endeavour as it is appreciated that External Examiners are appointed from across the UK (and sometimes outside of the UK), and it is not always a straightforward task to meet them in person prior to the Examination Boards.

It would be extremely helpful for colleagues to remain aware of these requirements, and where there are opportunities to undertake these checks to please do so, for example, during local induction events or when facilitating requests for the External Examiner to meet with students as part of their familiarisation with the programme. Alternatively, External Examiners should be directed to The Teaching and Support Office, on the top floor of the John Owens Building where colleagues within The TLSO will gladly undertake these checks. Occasionally, External Examiners will visit HR Services with the relevant documentation. Should this occur, HR Services will contact The TLSO as it is within our remit to record this documentation and to set the External Examiner up as a member of casual staff.

If you have any queries about eligibility to work and acceptable documentation please contact hrservices@manchester.ac.uk

Further information specifically related to eligibility to work in the UK/EEA can be located by visiting: <http://www.staffnet.manchester.ac.uk/human-resources/managers/immigration/right-to-work-checks/>

- **External Examiner Reports – Polite Reminder**

External Examiner reports should be returned to The TLSO no later than four weeks after the final Examination Board meeting has taken place. The TLSO acknowledges receipt of each External Examiner report. The TLSO also forwards the reports to the relevant School and Faculty contacts and, where appropriate, submits the Examiner's fee for processing.

If an External Examiner sends the report directly to the School or programme team then please forward a copy to The TLSO as quickly as possible since receipt of the report within The TLSO triggers the fee payment. A quick turnaround will also prevent The TLSO from sending reminder emails to those External Examiners that have already returned their report directly to the School.

If an Examiner cannot send in a report for reasons such as sickness or maternity leave the TLSO should be informed immediately to prevent the Examiner from being chased.

- **Cyber Security**

As colleagues will be aware the University is adding an extra layer of IT security for all staff and postgraduate research students by introducing 2-factor authentication. This will change the way we login each day, by prompting users to go through a new virtual private network (VPN) called

External Examiners – Taught Provision: Updates for staff (continued...)

GlobalProtect. External Examiners are not currently required to complete this step as part of the IT Sign-up process because the University systems and applications that they use are not part of this initial implementation phase. Colleagues in Cyber Security are updating their FAQs to reflect this, and The TLSO are updating current External Examiner Guidance.

Further information can be found by visiting:

<http://www.itservices.manchester.ac.uk/cybersecurity/programme/2step/>

External Examiners will be required to complete 2-factor authentication in future, although as yet there is no planned implementation date for this.

Peer Support

Volunteering and Social Justice Fair

On September 25th we had a stall at the Volunteering and Social Justice Fair, meeting prospective volunteers looking to get involved with not just PASS and Peer Mentoring but the additional opportunities we provide, such as Basic Life Skills to Peer Led IT, Wellbeing Champions and Volunteering Champions, and more! It was a fantastic opportunity to advertise the additional opportunities within Peer Support and meet interested students.



Open Day

We also had the opportunity to talk to prospective students coming to The University of Manchester at the two undergraduate Open Days on September 30th and October 14th.

We were joined by some very enthusiastic Student Coordinators who helped share their experiences and talk about what Peer Support could offer them.



AskMe Thank You Event

Following from our AskMe Setting up for Success event, Peer Support held a Thank You Event on October 17th where Student Coordinators from all Peer Support schemes were invited back to return their badges and celebrate their fantastic work helping welcome all first years to the University. In addition to the networking event, Paul Govey came as our guest speaker to talk about the impact AskMe has on our first year students. We also ran a few competitions the schemes could get involved in for a chance to win money for their scheme.

PASS Session Observations

Now the academic is in full swing and many PASS Leaders have run several PASS Sessions, we are moving onto our PASS Session observations. The aim is to give PASS Leaders tailored feedback on how they are facilitating learning within their session, recognising good practise and offering advice on how to improve further. Currently we've completed 120 PASS observations with the help of Staff, Student Coordinators and Leaders, so a massive thanks to those who have helped!

Peer Support (continued)

Basic Life Support

This semester, another exciting opportunity was provided for all Peer Support Volunteers allowing them to learn how to perform CPR and how to use automated external defibrillators (AED). Students who trained last year were given the opportunity to become trainers this year and run the peer-led training sessions for this year's volunteers. These events have been a massive success not only in turn out but one volunteer who trained, was then able to help someone who was in need of CPR the very day.



Periodic and Institutional Reviews

This month's updated review schedule for internal programmes and collaborative provision for the next six years is available below:

- [Periodic and institutional review schedule](#)

CHERIL Conference: CTRL + ALT + Educate: HE in the Digital Age

The next CHERIL (Centre for Higher Education Research, Innovation and Learning) conference is due to take place on **30th January 2018** at the Barnes Wallis Building. Registration will open from end of November. Further details will be available in due course on the CHERIL website at:

<http://www.staffnet.manchester.ac.uk/cheril/events/conference/2018/>

MANCHESTER
1824
The University of Manchester

Welcome to the 3rd CHERIL
Centre for **Higher Education Research, Innovation and Learning** Conference

Ctrl + Alt + Educate: HE in the Digital Age

This interactive conference explores the pedagogy and practice of educating in the digital age.

Explore, participate and critically consider digital educational technologies across five themes:

- Design**
- Tools**
- Delivery**
- Evaluation**
- Feedback and Assessment**

30th January
Registration at 09:00 – 09:30.

Harwood and Barnes Wallis Rooms,
Barnes Wallis Building, Altrincham St,
University of Manchester M17 7JR

More information on how to register
www.staffnet.manchester.ac.uk/cheril/events/conference/2018/

ENHANCE YOUR TEACHING TOOLKIT
TEACHING TAKEAWAY

The conference will be an interactive set of sessions using a multi-team approach with a mix of the following

- Keynote speaker Tony Sheehan, Associate Dean, Digital Learning, London Business School). Tony is responsible for the development, delivery and continuous improvement of a School-wide digital learning strategy.
- Five zones - Design, Delivery, Assessment and Feedback, Tools and Evaluation
- Four Workshops
- (e)Posters and PechaKucha presentations from CHERIL project owners
- Stalls led by Faculty elearning Teams, University of Manchester Worldwide, The Library, CHERIL and Staff Learning and Development.

Delegates are encouraged to take something practical away to explore in their teaching that will help enhance their teaching toolkit.

Contact

If you are aware of other staff members who would like to be added to the TLSO Bulletin mailing list to receive future editions of the Bulletin, please contact Miriam Graham (email m.graham@manchester.ac.uk).

If you are from a Collaborative Partner and you are having difficulties accessing any of the linked documents or web pages, please also contact Miriam Graham (m.graham@manchester.ac.uk).