

OCTOBER 2018

TLSO Bulletin

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

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1. Staffing news

We have recently welcomed the following new staff members to the TLSO:

- In the Distance Learning team, Pam Giblin has joined us as Teaching and Learning Manager (Distance Learning - Delivery); Stephen Wheeler is a new Learning Technologist (DL) and Alison Pearson is the new Admissions Office Administrator (DL).
- Four new Student Engagement Graduate Interns (Peer Support): Lizzie Hoyle, Matthew Oakley, Manjot Singh and Hannah Thomas.

2. TLSO Website/policy and procedure changes

• Updated Programme Approval Documentation

Following consultation with a range of stakeholders, we have developed a new programme approval template to ensure the University's continued compliance with the requirements of the Competition and Markets Authority (CMA), and to remove some of the duplication created by the use of several separate associated pro-forms. The new template and guidance is located on The TLSO webpages at:

<http://www.staffnet.manchester.ac.uk/tlso/quality/development-programmes/new-programme-approval/>

The TLSO have also developed redefined programme amendment types so that they align with CMA expectations, and to provide colleagues with guidance in order to ensure that appropriate action is taken when considering making changes to existing programmes. Further information can be found on The TLSO webpages by referring to this

link: <http://www.staffnet.manchester.ac.uk/tlso/quality/development-programmes/programme-amendment/types/>

It is intended that an updated programme amendment template will be developed for use from later this month, along with further guidance to support colleagues in its use.

2. TLSO Website/policy and procedure changes (continued)

- **Continuous Monitoring and the Annual Review of Teaching and Learning**

In preparation for the Annual Review of Teaching and Learning, a final deadline of **14 November 2018** has been set for colleagues to submit their Student Experience Action Plans (SEAPs), along with a Faculty Quality Assurance Pro-forma. Please consult colleagues within your respective Faculty to determine any local deadlines, and arrangements for submission to The TLSO.

So that TLG members have access to the SEAPs as soon as possible please submit your School SEAPs to Miriam Graham (M.Graham@manchester.ac.uk) and they will be uploaded to our intranet within the 'TLG notes 201819' folder located via this link:

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

The current SEAP template can be found within the Quality section of our webpages:

<http://www.staffnet.manchester.ac.uk/tlso/quality/monitoring-review/continuous-monitoring/>

- **Student appeals and complaints – recommendation from the OIA**

Following the conclusion of a recent complaint which was reviewed by the OIA, colleagues dealing with student appeals and complaints are asked to ensure that they retain records of all meetings with students.

Information about academic appeals, complaints and misconduct can be found on the TLSO website at:

<http://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/>.

3. Periodic and Institutional Reviews

The latest updated review schedule for internal programmes and collaborative provision for the next six years is available below:

- [Periodic and institutional review schedule](#)

4. Peer Support

- **Peer Support welcomes the return of students to campus!**

The 2018/2019 Academic Year for Peer Support started off with our annual 'Setting Up For Success' AskMe event, which involved student representatives from all schemes to come and network with each other for an afternoon. This was an excellent opportunity for our students to think about how the different schemes can collaborate with each other, get to know other students outside of their scheme and pick up their AskMe badges. We are especially proud of our Peer Support students wearing their AskMe badges alongside so many of our students and members of staff. On the 10th October, we will be hosting a Thank You event to celebrate the successful start of the year.

4. Peer Support



- **Training**

The September and October training period is now drawing to a close. Over the two months, over 1500 Peer Mentors and PASS Leaders have completed their training consisting of different activities, which has prepared them for their roles and are they are now beginning to embark on their journey in Peer Support. Nearly all of our PASS schemes have had their PASS in Your Discipline session, which unites all the leaders from one scheme together to reflect and review how PASS works within their discipline before they begin running their first PASS sessions. Our Peer Mentoring schemes have nearly finished receiving their Planning Ahead training sessions, in which they reflect on their time as first year and think about how they can use their experience to create a calendar of events and workshops for the year as well as planning Welcome Week activities.



- **Peer Support @ International Orientation**

This September we ran some really fun orientation sessions over 2 days for international students, which is an event that is now in its second year. The sessions incorporated variety of games which acted as icebreakers and networking opportunities. We saw really great engagement from the students and they seemed to really enjoy their time in the session. We also used these sessions as a platform to explain what Peer Support is at Manchester and what opportunities are available to them through it. We had over 100 students who took part and we saw people forming friendships and exchanging contact details!

4. Peer Support (continued)



Welcome Week

We had a fantastic Welcome Week a couple of weeks ago, with so many of our schemes running fantastic events for their mentees and PASS attendees. Some highlights included:

- Physics PASS took over the Schuster building for a morning, with each pair of PASS leaders meeting their group for the first time and running some fun activities.
- Italian Peer Mentoring held a 'Coffee and Cake' morning for their first year mentees.
- Japanese Peer Mentoring ran a 'Super Sushi Night' to welcome back returning students and to welcome first years.
- EEE PASS hosted a quiz in the Great Hall in Sackville Street building, which was a huge success!
- Both Music and Geography Peer Mentoring ran scavenger hunts for their mentees to help them get to know each other better.
- School of Biological Sciences PASS had a help desk for first year students in the Stopford Building foyer.



5. 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).



The TLSO staff team (October 2018)