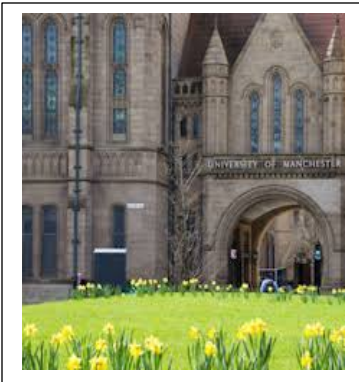


MARCH 2021

TLSD Academic Development and Policy Bulletin

Division of Teaching, Learning and Student Development (TLSD)



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1. Staffing updates

Katie Robinson has left her role as Higher Education Administration Intern to move to the Eurolens team in FBMH as the new Eurolens Clinical and Quality Assistant. We wish Katie all the best in her new role.

2. New/revised policies or procedures

- **Programme Approval during the coronavirus outbreak - clarification**

This is just to remind colleagues that our usual dates for approval have been reinstated so that we are compliant with CMA and OFS requirements, and the associated interim programme amendment matrix and the interim programme amendment form have been updated.

For taught new programmes and amendments the deadline for approval is:

- UG – 31 March 2021
- PGT – 31 May 2021

We must reinstate these deadlines so that published information is up-to-date and accurate because it is used to provide applicants with key information that CMA considers material to their decision to come and study with us.

Student Communications and Marketing are making preparing to implement this process and have been in touch with faculty Student Communication and Marketing colleagues to alert them to this. A communications plan is currently being drafted to inform those involved in updating programme information about the key dates by which to ensure content is accurate and the cycle of sending information to offer holders will commence.

Details can be found on the website at:

<https://www.staffnet.manchester.ac.uk/tlso/quality/development-programmes/corona-updates/>

2. New/updated policies or procedures (continued)

- **Updates to Interim Programme Amendment form**

The interim programme amendment form, for use during the coronavirus outbreak, has had a couple of minor updates made to it. These are:

- Addition of new signature box for any programmes or units that come under the UMW umbrella
- Prompt to check that all resources to develop and deliver the programme are in place

- **Guidance for staff on Mitigating Circumstances, Self-Certification of Absence and Automatic Extensions relating to Covid-19 (Coronavirus), 2020/21**

This [Guidance](#) has been slightly updated to clarify details of the Assessment Pledge, particularly around the lifting of the requirement for students to provide medical evidence for any applications for mitigating circumstances which include medical issues. Clarification has also been provided that the temporary lifting of medical evidence requirement for this academic year also relates to student Academic Appeals cases which cite medical issues. The updated Guidance, along with other additional policy guidance in response to the Coronavirus outbreak, can be found [here](#).

3. Annual report to Senate regarding student appeals, complaints and discipline

The regular annual report of student appeals, complaints and discipline cases was submitted to Senate last month. The overall number of cases across the different Regulations represents a small proportion of the total student population (1.44% in 2019-20).

In relation to academic appeals, we continue to see a significant decrease in the number of formal stage cases from 409 in 2017-18 to 315 in 2018-19 and 262 in 2019-20. However, the number of formal complaints received by Faculties saw an increase from 79 in 2018-19 to 113 in 2019-20. The number of formal appeals received by the Faculty of Biology, Medicine and Health (BMH) continues to be higher than the other Faculties with 44% of all appeals being received in this Faculty. However there has been a gradual fall over previous years from 59% to 51% and now 44%.

There has been a significant increase in the number of students submitting cases to the Office of the Independent Adjudicator (OIA): 104 cases in 2019-20 compared with 57 cases in 2018-19 and 48 in 2017-18. This was chiefly due to a large number of students (44) attempting to take complaints to the OIA regarding the impact of industrial action and/or COVID-19 without first completing the University's internal procedures. As in previous years, the OIA found the vast majority of complaints they received about the University of Manchester to be Not Justified. However, four cases were found to be Justified.



3. Annual report to Senate regarding student appeals, complaints and discipline (continued)

In a previous year Senate recommended a case review of academic appeals and malpractice cases to help us understand some of the data in relation to BAME and international student data (principally because proportionately fewer BAME and international students submitted appeals and because there were a higher number of students from these groups involved in malpractice cases). Professor Aneez Esmail, a member of Senate, acted in an advisory capacity during the case review and the final report and action plan can be found [here](#), with early indications in the latest data showing that these actions are having a positive impact.

The full report for 2019/20 can be found at:

- Reports to Senate: <https://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/reportstosenate/>

4. Student Surveys

Please see details of current and forthcoming teaching and learning surveys summarised below:

- **NSS** – The University's campaign to encourage students to complete the National Student Survey (NSS) 2021 launched Monday 8th February. All students who are eligible to take part in the NSS should now have received an email from Ipsos MORI, who are running the survey on behalf of the Office for Students (OfS). As well as communication from Ipsos MORI, there will be messages from Student Communications and Marketing to encourage students to complete the survey. This year, in recognition of the current additional pressures on colleagues, there is no requirement for Schools to promote the survey, although they are welcome to do so if they wish.
- **Semester 2 Unit Surveys 2021** – Unit Surveys will launch on 12th April and will close on 9th May. The semester 2 question set is to be discussed and agreed upon by TLG Executive and will be confirmed to colleagues as soon as possible. The starting point for this will be to use the same approach as that taken in semester 1.

MANCHESTER
1824
The University of Manchester

**IT'S TIME TO
HAVE YOUR SAY
ABOUT TEACHING**

Unit surveys are open for every taught
course unit. Take five minutes to tell us
about yours.

unit
surveys

tell us

Complete your surveys on Blackboard, or on mobile.
manchester.ac.uk/tellus

**YOUR SAY FOR
YOUR UNI**

5. Peer Support

It's been a busy couple of weeks in Peer Support! We've just had Peer Support Week and have launched our Peer Support Awards and Recruitment for next year's Peer Support Volunteers.

- **Peer Support Week (15th-19th February)**

Peer Support Week was a week filled with events to kick-start semester 2 and to bring our Peer Support Volunteers together to share best practice, support each other and have some fun! Here's a rundown of the events!

- **Student Coordinator Debriefs**

Student Coordinators from different PASS and Peer Mentoring schemes came together to share their successes, struggles and advice with each other. This helped foster a sense of community across schemes during a difficult and unusual year.



- **Online Games Drop-in**

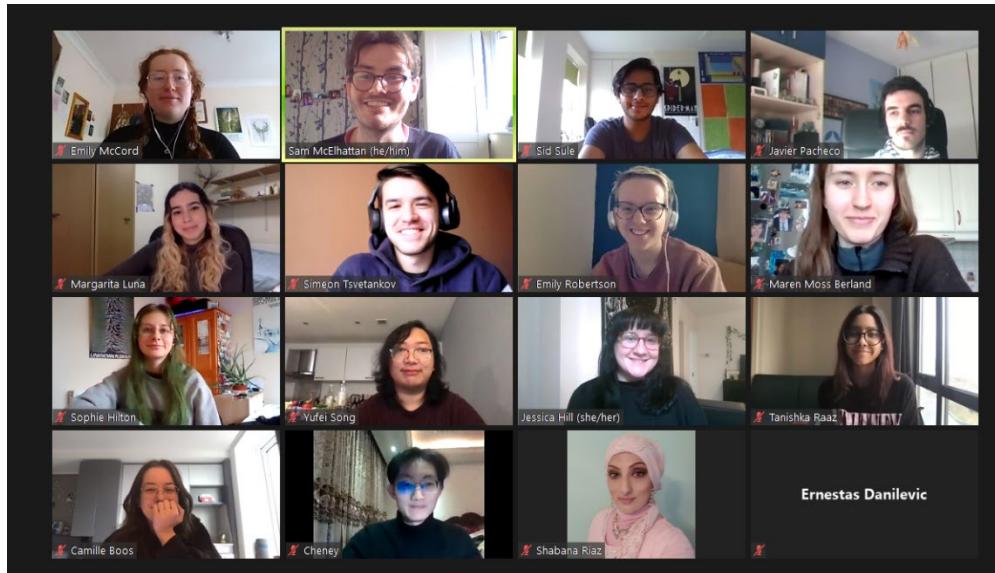
We had a relaxed session where we played lots of games on Zoom to give our Volunteers some ideas of what they can do in sessions, debriefs or socials. It was also a good way to get to know some of our Volunteers better, which hasn't been quite as easy this year.

- **Student Coordinator Training – How To: Recruitment**

We also used Peer Support Week as a chance to give our Student Coordinators some training related to the next phase of their roles. Recruiting next year's cohort of Peer Support Volunteers is vital to ensuring we can continue to offer Peer Support to every first year. Our Student Coordinators play a key role in spearheading the recruitment for their schemes so we wanted to ensure they felt ready to fulfil that role.



5. Peer Support (continued)



○ **Students as Partners and Careers Sessions**

We reached out to colleagues in Student Partnership and Careers to bring these two sessions to our Volunteers. The Student Partnership Team ran a session about how our Peer Support Volunteers are already partnering with University and how they can develop this in the future. Careers kindly gave us two of their Student Partner Interns to help us run a session titled, How Peer Support Can Get You A Job. The session helped our Volunteers to explain their Peer Support role to an employer and determine what skills they have developed and how they can best evidence these on a CV, job application or interview. Both sessions were a success and we want to thank our colleagues for the time and effort they put in.

○ **Demystifying Peer Support: Q&A Panels**

We ran four Q&A panels with current PASS Leaders and Peer Mentors for prospective Peer Support Volunteers to attend and ask any questions they may have. Our panellists were fantastic and gave a really great insight into what it has been like to be a Peer Support Volunteer this year. It was inspiring to listen to the experiences they shared and the recognition that whilst this year hasn't been ideal there have been positives. One such example shared by a panellist was that the line separating PASS from Peer Mentoring has become much more blurred, with PASS having a more pastoral focus than usual and Peer Mentoring a more academic focus than in previous years.

● **Recruitment**

The recruitment of next year's cohort of Peer Support Volunteers has begun! Our recruitment period is the 22nd February – 26th March. Please spread the word to any non-final year undergraduates as it is a fantastic developmental opportunity and it counts towards the Step-Up and Lead component of Stellify. All our Peer Support schemes across the university will be spreading the message about recruitment and how to get involved via emails, lecture shout outs and social media platforms so students who wish to get involved should keep an eye out for these.

5. Peer Support (continued)

- **Peer Support Awards**

Our Outstanding Contribution Awards and Outstanding Scheme awards are now open for nominations until 26th March. Outstanding Contribution Awards are for individuals or small groups of PASS Leaders, Peer Mentors, Student Coordinators or Staff Coordinators who have gone above and beyond their role. We have five categories of Outstanding Scheme Awards: Legacy, Community, Newcomer, Innovator and Unsung Hero. The Scheme's that win these awards will have shown how their scheme has embodied the criteria including our Peer Support values of Development, Inclusive Community, Engagement and Support. If you are involved with Peer Support and know any fantastic PASS Leaders, Peer Mentors or Coordinators you can find more about how to nominate them [here!](#)



6. Student Partner Programme/Student Engagement

- **Student Partners Programme**

Our cohorts of Student Partners have started back for Semester 2, the first Student Partner blog is live – Ayma one of our Online and Blended Learning Student Partners talks about their experience as a Student Partner Intern Read here <http://www.yoursay.manchester.ac.uk/whats-changed/online-blended-learning-cohort/>.

The Student Partners have got involved in so much in such a short space of time, the Diversity and Inclusion Student Partners have presented their plans to the Faculties in partnership with the Students' Unions Diversity and Inclusion Ambassadors, from discussing Inclusive Curriculum Health Checks, Manchester 10/10 and developing Anti-Racism training.

The Online and Blended Learning Cohort are currently developing training materials to support future students with feeding back to staff and reviewing online content. The Careers Student Partners ran an amazing event at Peer Support Week, focusing on how students embed their experience as a Peer Mentor or PASS Leader into future roles and experiences.

- **Recruitment Update**

Alongside our current cohorts, we are now recruiting for Student Partners! We are moving towards an open recruitment process, and we would really appreciate if people could share the below advert!

6. Student Partner Programme/Student Engagement

We are excited to announce that we are now open for applications for our Student Partner Interns! This is a paid role where you will be working on projects across the University to improve Teaching and Learning and the Student Experience. You will be partnering with both Students and Staff, and will have the opportunity to take part in developmental activities (such as LEAP and Developmental Workshops) throughout your time with us. [Please visit our website to find out more information about how to apply.](#) If your application is successful, we will be in touch regarding any upcoming projects!

Please note this is an open recruitment process. There is one project coming up within the next month, and then you will be contacted (if your application is successful) to interview for other projects as and when they become available. [More details can be found on our website.](#)

Thanks, and if you have any questions get in touch at studentpartnership@manchester.ac.uk.



7. Contact

If you are aware of other staff members who would like to be added to the Bulletin mailing list to receive future editions of the Bulletin, please contact [Miriam Graham](#).

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.

