

MONITORING OF PROGRAMMES PROCEDURES

Category	Academic
Policy Owner	Deputy Vice Chancellor Academic
Last review	3 October 2023
Next review	3 October 2028
Approved by	Vice Chancellor
Effective date	3 October 2023

1. PURPOSE

These procedures support the Monitoring and Review of Programmes Policy and set out the processes for the ongoing evaluation and monitoring of academic programmes.

2. SCOPE

These procedures apply to all current, credit-bearing academic programmes of the University (alternative processes apply to some aspects of the monitoring of postgraduate research programmes).

3. DEFINITIONS

Advisory Committee:	A committee for a programme or group of programmes with external membership that works to maintain close relationships between AUT and relevant industry, community, and professional groups.
Board of Studies:	An academic committee appointed in accordance with the University's General Academic Statute whose role is to monitor and develop specific programmes.
Moderation:	Moderation is a quality assurance process which aims to ensure fair, valid, and consistent assessment practices.
Moderator (external):	A person from outside the programme who 'blind' marks a student script or checks the assessment decisions of an assessor for one or more assessments in a course.
Monitor (external):	A person from another university or organisation appointed by a Board of Studies or by an external professional body to monitor the quality of a programme or some aspect of the programme, or to provide feedback on a specific course of study within a programme.
University:	The Auckland University of Technology (AUT) and includes all subsidiaries.

4. ACTIONS

Monitoring of programmes occurs through a variety of activities overseen primarily by a Board of Studies (**BOS**), but also by the faculty and the University.

4.1 Monitoring responsibilities

Board of Studies

The University's academic committee structure plays an important role in the development and monitoring of programmes. There are two responsibilities of BOS that are particularly relevant to programme monitoring:

- ensuring that the curriculum and design is maintained as relevant according to the objectives of the programme(s); and
- ensuring the maintenance of quality standards of teaching and the monitoring of student performance.

The BOS, usually via the Programme Leader, is responsible for monitoring processes, including approving activities for staff and courses involved in a programme.

Key monitoring activities include:

- a) Monitoring of courses and programmes, including student achievement and progression; and
- b) Internal and external Moderation of assessment;
- c) Student evaluation of courses;
- d) The Annual Programme Survey;
- e) Feedback received through Advisory Committees or other channels, e.g. professional bodies;
- f) Ongoing progress reports on implementation of periodic, accreditation, or Graduating Year Review (**GYR**) recommendations;
- g) Annual reports on programmes to Faculty Board.

Programme Leaders should aim to organise external moderation for most or all courses (NZQCF Level 7 and above) within a three-year cycle. Reciprocal external Moderation between universities is normally undertaken on a *quid pro quo* basis and enables staff to gain exposure to assessment practices and standards for benchmarking purposes.

A review of a course (or set of courses) or other action may be required where monitoring data indicate a possible issue with delivery or assessment design, with student satisfaction, or with student achievement; particularly of priority learners.

Advice on learning design may be sought from altLAB. Where redesign of course assessment is planned, changes should be contemplated in the context of the whole programme.

Where a review or other action is required, or recommendations have been made as a result of a periodic programme or GYR, the BOS must receive reports on implementation and ensure that Faculty Board is kept informed of progress.

Faculty

Faculties are responsible for:

- Oversight of activities and outcomes from monitoring activities undertaken by Boards of Studies and Assessment Boards; and
- Reviewing feedback received through Advisory Committees or other external stakeholder channels.

University

The University, through its service areas and academic committees, is responsible for the following monitoring activities:

- Reports from core University surveys, e.g. University-level Annual Programme Survey (**APS**) Reports;
- Review of data on student achievement; and
- Special University reports (e.g. equity reports).

4.2 Monitoring Plans

- Each programme must prepare a comprehensive annual or three-yearly plan outlining the key monitoring activities and dates which is submitted to the relevant Board of Studies.
- Questions to assist with development of a monitoring plan, and a template, are provided at [Appendix 1](#).

4.3 Stakeholder feedback

Students

Students are key stakeholders and their feedback while on the programme or in a course must be sought regularly.

See [Student Evaluation of Courses and Teaching Procedures](#)

Annual Programme Surveys (**APS**) are conducted annually by the Academic Quality Office (**AQO**). All students enrolled in a programme equivalent to one-year full-time study in length or greater are surveyed.

The teaching team responsible for a course must seek and reflect on formal (summative) and informal student feedback and report to the programme team and Board of Studies.

Employers, profession, community, and graduates

Feedback from the industry, profession, community, and graduates is required on a regular basis to ensure programmes remain relevant and up to date. The focus for feedback varies but is most appropriate for new proposed developments, curriculum changes, employment trends and/or graduate outcomes.

Feedback mechanisms include:

- Regular Advisory Committee meetings; and
- Monitoring visits and/or reports of professional bodies;
- The University Graduate Destination Survey, and other methods of feedback from graduates.

4.4 Annual reporting on academic programmes

Boards of Studies report annually on academic programmes to Faculty Board. Reports will draw together a range of data and outcomes from individual monitoring activities, and staff reflections on these, providing a basis for a holistic overview of the programme and areas of improvement or action.

Annual reporting on academic programmes informs the preparation of the self-review portfolio for periodic and GYRs.

4.5 External benchmarking

External benchmarking is used by universities to evaluate the effectiveness of a particular functional area or outcomes of programmes in relation to external reference points.

Benchmarking gives a programme, school, or faculty an external reference point on which to base its evaluation and if necessary, to design or redesign its processes with a view to improve current performance or learn from good practice. External Moderation and external accreditations are forms of external benchmarking.

The appropriate form of external benchmarking is determined either by external requirements or by a programme, school, or faculty.

5. POLICY BASE

Monitoring and Review of Programmes Policy

6. ASSOCIATED DOCUMENTS

[Monitoring and Review of Programmes Policy](#)

[Programme Reviews Procedures](#)

[Boards of Studies Guidelines](#)

[Assessment Board Guidelines](#)

[Student Evaluation of Courses and Teaching Procedures](#)

[Postgraduate Handbook](#)

Policies and Procedures can be found on [TUIA](#).

The University shall comply with all applicable New Zealand laws, legislation, and regulations. See also the Register of Key Legislation and specifically:

[Education and Training Act 2020](#).

7. DOCUMENT MANAGEMENT AND CONTROL

Policy Owner: Deputy Vice Chancellor Academic

Last review: 3 October 2023

Next review: 3 October 2028

Approved by: Vice Chancellor

Effective date: 3 October 2023

APPENDICES

Appendix 1 – Monitoring Plans

APPENDIX 1 - MONITORING PLANS

Monitoring plans assist programme teams with systematic programme improvement and quality assurance of their programme(s).

The following questions may help in the formulation of a monitoring plan:

External Moderation

- Which courses were externally moderated last year, and which are planned for Moderation this year and next year? (Aim to moderate all or most courses within a three-year cycle)
- Any Moderation requested by another organisation, including those as part of an agreement, may involve a charge to the organisation.
- Who will be the external moderator(s), and what is their position, qualifications, experience?
- For what period are they being appointed (three years is probably the upper limit) and if they are one of several, which courses will they be moderating?

External examiners

- Does this programme lend itself to using external examiners for assessment in any courses?
- How does their role relate to that of the staff teaching on those courses?
- If an external examiner is not appointed to mark assessments, is there any other role they could appropriately fulfil?
- Who will be the external examiner(s) (if any) and what is their position, qualifications, experience?
- For what period are they being appointed, and what will their specific role be?

External examiners of postgraduate theses

All postgraduate theses are examined by at least one external examiner. In the case of doctoral degrees, there are at least two external examiners, one of whom will normally be an international academic. The examination process requires comment on 'the standard of student performance'. This type of peer assessment is a form of benchmarking by monitoring the quality of AUT's student performance in relation to other students on similar courses of study in other universities.

Full details on the thesis examination process can be found in the Postgraduate Handbook.

External Monitors

Registration or accreditation requirements of some qualifications may involve external monitors or accrediting bodies. All varieties of monitoring practice should be documented in the annual report on the programme to Faculty Board.

MONITORING PLAN FOR A PROGRAMME (S).....

Year/semester	Student Evaluation of Courses		External Moderation			Institution
	Course Code	Course Title	Course Code	Course Title	Moderator	
Year 1						
Year 2						
Year 3						

Other activities including benchmarking: