



Open University Validated Partnerships (OUVP)

Monitoring at Institutional Level

Guidance Notes for Partners completing Institutional Overview

Academic Year / Cycle

2023 – 2024

Contents Page

Section	Page
Introduction	3
General guidance on reporting	4
Institutional Overview Template	4
A. Recommendations Update and Quality Enhancement	6
B. External Review and Feedback	7
C. Staff Development and Resources	7
Quality of Submissions	8
Forward Looking Plan for 2024-2025	8
Policy Updates	8
Compliance Statements	9
Glossary	10

Introduction

Following initial approval, partner institutions are subject to periodic institutional reviews. Together with Institutional & Programme Monitoring (IPM), these are key processes that the Open University (OU) uses to satisfy itself that partner institutions continue to maintain a suitable environment for the conduct of OU validated programmes.

This document provides guidance on how to complete the Institutional Overview report and you should use these guidance notes when completing the Institutional Overview template. All partners must submit an Institutional Overview report each year, following the first year of operation.

OU Validated Partnerships (OUVP) have created an individual Microsoft Teams site for each partner, which is a dedicated space for all Institutional and Programme Monitoring templates to be edited and stored. Please ensure that the completed Institutional Overview report is saved in the designated location in the Teams site.

Once saved, **you are required to email:** OUVP-monitoring@open.ac.uk and your (Senior) Quality & Partnerships Manager (S/QPM). Indicate that your report is ready for review.

As part of your Institutional Overview report you are expected to provide a statement of any substantial changes to your policies, administrative systems and practices, or confirmation that they have not been changed.

This document provides guidance on how to complete the Institutional Overview report. It is expected that the sections requiring commentary will be completed in full.

If you have any questions about IPM, please contact your S/QPM.

General guidance on reporting**Time scale**

Submission	Deadline
Institutional Overview	Within eight weeks following the end of the Academic Year (submitted alongside Submission C for programme monitoring)

Providing Commentary

If asked to provide commentary, please critically reflect on the data or area in question and give in-depth responses in your commentary. One-word answers, or too brief sentences, do not convey enough detail to draw meaningful analysis for either your institution or OUVP.

Please also include commentary on performance by students with protected characteristics.

Institutional Overview Template**Institution's Details**

Please add the name of your institution, the total number of OU validated programmes and the programme names.

Commendations

OUVP will complete this section based on their review of the report and will highlight any examples of best practice or enhancement activity deemed worthy of commendation. No further action is required by the institution.

Immediate Actions

These are items that require immediate resolution. It is a requirement that institutions provide satisfactory responses to immediate actions to allow the monitoring cycle for the institution to be concluded. All immediate actions arising throughout the report are listed on the Immediate Actions field. Institutions are advised to provide their responses underneath each immediate action, indicating so by a different font colour.

You are required to respond to Immediate Actions **within 6 weeks** of receiving feedback from OUVV. Please email OUVP-monitoring@open.ac.uk and your S/QPM to indicate that your responses have been submitted into your designated Teams site. OUVV will provide their initial feedback **for each submission within 4 weeks of the submission deadline** (or 4 weeks after the submission is received, if a later date has been agreed). Feedback may indicate that further information is required, in which case the above sequence is repeated until all immediate actions have been addressed.

Items for Next Year's Report

These are actions that may require further reflection and planning, and institutions are required to respond to these items in the next Academic Year's report. All items for next year's report arising throughout the report are listed on the respective field.

Items from Last Year's Report

These are actions recorded in the last academic year's report as items for next year's report. You are required to provide a response to all such actions. Missing or incomplete responses will automatically trigger immediate actions to be addressed as described in the relevant section above.

Other Reportable Items

These are items arising during the academic year that are not discussed in the report. Such items may have been recorded through interaction with Academic Reviewers and/or External Examiners, as well as scheduled events and routine meetings with OUVV. They may include an exceptional achievement by a member of staff or student, an issue revealed during a validation event, or feedback from staff or students on a specific matter, amongst others.

Reportable items may also require further response and will be designated accordingly where appropriate, i.e., commendation, immediate action, etc, and may also be informing the OUVV feedback in all or some of the Programme Monitoring Reports for the current cycle.

Current Plan

The Current Plan must list all actions recorded in the Forward-Looking Plan of the respective report from the previous academic year/cycle. You are required to provide any update on progress for each action, also indicating whether the action has been successfully complete.

A separate field is also provided where you may reflect on the impact of the actions taken as part of the institutional action plan e.g., how successful were the actions taken to meeting the target, what impact did the target completion have on the institution? Please comment on individual actions separately where appropriate.

Please note that the Current Plan must be updated with every submission as appropriate.

A. Recommendations Update and Quality Enhancement

A1. Recommendations for Institutional Approval or Review

Please provide commentary under each recommendation from the most recent IA/IR. The commentary should explain how the institution is addressing or has addressed the recommendation. Please continue to report on responses to recommendations in the Forward-Looking Plan until the recommendation has been completed.

A2. Reflect and report on how your institution is responding to identified areas of quality enhancement as identified through programme evaluations

Please report on any trends across programmes in relation to quality and how as an institution these have been, or will be, addressed.

Report and reflect on the minutes from your Academic Board and other quality assurance committees.

Please ensure that commentary is provided regarding the functioning of these key quality committees. What have they been considering and recommending? Do they have a specific action plan? How have they been both monitoring and driving the quality enhancement of the provision?

Reflect & report on how your institution has responded to any feedback received from OUVP and MRAQCP regarding the running and execution of exam boards

Please make sure you have thoroughly checked exam board reports sent back to you from the running of your exam boards and the observers at your exam boards, and feedback received from MRAQCP.

B. External Reviews and Feedback

B1 & B2 Engagement with External Bodies

We recognise that not all partners will engage with PSRBs. However, all institutions must report on engagement with the QAA/OfS or local equivalent and/or Quality Assurance body for overseas partners. If the institution is recognised by other accrediting bodies, please report on any recent interactions with such bodies. Institutions registered with OfS must provide an updated registration status including any additional requirements, for example enhanced monitoring. Please also provide information on the most recent Ofsted review or upcoming review if applicable to your institution. If the institution is due to have a review, please discuss the preparation activity.

B3. Reflection on student feedback across all validated programmes

In this section, please describe the internal mechanisms used by the institution for gathering student feedback and how often feedback is sought and fed back to students. This section should reflect student feedback at an institutional level and if necessary, feedback that has affected numerous programmes and therefore requires addressing by the institution as a whole.

Please include information on the effectiveness of student engagement in quality processes this year. i.e. student representation on committees, etc.

If your institution is eligible for the UK National Student Survey (NSS), please reflect on the outcomes of this survey at an institutional level. This should include any institutional nominal values used to analyse or measure performance within the institution and in relation to the sector.

C. Staff Development and Resources

Overview and Reflection on Institution's approach to HE staff development

Please provide a summary of how the institution has supported HE staff development and the impact this has had.

Please report on any amendments to the institutional policy and strategic approach for this area, including changes to the overall HE staff development budget.

Update and reflect on any changes to the institution's resources (physical and staff)

Please provide details of any changes to HE administrative, quality or senior management staff, including governance.

Please also report on changes to physical resources. You must also provide details if the institution is physically expanding or decreasing in size (for example, new campus/buildings).

Quality of Submissions

This section is completed by OUVF and will provide generic feedback on the content of the report and the overall quality of reporting. The institution does not complete this section.

Forward - Looking Plan for 2024-2025

Please update the table to include any issues which have been identified from the Institutional Overview and indicate which section the issue was identified. Please ensure all actions follow the SMART (Specific, Measurable, Achievable, Relevant and Time-bound) criteria.

It is recommended that the Forward-Looking Plan is regularly reviewed and updated and ideally should be a standing item on the agenda for meetings such as academic board or equivalent quality assurance committees.

Policy Updates

Academic

All academic policies underpinning the regulations for OU validated provision and submitted as part of your Institutional Approval/Review are to be checked as per your review schedule. Any of these policies which are updated or amended must be sent through with your submission.

Where changes have occurred, please indicate by crossing the box against the relevant area. Please ensure an account is provided summarising the changes in the text box and also provide appropriate supporting documentation. For example, submit the revised terms of reference if these are changes for a governance committee.

Administrative

Please indicate which areas of your administrative infrastructure listed in this section have undergone significant change since the latest OU Administrative Audit or Institutional Monitoring.

Please do not submit an account in the report. Updates must be provided on a separate document submitted to ouvp-enquiries@open.ac.uk.

Overview Checklist

Please tick the boxes to confirm that copies of any revised policies have been added, alongside a copy of your Student Protection Plan and a sample copy of your Diploma Supplement and Transcript.

Compliance Statements

This is an extremely important part of the submission. Please read the statement carefully and ensure that if any significant changes have occurred, the OU have been informed of these prior to signing. If significant changes have taken place, then these should be captured in the section relating to Policy Updates and evidence must be added to the submission.

Glossary

Word/abbreviation	Meaning
Appeals	Appeal against a decision of a Board of Examiners due to administrative error/irregularity/not in accordance with regulations or extenuating circumstances
AR	OU Academic Reviewer
Complaints	An expression of dissatisfaction with a service provided or the lack of service
CuPC	OU Curriculum Partnership Committee
Deferred	Approval for a student to postpone an attempt at an assessment when they have received tuition in all modules due to extenuating circumstances
Disciplinary	Serious breach of institutional policies and rules
EE	External Examiner
HE	Higher Education
IPM	Institutional & Programme Monitoring
Interruption of Study	Approval for a student to take a study break for a maximum period of 12 months due to extenuating circumstances
IO	Institutional Overview
OU	Open University
OUPV	Open University Validation Partnerships
Progression	Advancement by a student from one stage of a programme to a higher stage having passed all assessments
PSRB	Professional, Statutory and Regulatory Bodies
Referred/Resit	A second attempt of an assessment component following failure at first attempt
Retakes/Repeats	Partial or full retake of all failed modules/assessment components during the following academic year having failed a resit
Retention	Students that have passed all assessments, remain registered and have progressed to the next stage of the programme
RPL	Recognised Prior Learning
RPEL	Recognised Prior Experiential Learning
RPCL	Recognised Prior Credential Learning
(S)QPM	(Senior) Quality and Partnership Manager

Transferred	Student transferred to a different programme within the institution
University	Open University
Withdrawal	Student withdrawal from a programme