

Franchise Operations Manual

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1 SCOPE AND PURPOSE

1.1 This policy and procedure is for Bournemouth University (BU) and Partner staff and defines and outlines the key functions and activities required in the management and day to day operation of academic provision delivered under the Franchise partnership model and the generic responsibilities of the University and the Partner in the delivery of this model of partnership provision. The University's partnership models are detailed in 7A – *Partnership Models and Definitions: Policy*.

1.2 Key characteristics of the Franchise model are:

- most or all of a programme leading to an award of the University is delivered by the staff at a Partner provider;
- programmes delivered through this model are normally developed by the University but can be developed jointly with a Partner;
- students are normally enrolled with the University;
- students will receive a Bournemouth University award on successful completion of their programme.

2 KEY RESPONSIBILITIES

2.1 Academic Quality will review and update the operations manual as required to ensure it is current and accurate.

2.2 In addition to this operations manual, the roles and responsibilities for managing the delivery of provision may vary between the University and the Partner. Any variations to this operations manual are specifically defined in a schedule to the Franchise Agreement with the Partner. However, if any further clarification is required on the allocation of responsibilities, for example, in relation to a new Partner then Faculties should contact Academic Quality.

3 ACCESSING OTHER RELEVANT BU DOCUMENTS

3.1 All documents can be accessed [here](#)

3A	<i>3A Standard Admissions Regulations: Taught Programmes</i>
3B	<i>Recruitment, Selection and Admission (Taught Programmes): Policy and Procedure</i>
3C	<i>Corporate Recruitment Guidelines: Undergraduate and Postgraduate Taught Applications</i>
3F	<i>Proof of Qualifications and Identification: Procedure</i>
3P	<i>Recognition of Prior Learning (RPL) and UK Credit Transfer: Policy and Procedure</i>
4A	<i>Programme Approval, Review and Closure: Policy and Procedure</i>
4B	<i>Programme and Unit Modifications: Policy and Procedure</i>
5A	<i>Welcome Guide and Programme/Level Handbooks: Procedure</i>
5B	<i>Student Engagement and Feedback: Policy and Procedure</i>
5C	<i>Annual Monitoring and Enhancement Review: Policy and Procedure</i>
6A	<i>Standard Assessment Regulations: Policy</i>
6C	<i>Assessment Design, Handling and Submission: Policy and Procedure</i>
6D	<i>Marking, Independent Marking and Moderation: Policy and Procedure</i>
6F	<i>Generic Assessment Criteria: Procedure</i>
6H	<i>Academic Offences: Policy & Procedure for Taught Awards</i>
6J	<i>Exceptional Circumstances: Policy and Procedure</i>
6K	<i>Assessment Boards Policy</i>
6L	<i>Assessment Board Decision-Making, Including the Implementation of Assessment Regulations: Procedure</i>
6N	<i>External Examining: Policy and Procedure</i>
7A	<i>Partnership Models and Definitions: Policy</i>
7B	<i>Partnership Approval: Policy and Procedure</i>
7C	<i>Partner Review: Policy and Procedure</i>
11A	<i>Academic Appeals: Policy and Procedure for Taught Awards</i>
11F	<i>Student Complaints: Policy and Procedure</i>
11H	<i>Fitness to Practice: Procedure</i>
11J	<i>Health, Wellbeing and Fitness to Study: Procedure</i>
11K	<i>Student Disciplinary Procedure</i>
11L	<i>Third Party Involvement: Procedure</i>

4 PARTNER APPROVAL AND PERIODIC REVIEW

- 4.1 Partner approval and periodic review of franchised arrangements is in accordance with the process outlined in *7B – Partnership Approval: Policy and Procedure*, and *7C – Partner Review: Policy and Procedure*.

5 DELIBERATIVE AND MANAGEMENT STRUCTURE AND FUNCTIONS

5.1 Terms of Reference

- 5.1.1 The deliberative and management structures for the management of franchised partnership provision are set out in Appendix 1. Terms of Reference and membership are available from [Committee Information](#) on the BU SharePoint.

5.2 Deliberative Structures

- 5.2.1 Partners are required to have in place-deliberative structures which the University deems to be both appropriate and effective. Also, the Partner will ensure that there are post-holders in place to ensure consistent oversight and management. Such structures will include as a minimum:
- i. a Higher Education committee (or equivalent) which reports directly to the Academic Board (or equivalent) of the Partner
 - ii. a senior member of staff with overall management responsibility for Higher Education programmes including those leading to the University's awards referred to in this operations manual as HE Manager
 - iii. a senior administrative coordinator with responsibility for Higher Education programmes including those leading to the University's awards, referred to in this operations manual as HE Coordinator
 - iv. appropriate academic Programme Leaders for all programmes leading to the University's awards, referred to in this operations manual as Programme Leader
 - v. formally constituted Programme Teams with appropriate administrative support which follow the University's model

6 FEES & FUNDING

6.1 Fees Setting

- 6.1.1 Fees for full-time programmes are set independently by the Bournemouth University Fees Board and fee payment is to BU; fees for part-time programmes are set by the Partner and fee payment is to the Partner.

6.2 Fee Status Assessment

- 6.2.1 Partners are responsible for completing the fee status assessment for students prior to issuing an offer for BU franchised programmes and are responsible for any associated liability in relation to advice given.

6.3 Student Financial Support

- 6.3.1 Partners must ensure that relevant information regarding fees and financial support is made available to applicants to BU franchised programmes before or at the point of offer.
- 6.3.2 Students are eligible to apply for the standard BU financial support package.

6.4 Fee Payment

- 6.4.1 Students are required to pay their fees in accordance with the BU Student Fees Policy available on the [Student Portal](#). Fees for full-time programmes are payable to BU; fees for part-time programmes are payable to the Partner. Some short courses or CPD provision may be subject to separate fee arrangements, where previously agreed.

7 STAFFING AND STAFF DEVELOPMENT

7.1 Academic Staff

- 7.1.1 Partners are responsible for ensuring the provision of appropriately qualified and experienced staff to deliver the relevant programmes or units leading to awards of the University. The Partner will also be responsible for all continuing development of relevant staff so as to ensure they are and remain appropriately qualified to deliver relevant programmes or units.
- 7.1.2 All Partner staff involved in BU franchised programmes must be agreed at the time of programme approval. Any changes to academic staff after a programme approval must be formally agreed by the Partnership Coordinator aligned with the link Faculty on behalf of the Faculty Education Committee. CVs relating to any proposed changes to staff delivering units/programmes should be sent to the Link Tutor at BU for approval before that member of staff can commence any teaching. The Link Tutor is required to confirm approval of any new academic staff, which is incorporated into the Honorary Contract procedure; see Section 7.2 and Appendix 2 for details of the approval process.
- 7.1.3 Any issues relating to staff delivering on franchised programmes which may have an impact on the quality of the student learning experience, e.g. long-term sickness, frequent absence, disciplinary matters, etc. must be communicated to the Link Tutor at the earliest opportunity, or within a maximum of five days of becoming aware of the issue. The Link Tutor is responsible for highlighting such matters to the Faculty Education Committee.
- 7.1.4 Partners are required to have in place appropriate policies and procedures for the planning of HE teaching workloads (including appropriate time for scholarly activity). These policies and procedures will be approved at the time of Partner Approval and reviewed as part of Partner Review. For further information see *7B - Partnership Approval: Policy and Procedure* and *7C – Partner Review: Policy and Procedure*. The University also reserves the right to audit such procedures from time to time as deemed appropriate.

7.2 Honorary Contracts

- 7.2.1 The University will appoint Partner staff to honorary posts at the University in accordance with the provisions of Appendix 3. All partner academic and administrative staff linked to the delivery and/or management/administration of University units/programmes via the Franchise partnership model must be honorary contract holders. The Partner remains responsible for ensuring staff are aware of, and adhere to, the terms and conditions of being an honorary contract holder.
- 7.2.2 New Partners must provide Academic Quality with a list of all staff who are involved in the delivery or support of University programmes. University IT accounts and Staff ID cards will then be generated. The staffing list will be held centrally by Academic Quality. Updates should also be made throughout the year as and when staffing changes occur. As per section 7.1.2 all changes to academic staff (including Programme Leaders/Coordinators) and teaching staff must be approved by the Link Tutor (see Appendix 2 for approval process), before that member of staff can commence teaching. Once Faculty approval has been received the Partner is responsible for requesting an honorary contract and supplying evidence of the approval. All requests are made to Academic Quality. Changes required to support-staff accounts do not require Faculty approval and can be referred directly to Academic Quality.
- 7.2.3 For honorary contract holders the standard University IT account will provide access to the following:
- University Email Account
 - the University's Virtual Learning Environment (VLE)
 - i:Drive (shared document space)
 - h:Drive (personal document space)
 - Staff Intranet

7.3 Staff Development

- 7.3.1 The University is responsible for providing training and support to ensure that Partner staff have a clear understanding of the University's Academic Regulations, Policies, Procedures and associated

systems. Partners are responsible for ensuring staff attendance at required training and development sessions. The Partner is responsible for the appraisal and development of staff involved in the delivery and management of programmes leading to the University's awards. The Partner must ensure that all newly appointed or promoted staff involved in the delivery of BU programmes, including Programme Leaders and HE Coordinators/Administrators, complete the appropriate basic training programmes. This includes:

- Programme Leader Induction
- Academic Regulations, Policies and Procedures
- Assessment Board Processes
- Programme Management Teams and Annual Monitoring and Enhancement Review (AMER)
- The University VLE
- Programme Approval, Review and Closure Process
- Academic Appeals & Complaints
- Academic Offences
- Exceptional Circumstances
- Minute Writing for Assessment Boards (HE Coordinators/Administrators only)

7.3.2 Partner staff involved with BU programmes are entitled to the staff discount rate of 25% off BU programme fees. Partner staff who wish to undertake the European Computer Driving License (ECDL) are entitled to the same discounted rates as BU staff.

7.4 Partner Programme Leaders

7.4.1 Partners must appoint Programme Leaders, who are responsible for overall academic management, leadership of the programme team and day-to-day management of the programme. The Programme Leader will be the main point of academic contact for students. Accordingly, they have an important role to play as part of the Programme Management Team in contributing to the management of academic standards and the enhancement of student learning opportunities.

7.5 BU Partnership Coordinators and Link Tutors (see Appendix 4)

7.5.1 All BU programmes delivered through the Franchise model are linked with an appropriate Faculty at the University on the basis of relevant academic fit. Faculties are responsible for the quality and standards of programmes delivered through collaborative arrangements. This responsibility is discharged through the Faculty Education Committee. Faculties must appoint a Partnership Coordinator who has overall responsibility for management of the Faculty's collaborative partner provision, and who should be a member of Faculty Education Committee. Partnership Coordinators are also responsible for overseeing and coordinating the Link Tutors within the Faculty.

7.5.2 Link Tutors provide support at a programme level and should ideally be subject specialists. This model should be in place for all partners involved in the delivery of franchised provision including those based overseas.

7.5.3 Link Tutors are responsible for reporting to termly Programme Management Teams and for preparing reports using the template provided in Appendix 5. Written reports should be submitted to the Faculty Partnership Coordinator and the Partner Programme Leader. Link Tutors should also maintain an overview of student extension decisions to maintain consistency with on-campus programmes.

7.5.4 The Partnership Coordinator is responsible for preparing a summary Partnership Coordinator Report for each Partner for Faculty Education Committee using the template provided in Appendix 6. This should be based on a review of termly Link Tutor reports. Partnership Coordinators are responsible for submitting reports to Faculty Education Committee.

7.6 Peripatetic University Staff

7.6.1 The University has a number of posts to support Partners including:

- The University's Head of Academic Quality who acts as the principal point of senior management contact and support with all collaborative Partners;
- The University's Academic Quality Manager who acts as a point of contact for all areas of academic administration;

- The University's Service Development Manager who provides training and advice to Library and other key staff on University Library resources and related areas of academic support;
- The University Learning Technologists who provide advice to Partner staff on the University's Virtual Learning Environment (VLE).

8 MANAGEMENT OF ACADEMIC STANDARDS

8.1 Academic Standards and Quality

8.1.1 As stated in the [UK Quality Code](#), the University is responsible for the academic standards of any awards granted in its name, including all programmes delivered through the Franchise model. The academic standards of awards must be consistent with the QAA Framework for Higher Education Qualifications (FHEQ) and other parts of the [QAA UK Quality Code for Higher Education](#). The University's policies and operational guidance for the maintenance of academic standards are set out in its Academic Regulations, Policies and Procedures. All programmes leading to the University's awards, wherever and however delivered, must follow these regulations, policies and procedures. The following sections specify the key responsibilities of the University and the Partner in the management of academic standards of collaborative provision.

8.2 Quality Assurance and Enhancement Group

8.2.1 Partner staff may be eligible to be members of the BU Quality Assurance and Enhancement Group (QAEG), which provides the principle University constituency for peer involvement in all facets of academic quality assurance and enhancement. Information on the principle areas of activity and requirements for nomination of Partner staff are available from the Academic Quality team

8.3 Programme Approval

8.3.1 All BU programmes delivered through the Franchise partnership model are approved in the same way as campus-based programmes. For details, refer to *4A - Programme Approval, Review and Closure: Policy and Procedure*. Additional measures and documentation may be required in the case of Partners outside the UK. The University will normally meet the costs associated with programme approval, e.g. Panel member fees and expenses, except where additional meetings are required, for example, incomplete or insufficient documentation or deadlines not being met.

8.4 Programme Review and Closure

8.4.1 All BU programmes delivered through the Franchise partnership model are subject to periodic review in accordance with standard University procedures. Changes to programmes may be made at the point of periodic review or through a formal process of review or modification. For details, see *4A - Programme Approval, Review and Closure: Policy and Procedure* and *4B – Programme and Unit Modifications: Policy and Procedure*.

8.4.2 Once a decision is taken to discontinue a BU programme delivered through the Franchise model, a formal process of 'Review for Closure' is initiated and reported to the Education Committee. For details, see *4A - Programme Approval, Review and Closure: Policy and Procedure*.

8.5 Programme Monitoring

8.5.1 The purpose of Annual Monitoring and Enhancement Review (AMER) is to summarise and reflect upon the continuous monitoring and management of the programme undertaken during the academic year. It provides an overview of the operation of the programme and a mechanism for planning activities for the forthcoming year. AMER is a key mechanism by which the University is assured that the standards of its awards (including those of its Partners) are being maintained and that the quality of learning opportunities available to students is being enhanced.

8.5.2 Partners must complete an AMER for all BU programmes delivered through the Franchise partnership model in accordance with *5C – Annual Monitoring and Enhancement Review: Policy and Procedure*. AMERs for partnership provision should be reviewed and approved by the Partner prior to being sent to the Link Faculty, typically through the Partners' HE committee or equivalent. Partners will be informed each year of the submission date to the University.

8.6 Student Numbers Planning

- 8.6.1 Target new intake student numbers are planned and agreed on an annual basis between the University and the Partner, with reference to the minimum and maximum levels in the relevant Programme Specification, where detailed. Discussions normally take place in the autumn in relation to planned intakes in the following academic year. Academic Quality manages this process in consultation with Faculties. For smaller areas of more specialist provision, single programmes with a single Partner and/or postgraduate and short course/Continuing Professional Development (CPD) type provision the numbers planning process may be managed by the Faculty.

8.7 Recruitment and Admission of Students

8.7.1 Entry Criteria

- 8.7.1.1 The University's regulations for the admission of students and entry criteria apply to all programmes delivered through the Franchise partnership model. The University's Standard Admissions Regulations can be found in 3A Standard Admissions Regulations: Taught Programmes. *3B – Recruitment, Selection and Admission (Taught Programmes): Policy and Procedure* should be read alongside the Admissions Regulations.

- 8.7.1.2 Entry requirements will be set by Faculties in conjunction with the Partner, as set out in the *3B – Recruitment, Selection and Admission (Taught Programmes): Policy and Procedure*.

8.7.2 Application Process

- 8.7.2.1 All undergraduate full-time applicants should apply through the Universities and Colleges Admissions Service (UCAS) via the BU UCAS listing/code (B50).

- 8.7.2.2 Part-time undergraduate and all postgraduate and/or short course provision applicants normally apply directly to the Partner.

- 8.7.2.3 Applications to all BU Top-Up programmes, irrespective of delivery location should be made via UCAS.

8.7.3 Admissions Decisions

- 8.7.3.1 Responsibility for processing admissions decisions is devolved to the Partner. Any application which could, in the reasonable opinion of the University, be regarded as a non-standard application, must be referred to the Link Tutor for a decision. In addition, the University may, at its discretion, require the Partner to refer any application to the University for a decision. The University's decision on any admission is final.

- 8.7.3.2 For all BU programmes delivered through the Franchise partnership model, the University's standard offer letter templates must be used.

- 8.7.3.3 For any appeals and complaints regarding admissions decisions made by applicants to courses delivered under the Franchise partnership model, guidance as provided in *3T - Recruitment, Selection and Admissions - Appeals and Complaints: Policy and Procedure* should be followed.

8.7.4 Recognition of Prior Learning

- 8.7.4.1 The University's procedures involving entry with credit through the Recognition of Prior Learning (RPL) apply to all BU programmes delivered through the Franchise partnership model, and are set out in *3P – Recognition of Prior Learning (RPL) and UK Credit Transfer: Policy & Procedure*. Partners should identify a senior member of staff with overall responsibility for RPL matters; this would normally be the HE Manager (or equivalent). All applications involving RPL must be referred to the Link Tutor prior to any decision being made.

8.7.5 Bournemouth University Corporate Recruitment Procedure

- 8.7.5.1 Partners are required to adhere to the University Corporate Recruitment Procedures. Partners with access to the BU Student Records System are responsible for processing and entering decisions into the BU Student Records System within the required timescales outlined in *3C – Corporate*

Recruitment Procedures. Applications to programmes which are processed via the BU Student Records System will be included in marketing activities as outlined in this procedure.

8.7.6 Monitoring Recruitment

8.7.6.1 Partners are responsible for monitoring and reporting on their recruitment position as requested by the University, and for maintaining regular liaison with Academic Quality and link Faculties on recruitment matters, as appropriate. This will include monitoring minimum and maximum student numbers in accordance with the targets agreed (see 9.6.1). The Bournemouth University Admissions Group will review full-time programmes in January and March of each year. If student numbers are below the minimum planned level at either of these two review points, the University reserves the right not to permit the Partner to run the programme in that academic year.

8.8 Recruitment of International Students

8.8.1 Partners wishing to recruit international students onto BU programmes delivered through the Franchise model must be Tier 4 License holders. Partners are responsible for processing applications in line with the standard BU procedures, see Section 8.7.1.1 above. Partners are responsible for issuing the Confirmation of Acceptance (CAS) and monitoring attendance during the programme, in accordance with the Home Office immigration rules.

8.9 Recruitment of Students Under the Age of 18

8.9.1 The *BU Admission and Support for Students entering the University under the age of 18: Policy and Procedure* should be followed when recruiting to programmes delivered under the Franchise partnership model. The University will contact the Partner to inform them of any applicants who will be under 18 when they begin their course of study. BU admissions staff will send information packs to the Partner for provision to the applicant at the point of offer detailing the special measures that will be taken by the University in order to carry out its duty of care.

8.10 Full-time Undergraduate Confirmation and Clearing

8.10.1 Clearing starts annually at the end of the undergraduate admissions cycle on 30 June. It provides a mechanism for additional recruitment of full-time undergraduate students. Clearing concludes at the start of the autumn term. Decisions on the majority of conditional offers are normally made during the confirmation period in mid-August, following the release of A Level results.

8.10.2 Partners are responsible for managing the confirmation and clearing process in accordance with University guidance and requirements.

8.11 Registration and Enrolment

8.11.1 For programmes delivered under the Franchise partnership model, students will enroll directly with the University. Partners are required to follow the standard University processes for student registration and enrolment. This information is disseminated through Academic Quality, Student Administration and Faculties where appropriate. The Student Lifecycle Team is responsible for sending the invitation to register which contains guidance on how to register online. The University will provide BU ID cards and access to BU IT services to students; arrangements for the issue of BU ID cards should be made by the Partner and Student Administration. Council Tax exemption forms are provided on MyHub.

8.11.2 Partners are responsible for ensuring that the University Proof of Qualifications and Identification procedure is followed at enrolment for all BU students. Original copies of qualifications and original photographic ID (such as passport/driving license) must be produced and checked at or before enrolment; see *3F - Proof of Qualifications and Identification: Procedure*.

8.12 Student Enrolment Status

8.12.1 Students must be clearly advised that they are on a franchised programme and students should be provided with clarification on their student status via the BU Partner Student Welcome Guide for franchised provision; see Section 12.6.

8.13 Induction

- 8.13.1 Partners are responsible for planning and delivering a student induction for all BU franchised programmes. The Link Tutor must be involved in the planning and delivery of this induction in order to facilitate new students' understanding of their programme of study and the appropriate expectations, policies, procedures and values of the University. Students should also be reminded of the responsibilities of the University and the Partner.

8.14 Student Disciplinary Matters

- 8.14.1 Students will be subject to the Partner's Student Disciplinary Procedure as approved by the University at Partner Approval, see Section 4.1. However where a student based at a Partner commits a disciplinary offence which may potentially bring the University into disrepute, the University may also have an interest in taking disciplinary action. Partners should therefore ensure students are also made aware of the BU Student Disciplinary Procedure and the situations where this may apply.

8.15 Student Concerns and Complaints

- 8.15.1 Students will be subject to the University's Complaints Policy and Procedure as outlined in *11F - Student Complaints: Policy and Procedure*. The student Complaints procedure has three stages, a Local Stage, a Central Review Stage and a Complaints Hearing Stage. Complaints will be considered by the Faculty in conjunction with Partner staff at the Local Stage. Students can normally only ask for a Central Review once the Local Stage has been completed. The University will issue a Completion of Procedures letter when a final decision on the Complaint is reached.
- 8.15.2 If the complainant remains dissatisfied after exhausting Bournemouth University's internal Student Complaints Procedures, the complainant may request a review from the Office of the Independent Adjudicator (OIA). Partners may be required to cooperate in dealing with any complaint by a student or former student which is submitted to the OIA.

8.16 Third Party Involvement

- 8.16.1 Partners should follow the guidance in *11L - Third Party Involvement: Procedure* where a third party is involved. The procedure applies to all University procedures including, but not limited to, Academic and Non-Academic Complaints, Appeals, Fitness to Practice/Study, Disciplinary and Welfare procedures.

9 DELIVERY OF PROGRAMMES/UNITS

9.1 Timetabling

- 9.1.1 Partners are responsible for all programme timetabling. Timetabling should be in accordance with any specific conditions or requirements set out in the relevant Programme Specification.

10 ASSESSMENT

10.1 Assessment Regulations

- 10.1.1 The University's Academic Regulations, Policies and Procedures for the assessment of students apply to all BU programmes delivered through the Franchise model. Standard Assessment Regulations are available in *6A – Standard Assessment Regulations: Policy*. Only the relevant assessment regulations as noted in the Programme Specification and Programme Handbook issued to students on enrolment may be used as the basis for assessment and for decisions of Assessment Boards. Variations made at programme level may not be made to assessment regulations without formal approval of the University through the programme evaluation process.

- 10.1.2 For details regarding how to interpret Standard Assessment Regulations, refer to *6L – Assessment Board Decision-Making, Including the Implementation of Assessment Regulations: Procedure*.

10.2 Assessment Design, Marking and Recording

10.2.1 Partners are responsible for the various stages in the assessment process as detailed in *6C - Assessment Design, Handling and Submission: Policy and Procedure*. This provides guidance to academics and administrators on their role in the process, which should be adhered to by all staff. *6F – Generic Assessment Criteria: Procedure* is intended as a frame of reference for the development of more specific criteria.

10.2.2 An additional process of moderation of marks should be carried out by University Faculty staff as agreed and arranged with the Link Tutor in accordance with the University Independent Marking Protocol as detailed in *6D – Marking, Independent Marking and Moderation: Policy and Procedure*.

10.3 Notification of Exceptional Circumstances

10.3.1 For all BU programmes delivered through the Franchise model, *6J - Exceptional Circumstances: Policy and Procedure*, must be followed. Any student who wishes exceptional circumstances to be considered must present their case, using the standard forms (provided as an appendix to *6J – Exceptional Circumstances: Policy and Procedure*) and with supporting evidence. *Exceptional* circumstances should be submitted via the appropriate HE Coordinator/Administrator. Records should be kept centrally by the HE Administrator/HE Coordinator and be made available to University staff as requested.

10.3.2 It is the responsibility of the HE Coordinator and Programme Leader to ensure that students understand their responsibilities as detailed in *6J - Exceptional Circumstances: Policy and Procedure*, and that students are made aware of the deadline for submission of *exceptional* circumstances requiring Circumstance Board consideration. Circumstance Boards are normally chaired by the University within the relevant Faculty.

10.4 Academic Offences

10.4.1 Partners are required to follow *6H - Academic Offences: Policy & Procedure for Taught Awards*.

10.5 Assessment Boards

10.5.1 The Link Faculty, in conjunction with the Partner, is responsible for ensuring that adequate arrangements for Assessment Boards are made. Assessment Boards for Partner programmes will normally be held at the Partner. The Partner HE Manager is responsible for ensuring that members of the programme team are able to attend the appropriate Assessment Board meetings.

10.5.2 Where Partners do not have access to the BU Student Records System alternative arrangements will be made with the link Faculty.

10.6 External Examiners

10.6.1 External Examiners are appointed by Education Committee for BU franchised programmes. Nominations may be made by the Faculty, or by the Partner in consultation with the Faculty, using standard University documentation. For further details refer to *in 6N - External Examining: Policy and Procedure*.

10.6.2 External Examiners are required to send their written report directly to externalexamining@bournemouth.ac.uk within two weeks of the Assessment Board. A copy of the report will be forwarded by Academic Quality to the Partner HE Manager (or equivalent), and the appropriate Education Service Manager. External Examiners' fees and expenses are normally paid directly by the University. Programme teams and the Link Tutor are required to scrutinise and respond to External Examiners' reports as part of AMER; see Section 8.5. More information on external examining can be found in *6N - External Examining: Policy and Procedure*.

10.7 Academic Appeals

10.7.1 Students will be subject to the University's Academic Appeals Policy and Procedure as outlined in *11A - Academic Appeals: Policy and Procedure for Taught Awards*. Appeals will be considered by the Faculty in conjunction with Partner staff at the Local Stage. If the student is not satisfied with the outcome of the Local Stage, they may submit their appeal to Bournemouth University (Academic Quality) for consideration at the Central Review Stage. Where the student is not satisfied with the outcome at Central Review Stage they may request that their Appeal is considered by the Appeals

Board. The University will issue a Completion of Procedures letter when a final decision on the appeal is reached.

- 10.7.2 If the student remains dissatisfied after exhausting Bournemouth University's internal 11A - Academic Appeals: Policy and Procedure for Taught Awards including the Appeals Board, they may request a review from the Office of the Independent Adjudicator for Higher Education. Partners shall cooperate in dealing with any complaint by a student or former student which is submitted to the OIA.

11 CONFERMENT

11.1 Graduation

- 11.1.1 Students are eligible to attend the BU Award Ceremonies normally held annually in November. Some Partners may choose to hold their own Award Ceremony. Students who are eligible and attending a BU Award Ceremony must register online following ratification of their award by the Assessment Board, and receipt of their invitation. More information on the BU Award Ceremonies can be found on the [Student Portal](#).

11.2 Diploma Supplements and Certificates

- 11.2.1 The University will provide diploma supplements and certificates for all students whose assessment records are completed and verified by Assessment Board pass lists. Diploma supplements and certificates are normally issued at the Award Ceremony. Where the Partner holds their own Award Ceremony, the University sends the Diploma supplements and certificates to the Partner who is then responsible for issuing these to students in line with BU processes.

11.3 Alumni

- 11.3.1 Graduates will be eligible for full membership of the BU Alumni Association.

12 LEARNING RESOURCES & STUDENT SERVICES

- 12.1 As stated in the [UK Quality Code](#), the University is responsible for the quality of learning opportunities provided on programmes leading to its awards. The University's normal procedures for the assurance and enhancement of quality must be adhered to in all collaborative partnerships.

12.2 Learning Resources

- 12.2.1 Partners are responsible for the provision of appropriate academic and learning resources. Alternatively, appropriate resources of this nature may be provided by the University under separate negotiated arrangements.
- 12.2.2 The University will provide access to its electronic learning resources, in accordance with its licensing agreements, and membership of the BU library.

12.3 Learning and Teaching Facilities

- 12.3.1 Partners are responsible for the provision of appropriately equipped teaching rooms which must be of a standard appropriate to the delivery of HE provision.

12.4 The University Virtual Learning Environment

- 12.4.1 The University will provide access to the University's Virtual Learning Environment (VLE) where appropriate and in accordance with its licensing agreements. Partners are responsible for providing BU students with an induction to the VLE giving an overview of the BU learning resources available to students. All students should receive an initial induction at the beginning of their programme and refresher sessions in subsequent years. Teaching staff at Partners should be familiar with the resources that can be accessed through the VLE, where appropriate, in order to direct students to appropriate learning materials. The Partner is responsible for ensuring relevant staff attend training sessions on the VLE.

See the BU/Partner VLE Policy for more information, available in Appendix 7.

12.4.2 Where more than one VLE is available, Partners should ensure that all electronic materials for a programme are accessed via the same VLE. See the BU/Partner VLE Policy for more information, available in Appendix 7.

12.5 Programme Handbooks

12.5.1 Student handbooks must be produced by the programme team in line with *5A – Welcome Guide and Programme/Level Handbooks: Procedure*. The handbooks should be completed by the deadline set by the University in order for Link Tutors to approve them prior to issue to students. The Programme Handbook is based on the Programme Specification, as approved at Programme Approval/Review. It must be reproduced in full and in its original form as part of the Programme Handbook.

12.6 University Welcome Guide

12.6.1 Students will be provided with a BU Welcome Guide for franchised provision, which will clearly set out which services and facilities will be provided by BU and which will be provided by the Partner, as well as details on which policies and procedures apply. The guide will also include information about the appropriate channels for students to contact relevant University services directly.

12.7 Partner Handbook

12.7.1 In addition to the Programme and University Handbooks, Partners should also issue students with a Partner handbook or equivalent, which provides information on facilities and resources at the Partner.

12.8 Fitness to Study

12.8.1 The BU Fitness to Study procedure should be used to manage situations where a student's behaviour is giving cause for concern (particularly, but not confined to, where it relates to their own or others safety) but where the use of *11K - Student Disciplinary Procedure* is not appropriate. Where the Partner already has an appropriate procedure in place which has been approved by BU, the Partner's procedure may be used. Please refer to *11J – Health, Wellbeing and Fitness to Study: Procedure*.

12.9 Fitness to Practice

12.9.1 Where appropriate, the BU Fitness to Practice Procedure should be followed. The procedure refers to matters relating to current students' health, conduct and/or performance which may impact upon their fitness for professional practice. Where the Partner already has an appropriate procedure in place which has been approved by BU, the Partner's procedure may be used. Please refer to *11H – Fitness to Practice: Procedure*.

12.10 Student Support Services

12.10.1 Partners are required to provide all necessary student support services. Alternatively, appropriate services of these kinds may be provided by the University, the cost of which will be negotiated and agreed annually. The following sections provide an indication of what is normally expected. Where applicable, links to University-based services are included in the BU Partner Student Welcome Guide.

12.11 Additional Learning Support (ALS)

12.11.1 Partners are responsible for the delivery of additional learning support and are required to make appropriate reasonable adjustments in line with legal requirements. Students should be made aware by the Partner of the specialist support available, whether it is accessing specialist funding, arranging appropriate assessments for support, or one-to-one specialist assistance. This information should be made available to applicants and communicated to students.

12.11.2 The University's ALS service can provide advice and guidance to Partners on reasonable adjustments as they may apply to a particular programme of study, how to apply for the Disabled Students' Allowance (DSA) and the names of providers of one to one support and Educational Psychologists. In some circumstances ALS may also be able to arrange and provide specialist one to one support for students but this will depend on the nature and location of the programme delivery and would be at an additional cost.

12.12 AskBU

12.12.1 The AskBU service provides information and advice on a range of topics including student finance, bursaries, academic appeals and student complaints and accommodation. Students at Partners are able to access AskBU either via telephone, email or face to face on the Talbot and Lansdowne campuses. Partners should advise students of the availability of the askBU service and provide a link to the AskBU webpages in their publications.

12.13 Students' Union

12.13.1 The Students' Union at Bournemouth University (SUBU) will provide independent advice and representation on academic matters. In addition, BU students at Partners are also eligible to access SUBU social facilities.

12.13.2 Students studying on programmes delivered under the Franchise partnership model are deemed on enrolment to be 'Full' members of SUBU, unless they choose to 'opt out'. Students should be advised to refer to the SUBU constitution at www.subu.org.uk for further details on full membership entitlements.

12.14 Careers Advice and Guidance

12.14.1 Partners are required to provide access to appropriate careers advice and guidance to students.

12.14.2 Students are entitled to access careers advice from BU Careers Advisers by telephone, Skype and email and to access all online resources available through MyCareerHub. Careers advice is available for three years after graduation unless the graduate has registered as a student at another HEI.

12.15 Work Based Learning Support

12.15.1 Partners are responsible for providing appropriate support to students for Work Based Learning. This should include provision of advice and guidance for students regarding their search for employment and the provision of relevant Health and Safety guidelines and insurance guidelines (which the Partner will already have in place) to both students and companies.

12.16 Placements Support

12.16.1 Placements support may be provided by the University where necessary and will be negotiated on an individual programme basis. Should a Partner wish to seek support or where a need has been identified via monitoring processes, the Partner and the Partnership Coordinator should liaise regarding the arrangement. Academic Quality should be informed when arrangements are confirmed.

12.17 Accommodation

12.17.1 Partners are responsible for providing suitable student accommodation or providing guidance and support for students seeking accommodation. In addition, the University will offer support to students through the BU Residential Service which advertises student accommodation primarily in the Bournemouth area.

12.17.2 For franchised programmes at Bournemouth & Poole College, the same accommodation options as campus based students are available; further details are available on the [BU Website](#).

12.18 Chaplaincy

12.18.1 Students can access the BU Multi-Faith Chaplaincy Service which provides facilities (meeting rooms, prayer rooms, etc.) available at the Talbot Campus. In addition students are able to seek advice from chaplains via telephone or e-mail.

12.19 Counselling

12.19.1 Partners are responsible for providing access to appropriate counselling services for students.

12.20 Medical

- 12.20.1 Partners are responsible for providing information on access to appropriate medical services for students.

12.21 Culture & Sport (Art, University Music and SportBU)

- 12.21.1 Students are entitled to access, at BU student prices, a range of daily Group Fitness classes, a range of recreational and fitness facilities, health & fitness services (e.g. sports massage, chiropractic, fitness testing, PT, nutrition) and a wide variation of participation sport through our Campus Sport programme. Full opportunities can be found on our website. <https://microsites.bournemouth.ac.uk/sportbu/>
- 12.21.2 Students are also able to play for BU (through trial process) in our many Performance Sport teams (and individual competitions) with TeamBU. Sport scholarships are also available.
- 12.21.3 Students can view art exhibitions around the BU campus throughout the year (mainly in Atrium Art Gallery). This space can also be hired out to people wishing to display work or research. Well-made Art workshops are available throughout the year to students free of charge. <https://www1.bournemouth.ac.uk/students/things-do/art-bu>
- 12.21.4 University Music provides music lessons in various instruments, ensembles to join (some require auditions) and a vast performance programme throughout the year for everyone to enjoy. Music scholarships are also available. <https://www1.bournemouth.ac.uk/students/things-do/music-0>

13 STUDENT FEEDBACK

13.1 Unit Level Feedback

- 13.1.1 Partners are required to comply with the principles of University unit level student feedback mechanisms, including undertaking mid-unit student surveys. Further guidance can be found in *5B - Student Engagement and Feedback: Policy and Procedure*.

13.2 National Student Survey (NSS)

- 13.2.1 The Partner HE Coordinators in conjunction with Link Tutors are responsible for publicising the NSS to eligible BU students. BU will provide Partners with regular updates on completion rates.

13.3 Postgraduate Taught Experience Survey (PTES)

- 13.3.1 Students may be included in the PTES. The data collected by PTES is designed to inform enhancements to the student learning experience.

13.4 Student Representation

- 13.4.1 Programme Leaders in conjunction with the Students' Union Representation Manager (where appropriate) are responsible for recruiting and training student representatives. Student representatives are members of Programme Management meetings and can raise issues on behalf of students in their year. More information can be found at www.subu.org.uk or in *5B - Student Engagement and Feedback: Policy and Procedure*.

14 MANAGEMENT OF INFORMATION

14.1 Provision of Student Data to External and Internal Agencies

- 14.1.1 The University is responsible for the provision of all student related data/information to external agencies, e.g. OfS and HESA. Where applicable, in order to ensure that the University is able to discharge this responsibility, the Partner is required to respond to requests for information pertaining to relevant University students and to ensure that such information is accurate and is provided within the deadlines specified by the University. For audit purposes, such requests may include the need for the Partner to verify data held in the BU Student Records System.

14.2 Unistats (Undergraduate Programmes)

14.2.1 For Partners that only have franchised provision with BU and do not have provision with any other awarding bodies, Unistats data will be provided to HESA by BU. Partners will be responsible for providing data to the University as necessary.

14.2.2 Partners that have franchised provision with BU but also have BU validated provision or provision with other awarding bodies are responsible for the management of the Unistats, including the provision of data to HESA. Data must be provided to the University on request.

14.3 Maintaining Student Records

14.3.1 The Partner is responsible for ensuring that the student record in the BU Student Records System is kept up to date, including:

- Change of address and other personal details
- Withdrawals
- Transfers
- Attaching units

14.3.2 Partners should notify the administrator in the link Faculty of any change to student records and the BU administrator will make the changes to the student record on the BU Student Records System.

14.3.3 Requests from students for the deferral/suspension of studies should be referred to the University Admissions and Enrolment Team in Student Administration to be processed.

14.4 Records Retention

14.4.1 Partners may be required to retain records in line with the University guidance for the retention of documentation, see *10A - Quality Management Records Retention: Policy and Procedure*.

15 PUBLISHED INFORMATION AND MARKETING

15.1 The University is responsible for ensuring that it has effective control over the accuracy of all public information, publicity and promotional activity. Partners are required to adhere to the online [Partner Marketing Guide](#).

General

16 REFERENCES

16.1 Internal References and Further Information

Links to appropriate BU Academic Regulations, Policies and Procedures are referenced throughout this document.

This document has been mapped against the requirements outlined in the [Meeting the equality duty in policy and decision-making at Bournemouth University guidelines](#).

16.2 External references and Further Information

The University is responsible for the academic standards of its awards, including all programmes delivered through partnership models. The academic standards of awards must be consistent with [Quality Assurance Agency \(QAA\) Framework for Higher Education Qualifications \(FHEQ\)](#) and other parts of the [QAA Quality Code for Higher Education](#).

17 APPENDICES

- Appendix 1 [Standard Reporting Structure – Partnerships](#)
Appendix 2 [Honorary Contracts Procedure for Partners](#)
Appendix 3 [Honorary Partnership Lecturer and Support Staff Appointments](#)
Appendix 4 [Partnership Coordinators and Link Tutors](#)
Appendix 5 [Link Tutor Report to Programme Management Teams & Partnership](#) Coordinator

