



# **Educational Partnerships Validation Service**

## **A guide for DMUIC Link Tutors and Link Administrators**

**Edition number 2**

This guide is intended to provide information and guidance for Link Tutors and Link Administrators involved in the University's academic partnership and provision with De Montfort University International College (DMUIC). It covers the scope of the role and processes for working with DMUIC staff to ensure students receive all the necessary information and support to successfully complete their studies at DMUIC and continuation with DMU.

For forms, templates, and further guidance please contact:

**Educational Partnerships**

**T: +44 (0) 116 250 6002**

**E: [ep@dmu.ac.uk](mailto:ep@dmu.ac.uk)**

**W: [dmu.ac.uk/dag](http://dmu.ac.uk/dag)**

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## 1. Background to the development of DMUIC link roles

The DMUIC opened in 2014/15. Its intake for 2016/17 was c370 new student enrolments (NSEs), with an approximate 80/20 split of visa national/EU students. Each year over 94% of students who complete at DMUIC (c87% of initial enrolments) continue on DMU bachelor's courses (L4 or L5), or master's courses, depending on the nature of the DMUIC programme undertaken.

Evidence suggests that DMUIC students (who all have fully enrolled DMU student status) assimilate well into the faculty stages of their studies and are attaining well. DMUIC's target for 2016/17 is 550 NSEs. Link Tutors (LT) play an important role in helping DMUIC to achieve what are very high levels of student progression. The role is therefore of considerable significance and value to the student, Faculty and College.

The rate of student progression to faculties is a major KPI for DMUIC and is a major source of revenue for the University who pay a one off fee (roughly equivalent to agent commission) to the College per capita and retain the full sum of the university tuition fee thereafter. Faculties incur little extra cost in recruiting DMUIC students other than in-kind LT activity and a modicum of administrative support prior to students making the transition to the Faculty. The cost of link tutoring is lower than it is for other UK and international partners because there are no travel costs involved.

Following consultation with the current DMUIC LTs and DMUIC, the role description, which is substantively the same as the generic LT description, was modified to include features that are unique to the DMUIC variant. The new features include:

- i. organising bespoke events for DMUIC students in the faculty;
- ii. engaging with student work or signposting students to others to help ensure the most appropriate follow on course is selected;
- iii. approving curriculum modifications;
- iv. providing advice on optional modules;
- v. approving DMUIC PTHP CVs;
- vi. participating in QAA Educational Oversight activity; and
- vii. attending link tutor meetings.

## 2. Role of the Link Tutor

DMUIC Link Tutors play an important professional role in maintaining, developing and quality assuring the partnership between OIEG and DMU and are required to represent the best interests of the University and the partnership in all ways. DMU and OIEG have an agreement not to attract senior staff away from one side of the partnership to the other, and this expectation extends to academic staff at all levels.

A LT is a member of academic staff within one of the four faculties at DMU and is responsible for acting as the link between DMU and DMUIC. LT activity is overseen by the respective Associate Dean International who will liaise with the relevant line manager of the LT on matters such as workload allocation or issues raised by DMUIC or the DMU DMUIC Coordinator.

The guidance for the role outlined below is given as the key basic requirements and responsibilities in which the LT is expected to be involved and is specific to DMUIC.

### 2.1 Provide a link for partner students and staff:

- 2.1.1 Participate in student induction at each of the four termly intakes to DMUIC.
- 2.1.2 Promote progression and support transition from the DMUIC to the University through informal contacts within the DMUIC; organising visits to the Faculties to meet staff and other students and view facilities; encourage attendance at any special events held in or by the Faculty, which could include

- visiting lecturers and social events; and support arrangement of guest lectures by other staff from the Faculty to DMUIC students.
- 2.1.3 LTs can work with DMUIC staff to advise DMUIC students on subject-specific areas where they might usefully focus their interests to help fulfil their continuation goals. For example, a LT might work with an DMUIC tutor on specifying choices of major projects or choices of assignments by some students to assist them with their transition to their next course at DMU.
  - 2.1.4 Advise DMUIC staff in cases where students wish to change their continuation degree whilst still studying at the DMUIC, and advise Faculty Office and Faculty Admissions staff in cases where students wish to change their continuation degree after having successfully completed the DMUIC stage of their studies.
  - 2.1.5 Advise DMUIC staff in cases where a student on a DMUIC pathway wishes to study an optional DMUIC module, varying from the standard module offering within a pathway, in the interests of preparing better for their continuation degree.
- 2.2 Provide support to key contacts at DMUIC:
- 2.2.1 Support the College team in the understanding and implementation of University regulations, processes and procedures as developed for use in the DMUIC.
  - 2.2.2 Respond to issues raised by the College team and liaise with other University staff to elicit responses and support as necessary, and ensure that contacts are put in place with relevant central departments (e.g. DAQ, SAAS).
  - 2.2.3 Check assignments and module examinations and mark schemes for appropriateness.
  - 2.2.4 Direct the course team to staff development opportunities, including those available at the University.
  - 2.2.5 Play an active role in course enhancement to ensure the ongoing currency of the course, agreeing to proposed curriculum modifications prior to their submission to the Joint Academic Board.
  - 2.2.6 Check and approve the CVs of new, part time hourly paid lecturers employed by the DMUIC for suitability to teach on DMUIC programmes.
  - 2.2.7 Support the course team in preparing for course re-approvals and formal reviews such as QAA Educational Oversight.
  - 2.2.8 Provide information to the DMUIC team on developments within the degree offerings of the Faculty, and other significant Faculty news.
- 2.3 Provide quality oversight of the course:
- 2.3.1 Ensure that the course is operating in accordance with the programme Teaching and Learning Plans and University quality assurance requirements and any relevant PSRB requirements.
  - 2.3.2 Support the course team in the process of DMUIC Annual Quality Monitoring and preparation of Programme Enhancement Plans.
- 2.4 Monitor the application of quality assurance and enhancement procedures to ensure the correct processes are being followed and timely intervention occurs where appropriate:
- 2.4.1 Check that appropriate arrangements are in place for obtaining student feedback, including module evaluation.
  - 2.4.2 Confirm that satisfactory and timely moderation of marking has taken place.
- 2.5 Induction and Cover
- 2.5.1 LTs are required to attend the formal Link Tutor Induction/Forums jointly provided by DAQ and DMUIC, as preparation for the role. Where possible, this will take place in the term in which they commence the role.
  - 2.5.2 DMUIC teaches for most weeks of the calendar year and it is expected that faculties will arrange cover for the LT when they are unable to attend key meetings such as Assessment Boards. Deputies for LTs may attend formal induction sessions.
- 2.6 Queries/concerns

- 2.6.1 If LTs have concerns regarding the management or quality of an DMUIC course they should seek guidance from the DMUIC College Director and the DMU DMUIC Co-ordinator, and the Head of Academic Quality should also be informed.
  - 2.6.2 If DMUIC staff have concerns regarding the LT role they should seek guidance from the DMU DMUIC Co-ordinator.
- 2.7 Workload/Meetings
- 2.7.1 LT workload allocations are set by the relevant faculty using University guidance and taking into account the number of students enrolled on DMUIC courses leading to faculty degree programmes.
  - 2.7.2 LT Calendar is provided as Appendix A – DMUIC expects that, as a minimum a LT will annually attend:
    - four formal engagements with student groups (usually inductions);
    - up to two DMUIC Link Tutor meetings with the College Director;
    - attend two Assessment Board and Pre Assessment Board meetings;
    - DMUIC Joint Academic Board meetings.
  - 2.7.3 LT will also submit an annual written DMUIC Link Tutor Report.

### **3. Role of the Link Administrator**

Each of the DMU Faculties has a Link Tutor for the DMUIC (LT) who is the member of academic staff responsible for acting as the link between DMU and DMUIC.

To support the LT in their work, a description of a faculty administrative function has been developed. This is not a full time role or post and the intention is that each Faculty designates a member of the Faculty Office team to fulfil this function.

The guidance for the duties outlined below is given as the key basic requirements and responsibilities in which the DMUIC Link Administrator role (LA) is expected to be involved.

- 3.1 Support the LT in activities related to the DMUIC/DMU progression strategy such as inviting DMUIC students to guest lectures, Faculty open days and degree shows, or bespoke advisory events about progression courses.
- 3.2 Act as first point of faculty contact for DMUIC administrative staff on DMUIC/Faculty matters.
- 3.3 Attend any meetings called to address Faculty/DMUIC administrative matters.
- 3.4 Ensure Faculty Office staff and Faculty Admissions Staff communicate relevant information and joining instructions to DMUIC students when still in the DMUIC, usually through a meeting of staff from all faculties with students close to the end of their final term prior to their departure for vacation.
- 3.5 Notify/prompt the LT to notify DMUIC of any planned changes to curricula to which DMUIC students are able to progress.
- 3.6 Notify/prompt the LT to notify DMUIC of any intentions to suspend recruitment to any programmes to which DMUIC students are entitled to progress.
- 3.7 Where Faculty staff support DMUIC admissions by reviewing student portfolios, assist with the swift turnaround of consideration of and feedback on portfolios.
- 3.8 DMUIC is a dynamic and responsive organisation and the need for other responsibilities and duties may emerge at short notice. Allocation and management of any additional duties will be a matter for discussion between DMUIC, the DMU Coordinator and senior faculty staff.

- 3.9 Currently, EP administers changes of DMUIC student continuation degrees at all stages in their studies. This and other aspects of administration of the student life cycle may change with the introduction of SAP SLCM.
- 3.10 The Faculty Office contact for DMUIC is welcome to attend, as an observer, one meeting of the Joint Academic Board or Programme Assessment Board each year, should they wish to become more familiar with DMUIC operations.

#### 4. Contact Information

Details of key contacts at the partner institution will be provided upon appointment. Link Tutors and Link Administrators are expected to liaise directly with colleagues at DMUIC in order to arrange sessions.

Key contact details for DMU staff are provided below:

Name	Email	Phone number	Role....
Educational Partnerships	<a href="mailto:ep@dmu.ac.uk">ep@dmu.ac.uk</a>	0116 250 6002	General queries
Bobby Upple, Partnerships Manager	<a href="mailto:Bobby.upple@dmu.ac.uk">Bobby.upple@dmu.ac.uk</a>	0116 207 8030	DMUIC Co-ordinator
Alex Adley-Sweeney, Partnerships Officer	<a href="mailto:alexina.adley-sweeney@dmu.ac.uk">alexina.adley-sweeney@dmu.ac.uk</a>	0116 250 6130	Operational Support

Key contact details for DMUIC staff are provided below:

Name	Email	Phone number	Role....
Philip Moere, College Director	<a href="mailto:philip.moere@dmu.ac.uk">philip.moere@dmu.ac.uk</a>	0116 250 6456	Partnership Lead
Gemma Taroni, College Manager	<a href="mailto:gemma.taroni@dmu.ac.uk">gemma.taroni@dmu.ac.uk</a>	0116 207 8219	Operational Lead

## Appendix A – DMUIC Link Tutor Calendar

Month	Activity	Notes
September	Attend Assessment Board for students completing their academic programme, late August/early September	There may be students part way through their programme at this stage, for example 2-term IIM students
	Attendance at JAB to consider curriculum modifications	
	Attend Induction events for September starters	Induction will be organised jointly between DMU staff and College Director but there will be specific DMUIC elements
	Submit Link Tutor report to the JAB, copied to the Servicing Officer and College Director	The College Director is required to submit an annual reflective report which will be in part informed by the Link Tutor reports
	Support DMUIC Team in the writing of the Annual Reflective (Evaluation) Report	
October	Attend on-going meetings with students to support their retention and progression	Some of this will involve making September starters feel more 'at home', but there may also be IIM students due to progress to Phase II in January
	Attend Joint Academic Board	
November	Provide on-going support for student progression, especially advising on degree choices and progression procedures	
	Attend Link Tutor Forum	
December	Attend Module and Programme Assessment Boards	
January	Attend Induction for January starters	Smaller version of September event
February		
March	Provide on-going support for students joining in January and help September starters ease transition	
	Attend Joint Academic Board	
April	Attend Link Tutor Forum	

	Attend Induction for April starters	Likely to be IIM one or two-termers and April IYZ starters
<b>May</b>	Provide on-going support for student progression both with new students and those due to complete in June and September	
	Attend Joint Academic Board	
<b>June</b>	Attend Programme Assessment Boards	
<b>July</b>	Provide on-going support for student progression especially degree choices and progression procedures for those due to complete in September and December	
<b>August</b>	Support the College Director and Programme Leaders in preparing the Annual Reflective Report and for the next academic year	