

## DMU Collaborative Link Tutor Role Profile

### Context

A collaborative link tutor (CLT) is a member of academic staff within one of the four faculties at De Montfort University (DMU) and is responsible for acting as the link between DMU and a programme which is taught partly or wholly by a collaborative partner.

### Introduction

CLTs play an important role in developing and maintaining the relationship with our partner institution and their students, as well as assuring the quality of the provision delivered through collaborative arrangements. In most instances, a Programme Leader/ HE co-ordinator will also be appointed within the partner institution, who is likely to be the member of partner staff with whom the CLT will have most contact. In a small number of cases, the link tutor may also be the DMU Programme Leader/Co-Coordinator if they have a strong involvement in teaching on the programme.

Given the range of partner institutions it is recognised that the role of the Link Tutor will vary depending on the nature of the collaborative provision. The guidance for the role outlined below is given as key minimum requirements and responsibilities which the link tutor is expected to be involved.

### Overall purpose of the Role

The CLT establishes and builds upon relationships with the appropriate Programme Leader/HE co-ordinator within the partner institution. They play an active role in the student journey, from application through to the promotion of progression pathways and the transition of students from our partners to DMU (where appropriate). The CLT provides support to the Programme Leader/HE co-ordinator at the partner institution including providing quality oversight of the programme and monitoring the application of quality assurance and enhancement procedures to ensure the correct processes are being followed and timely intervention occurs where appropriate.

### Time commitment

It is acknowledged that each partnership and programme is different and therefore requires a varying level of support from the link tutor. However, as a guide the link tutor role time commitment for UK partners is in the region of 6 – 9 days per academic year. Within this time allocation is a minimum expectation that the link tutor will visit partners at least twice during the academic year (the visits should be bilateral with the relevant partner institution staff visiting the university on an annual basis), with the remaining time allocated to providing support from the university. By the very location of overseas partners there will be a larger allocation of time required to support this provision. Consequently, the time commitment required to support the provision is in the region of 15 – 20 days per year. As with the UK partnership there is an expectation that the link tutor undertakes two visits a year to the partner.

### Induction

CLTs are required to attend the **formal link tutor induction** provided by the Department of Academic Quality as preparation for the role. Where possible, this will take place in the semester in which they commence the role. ***It may also be possible to arrange “buddying” where a more experienced link tutor provides support to a new link tutor during their first year.***

## **Queries/concerns**

If CLT have concerns regarding the management or quality of a collaborative course they should seek guidance from the faculty collaborative co-ordinator (FCC) or the faculty head of quality (FHoQ) in the first instance. The FHoQ is responsible for ensuring quality management functions are fulfilled across the faculty working closely with the FCC where activities relate to the operation of collaborative provision within the faculty. The Faculty Head of International may assist with any queries relating to the faculty international strategy and advice on international recruitment targets/activity. In addition the Head of Academic Partnerships and the Head of Academic Quality can assist with any generic quality or operational queries/concerns.

If partner staff have queries regarding the link tutor role they should seek guidance from both the member of staff in the relevant partner institution with responsibility for partnerships and collaborative provision as appropriate.

## **The Link Tutor Role**

### **1. *Provide a link for partner students:***

- a. Play a role in student application process
- b. Participate in student induction and enrolment
- c. Promote progression and support transition from partner institutions to the university through informal contacts within our partners; 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 Faculties or the university, which could include visiting lecturers and social events; and support arrangement of guest lectures by other staff from the Faculty to partner students.

Link tutors can work with partner institution staff to advise partner students on subject-specific areas where they might usefully focus their interests to help fulfil their progression goals. For example, a link tutor might work with an partner institution tutor on specifying choices of major projects or choices of assignments by some students to assist them with their transition to their next programme at DMU.

### **2. *Provide support to Programme Leader or key contact at partner institution:***

- a. Support the programme team in the understanding and implementation of University regulations, processes and procedures as developed for use in the partner institutions.
- b. Respond to issues raised by course 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).
- c. Check assignments and module examinations and mark schemes for appropriateness.
- d. Direct the programme team to staff development opportunities, including those available at the University.
- e. Play an active role in course enhancement to ensure the ongoing currency of the course.
- f. Support the programme team in preparing for course re-approvals and formal reviews.
- g. Provide information to the partner institution team on developments within the degree offerings of the Faculty, and other significant Faculty news.

**3. Provide quality oversight of the provision:**

- a. Ensure that the programme is operating in accordance with the Faculty and University quality assurance requirements.
- b. Ensure annual collaborative monitoring is undertaken.
- c. Support the programme team in the production of the partner institution Annual Monitoring Report/PEP.

**4. Monitor the application of quality assurance and enhancement procedures to ensure the correct processes are being followed and timely intervention occurs where appropriate, including:**

- a. Undertake student feedback sessions annually
- b. Check that appropriate arrangements are in place for obtaining student feedback, including module evaluation.
- c. Confirm that satisfactory and timely moderation of marking has taken place.

**5. Attend the following meetings:**

- a. Attend link tutor forums to maintain currency and share good practice.
- b. Attend the Programme Management Boards as required.
- c. Attend Programme Assessment Boards as required.

**Other support for partners**

In addition to the link tutor, staff at partner institutions can find support and advice from a range of services at the University, including:

**Head of Academic Partnerships**

- Lisa Allden has responsibility for oversight of collaborative programmes.

**Academic Partnerships Unit Account Managers**

- APU operate a system of account management whereby a designated member of staff is assigned to a partner in managing their collaborative activity.

**Department of Academic Quality**

- DAQ provide specific support for partnerships/collaborative courses regarding quality assurance and enhancement procedures, and Registered Lecturer/Administrator/HE Manager Status.

**Partner Webpages**

- The partner webpages are available at [dmu.ac.uk/apu](http://dmu.ac.uk/apu) as a repository of information for all staff involved with partnerships and a means to navigate the University website.

### ***Library and Learning Services***

- The outreach Librarian link within the library, Ceri Laing, supports collaborative provision. The CLT should support partner staff in setting up contacts with the relevant librarian.

### ***The Student Gateway***

- The Student Gateway is the first point of contact for all student enquiries whether they be about accommodation, fees and finance, registration, ID cards, disability support, or anything concerning student life at the university including partners.
- The Student Gateway advisers aim to handle the majority of enquiries themselves but can also call upon specialist advisers from the Student Services, Accommodation Services and others. The Student Gateway advisers can also make appointments with specialists such as counsellors and mental health advisers.

### ***Student Records***

- The Faculty teams are responsible for managing the records of all DMU students. This also includes some collaborative provision. The CLT in conjunction with EP should support partner staff in setting up contacts with the relevant member(s) of staff in this department so that partners can liaise directly with Faculties as appropriate.
- Educational Partnerships are responsible for managing the records of all collaborative students who sit under the Validation Service.

### ***SAAS – Admissions***

- The teams within Admissions manage the admissions processes for full time DMU programme under the university's student number control. The CLT should support partner staff in setting up contacts with the relevant member(s) of staff in this department so that partners can liaise direct with the admissions as appropriate.

### ***Staff development***

- The ***Academic Development and Practice Unit*** support staff, including partner staff, in staff development and scholarly activity.
- There is also a central register of staff development – partner staff are welcome to attend any of the sessions advertised.
- Partner staff should be invited to any staff development opportunities available through university and relevant faculty – link tutors should forward on any such opportunities to course teams as appropriate.
- HE Managers are invited to the twice-yearly Collaborative Partners Meeting Group, organised by the Head of Educational Partnerships.
- ***Partner staff are also invited to specific partner staff development days, such as the annual enrolment training.***

## Link Tutor Calendar

Month	Activity	Throughout the year
<b>September</b>	Participate in enrolment / induction	<ul style="list-style-type: none"> <li>• Attend programme team meetings wherever possible</li> <li>• Be aware of programme agreement and confirm that programme is operating in accordance with agreement</li> <li>• Support programme team in understanding of DMU regulations and processes</li> <li>• Remind programme team re Registered Associate Status if any staff change</li> <li>• Support programme teams in developing contacts with central DMU services</li> <li>• Liaise to resolve queries (face to face or via Skype or other tele-conferencing methods)</li> <li>• Direct the programme team to staff development opportunities</li> <li>• Play an active role in programme enhancement</li> <li>• Support the programme team in preparations for programme re-approvals, periodic reviews and partnership reviews (if appropriate)</li> </ul>
	Remind programme team re Associate Lecturer status	
	Confirm all arrangements are in place for start of year, e.g. programme handbook, programme committees, student feedback opportunities	
	Submit link tutor report for previous academic year	
	Support programme team in submitting Annual Monitoring Report	
<b>October</b>	Promote progression	
<b>November</b>	Attend link tutor Forum	
<b>December</b>	Attend programme management board	
	Check arrangements are in place for module evaluation	
	Confirm arrangements are in place for moderation	
	Promote progression	
<b>January</b>		
<b>February</b>	Attend programme management board	
<b>March</b>	Promote progression and support transition to DMU (if appropriate)	
<b>April</b>	Attend programme management board	
	Check arrangements are in place for programme evaluation	
	Confirm arrangements are in place for moderation	
<b>May</b>		
<b>June</b>	Attend Assessment Boards	
<b>July</b>	Attend Assessment Boards	
<b>August</b>	Draft link tutor report	
	Consider draft Annual Monitoring Report from programme team	
	Support transition to DMU (if appropriate)	
	Support programme team in preparations for next academic year	

Note

<sup>1</sup> The dates provided are an indicative guide – timings will vary between partners and some items may not apply to all partners.

## Summary of the Collaborative Link Tutor Role

### ***Relationship Management***

- Be the first academic point of contact for the programme team
- Act as an academic critical friend
- Signpost partner staff to appropriate resources
- Liaise with Faculty Collaborative Coordinator, Faculty Head of Quality and Educational Partnerships
- Promote and champion partner provision with the faculty and university raise items at the appropriate platforms

### ***Monitoring of Quality Assurance and Enhancement***

- Check that appropriate arrangements are in place for obtaining student feedback
- Confirm that satisfactory and timely moderation of marking has taken place.
- Remind the course team that all teaching staff must be set up as Registered Lecturers

### ***Providing quality oversight***

- Ensure that the course is operating in accordance with the Programme Composition Agreement
- Produce an annual link tutor Report
- Support the programme team in the production of the Annual Evaluation Report

### ***Providing support to Programme Leader***

- Support the programme team in the implementation of University regulations and processes
- Respond to issues raised by course team and liaise with other University staff to elicit responses
- Direct the programme team to staff development opportunities
- Play an active role in programme enhancement
- Support the programme team in preparing for course re-approvals, periodic reviews and partnership reviews

### ***Providing a link for partner students***

- Participate in student enrolment and induction
- Promote progression and support transition
- Undertake student feedback

### ***Attendance at meetings***

- Attend link tutor forums
- Attend programme management board meetings
- Attend Faculty Collaborative Committee
- Attend Assessment Boards