



Academic Link Tutor.

HANDBOOK



Who is this handbook for?

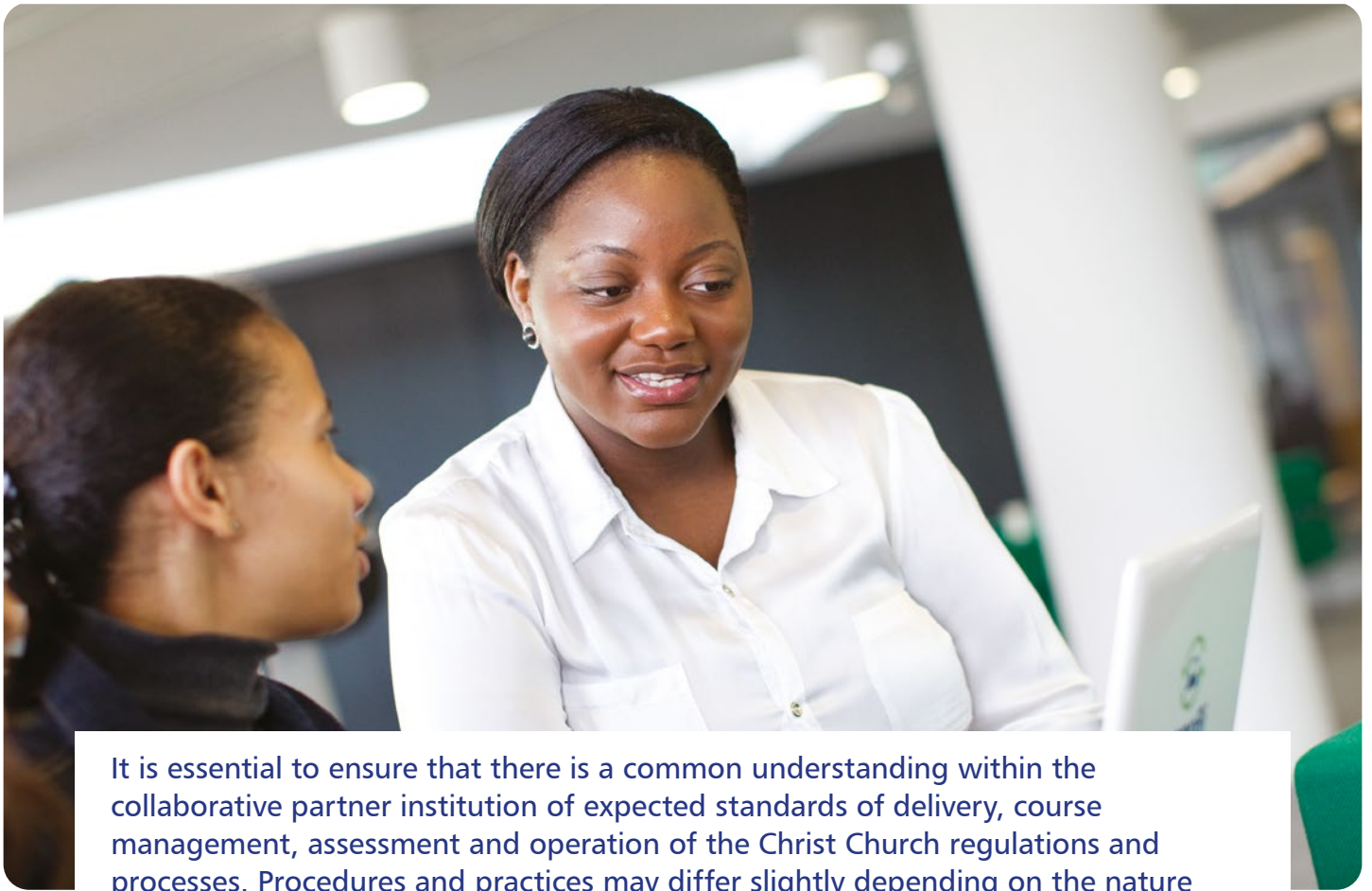
This handbook is for Academic Link Tutors (ALT) who manage the interface between courses in their Faculty and at a partner. The ALT is the key contact between Christ Church and the partner institution for all academic issues and day to day operations in the management of a collaborative course, fostering a culture of collaboration at the partner organisation to help ensure that students who study Christ Church courses outside of the University have an equivalent experience to those who study at Christ Church.

ALTs play an important role in developing and maintaining the relationship with our partner institutions and their students, as well as assuring the quality of provision delivered through collaborative arrangements.

- The ALT establishes and builds upon relationships with the appropriate staff at the partner institution, facilitating regular two-way communication between the course teams at both the University and at the partner college
- The ALT has an active role in the student experience and student journey, from application through to the promotion of progression pathways and the transition of our students from our partners to the university, where appropriate
- The ALT provides support to the course teams at the partner institution, including quality oversight and the monitoring of quality assurance and enhancement procedures to ensure the correct processes are being followed and timely intervention occurs where appropriate

The Academic Link Tutor's key role includes:

1. **Overseeing academic standards**
2. **Overseeing the quality of learning opportunities**
3. **Supporting the partner to ensure the effective application of the University's academic policies and procedures**



It is essential to ensure that there is a common understanding within the collaborative partner institution of expected standards of delivery, course management, assessment and operation of the Christ Church regulations and processes. Procedures and practices may differ slightly depending on the nature of the arrangement, type of partner and institution. There may therefore be some slight variations to the role. Generally, it will take the form of one of the following scenarios:

- I. Christ Church ALT for multiple programmes delivered at a partner; may or may not have Christ Church Course Director (CD) responsibilities
- II. Christ Church ALT for a single course delivered at a partner; may or may not have Christ Church CD responsibilities
- III. Is a Christ Church CD or Module Leader and is also the Christ Church ALT for the same programme which is being delivered at a partner (this is likely to be a franchised programme)
- IV. For courses which are 100% delivered by the partner, the ALT role will be to support the delivery of the course by partner staff and to maintain and assure quality and adherence to University processes

What is this handbook for?

This document aims to give general guidance to Christ Church Academic Link Tutors working with our partner colleges or institutions. More detailed information can be found in the Quality Manual: .
canterbury.ac.uk/quality-and-standards-office/regulations-policies-and-procedures/quality-manual.aspx

How do I engage with this handbook?

The handbook is organised in a thematic way, covering the key areas of a typical student journey to graduation and engagement as alumni. Activities may need to be done concurrently so the handbook should not be read as a set of tasks to be done in chronological order. You may wish to engage with this handbook as a whole or refer to it whenever you have queries about a specific area of activity. Some elements of this handbook may not apply to your courses and, as each programme is unique and Faculties and Schools can function slightly differently, you may also have additional tasks not listed here.



Marketing, Recruitment & Admissions

(in consultation with your Faculty: eg Marketing Manager, Operations Manager, Operations Officer)

- Support course directors and partner colleagues to ensure webpages for the courses in your area of responsibility are set up at the University and the partner; check, on a regular basis, that they are being kept up to date with reference to CMA compliance
- Engage in partner-based recruitment events as appropriate
- Monitor annual student intake targets and liaise with Head of School or their nominee and PALT regarding future recruitment targets
- Ensure changes made to the courses are reflected in all publicity
- Ensure the PALT is aware of any specific entry requirements, such as professional and statutory body regulations (PSRB), interviews, or portfolios
- Actively promote University Alumni services

Pre-arrival, Orientation, Induction & Transition

- With your CDs, work with the Transitions Team (transitions@canterbury.ac.uk) to ensure 'Course Essentials' information is tailored for partner college applicants
- Work with course teams - yours and the partners – to provide effective orientation to study utilising the existing 'Orientation Health Check' and 'Best Practice Guide'
- Liaise with partner staff to ensure students are effectively inducted onto the programme
- In tandem with the PALT, oversee the progression of students studying at the partner
- Ensure that the learning infrastructure at the partner is appropriate to include library resources, blended learning resources and content and the allocation of tutor resources to modules



Student Support & Student Procedures

- Ensure the course teams engage with the University and Partner Student Wellbeing Services as appropriate
- Ensure the course teams are clear about students procedures relating to extenuating circumstances, Temporary Learning Agreements (TLAs) and Learning Support Plans (LSPs) and apply them accordingly
- Ensure equity of experience and tailored support is available to students at the partner and to students with specific profiles (eg. commuting, mature, BAME, international, special needs, disabilities)
- Ensure that all students have been allocated a Personal Academic Tutor (PAT)
- Monitor the effectiveness of support and guidance and deal with complaints and appeals which cannot be resolved by the collaborative partner
- With the PALT, monitor the progress of late joiners, applications for Extenuating Circumstances, as appropriate, students with poor attendance records, or students deemed at risk in any way

Student Voice & Engagement

- Ensure that systems are in place for student feedback at module and course level and appropriate action in response to all student feedback is taken and reported back to students
- Liaise with University departments as appropriate to ensure a University presence is endemic at the partner college
- Ensure that student representatives are elected for each cohort (see Quality Manual for details)
- Ensure Student Staff Liaison meetings are carried out in accordance with Christ Church requirements and feedback loops to students are clear. Invite student representatives to the Boards of Study
- Ensure module evaluations are being carried out in accordance with Christ Church requirements and being acted upon
- Support the partner to ensure surveys are carried out (for UK partners only: NSS, UKES)



Course Design, Development & Review

- Work with collaborative partner staff to prepare the documentation for the Partner Approval / Programme Approval Event and attend the event
- To support the team with course and module design, use the **[Guidance for Programme Design and Development](#)**
- Support your partner in ensuring the annual Boards of Study (BoS) and Course Continuous Improvement Plan (CCIP) process is being followed **canterbury.ac.uk/quality-and-standards-office/continuous-improvement/continuous-improvement.aspx**
- Monitor the operation of collaborative provision to ensure that staff engaged in the delivery of provision are appropriately qualified and trained; consult with the partner to help ensure the quality of staffing for the course(s) is maintained
- For approved courses ensure that the curriculum is academically stimulating and in touch with current thinking in the subject area.
- Ensure that the University's Framework for Teaching and Assessing in a Language of Study Other than English is adhered to (**canterbury.ac.uk/quality-and-standards-office/collaborative-provision.aspx**), where a course is approved to be taught and assessed in a language other than English.



Course Administration & Delivery

- Support collaborative partner staff regarding all aspects of course delivery
- Align partner course with one University academic calendar as appropriate; if an exception request is needed, an Exception Request form must be completed and submitted
- Ensure courses are considered as part of the Faculty/School Boards of Study
- Attend all Course Team and Partnership meetings at the partner organisation and receive minutes as appropriate (UK only)
- Ensure an appropriate response is made to external examiner reports following University procedures and provide support in relation to follow up actions
- Support the Boards of Study (BoS) and Course Continuous Improvement Plan (CCIP) processes
- Ensure an external examiner is appointed to cover the course (in conjunction with the Course Director)
- Ensure that the External Examiner reports and responses are made available to all students on a course
- Ensure that the External Examiner has received relevant information (for example, student handbooks, course specifications, marking criteria in advance of module starting) to allow them to carry out their role effectively
- Confirm that satisfactory and timely moderation/second marking has taken place and that appropriate ECRF and academic misconduct (and plagiarism) procedures, TLAs and LSPs are being followed and taken account of in marking
- Check assignment briefs, examination papers and marking schemes for appropriateness; ensure the External Examiner has reviewed all assessment briefs or questions before the beginning of each semester/trimester
- Ensure that an appropriate ethical review is carried out on all research in accordance with Christ Church's policy for Research Involving Human Participants
- If applicable, ensure that all relevant module Blackboards have been created; liaise with the Partnerships Registry if some are missing
- Inform partners that they are set up; ensure that the External Examiner is enrolled on the module Blackboards. Ask the partner to confirm that students have been access to all of their module Blackboards



ALT Management

- Support the Christ Church and partner course teams in preparing for course re-approvals, periodic reviews, Boards of Study, and in producing CCIPs
- Maintain regular communication with the partner course team staff, providing them with direction, advice and guidance to online partnership support resources eg Collaborative & Operational Handbooks, University regulations etc.
- Act as a conduit for the spread of good practice between partner and the University
- Keep partner colleagues informed of developments at the University relating to their academic area of study, to the enhancement of learning, teaching and assessment strategies
- Report venue issues to the University via SALT/Manager UK Strategic Partnerships
- Oversee the analysis of data relating to student retention, progression and achievement using Power BI and other sources
- Respond to issues raised by the partner course teams and liaise with other University staff to elicit responses and support as necessary
- Monitor recruitment and student numbers on an ongoing basis and keep the SALT/Manager UK Partnerships and HoS updated
- Review partner teaching staff qualifications (via staff CVs) when new recruitments are proposed
- Plan for collaborative partner staff to complete the necessary forms required to gain Associate Tutor computing accounts and to access the relevant training
- Review course and module handbooks before they are disseminated to students and ensure that any partner-produced handbooks are consistent with the University Course and Module Handbooks and programme specification requirements (i.e. mapping assessments to assessment criteria and advising on the appropriateness of proposed assessment tasks, checking the accuracy of translation)
- Ensure that marks for all assessments and reassessments are submitted to the University by collaborative partner staff in a timely manner
- Confirm all assessment and reassessment dates before the start of each academic year
- For further information and details not covered by this handbook please refer to the SALT or Manager UK Partnerships, for support



Indicative Checklist

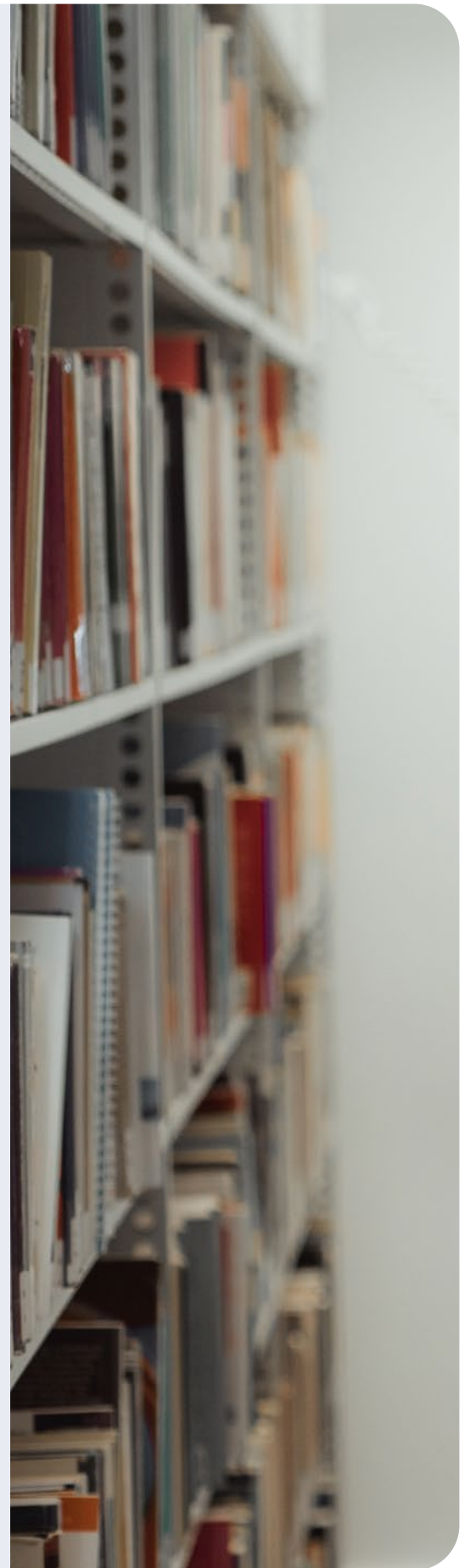
	Complete
<ul style="list-style-type: none"> • Confirm all arrangements are in place for the start of year, e.g. alignment of University Academic Calendars, course handbook, student feedback opportunities including setting up of Blackboards • Ensure that course admission criteria and admissions processes are correctly applied by the partner • Liaise with partner staff to ensure students are effectively inducted onto the course (if applicable) 	
<ul style="list-style-type: none"> • Check and review student handbooks before they are disseminated to students, ensuring that any partner-produced handbooks are consistent with the University Course Handbook and validation requirements (i.e. mapping assessments to assessment criteria & advising on the appropriateness of proposed assessment tasks) 	
<ul style="list-style-type: none"> • Check arrangements are in place for module evaluation 	
<ul style="list-style-type: none"> • Confirm arrangements are in place for moderation 	
<ul style="list-style-type: none"> • Ensure that marks are submitted to the University by collaborative partner staff in a timely manner • Ensure that External Examiners have received relevant information (for example, student handbooks, course specifications, marking criteria) to allow them to carry out their role effectively • Support arrangements for Module Achievement Boards and Progression and Award Boards • Ensure that external examiner reports and responses are made available to all students on a programme 	
<ul style="list-style-type: none"> • Support your partner in ensuring the annual Boards of Study (BoS) and Course Continuous Improvement Plan (CCIP) process is being followed 	
<ul style="list-style-type: none"> • Support University and partner course teams in preparations for next academic year and confirm all assessment dates before the start of each academic year 	



	Complete
<p>Throughout the year</p> <ul style="list-style-type: none"> • Attend course team meetings wherever possible • Ensure that the course and its delivery have not diverged significantly from the academic standards set and approved by Christ Church, and that it is representative of current thinking in the subject area • Support the partner course team in understanding Christ Church regulations and processes and in developing contacts with central Christ Church departments • Ensure that the quality of both the course and the student experience meet the programme aims and the quality standards set by Christ Church • Liaise to resolve queries and direct the partner course team to staff development opportunities • Ensure that staff who engage in the delivery of the course(s) are appropriately qualified and trained • Review partner teaching staff qualifications (via staff CVs) when new recruitments are proposed; ensure collaborative partner staff complete the necessary forms required to gain Associate Tutor computing accounts and access the relevant training (if applicable) 	

Glossary of acronyms

ALT: Academic Link Tutor (based at Christ Church)	PALT: Partner Academic Link Tutor (acknowledging that at different Partner institutions this person may have a different title)
BoS: Boards of Study	
CCIP: Course Continuous Improvement Plan	PAT: Personal Academic Tutor
CD: Course Director	PSRB: Professional, Statutory and Regulatory Bodies
CMA: Competition and Markets Authority	SALT: Senior Academic Link Tutor (International partnerships)
ECRF: Extenuating Circumstances Request Form	TLA: Temporary Learning Agreement (formerly NLP)
LSP: Learning Support Plan	UKES: UK Engagement Survey
NSS: <u>National Student Survey</u>	



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