

# UoRM QA Manual

The University of Reading Malaysia Campus is governed by the policies and processes of the University of Reading. However due to local circumstances it is sometimes necessary to adapt and supplement existing processes to facilitate and add local context to the operations at UoRM.

Any changes or adaptations are made in light of campus- specific circumstances and to support the delivery of operations in Malaysia, without compromising the principles underpinning the policies in place.

The purpose of this manual is to set-out the policies and processes for the University of Reading Malaysia and to identify where, for the purposes of governance and staff guidance these differ from those operating at the University of Reading due to operational, regulatory or quality assurance reasons. It also aims to direct staff to appropriate sources of guidance at UoRM and at UoR UK.

The Manual primarily focuses on teaching and learning policies<sup>1</sup>, but where appropriate also incorporates policies from Governance<sup>2</sup>, Information compliance<sup>3</sup>, Research<sup>4</sup> and Student Essentials<sup>5</sup>.

Further guidance notes and supporting documents and forms related to the policies can also be found on the UoR website.

Version	Keeper	Reviewed	Approval Date
1	CQSD	Every year	1 April 2019
2			26 February 2020

## Teaching and Learning

### Responsibilities for T&L Processes

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<sup>1</sup> <http://www.reading.ac.uk/cqsd/QualityAssurance/PoliciesandProcedures/cqsd-PoliciesandProcedures.aspx>

<sup>2</sup> <http://www.reading.ac.uk/internal/academic-and-governance-services/AGS-policies.aspx>

<sup>3</sup> <http://www.reading.ac.uk/internal/imps/policiesdocs/imps-policies.aspx>

<sup>4</sup> <http://www.reading.ac.uk/internal/academic-and-governance-services/quality-assurance-in-research/reas-RSgar.aspx>

<sup>5</sup> [http://student.reading.ac.uk/essentials/\\_the-important-stuff.aspx](http://student.reading.ac.uk/essentials/_the-important-stuff.aspx)

The relevant UK-based Schools are generally responsible for making decisions on Teaching and Learning and quality assurance matters pertaining to those programmes delivered at UoRM, in accordance with University of Reading policies, with oversight from UK University Boards, such as UBTLSE and its sub-committees.

## **General Principles**

### **Local operating procedures**

Locally discharged functions at UoRM include:

- a) Admissions at the UoRM campus;
- b) Student experience and support services at the UoRM campus;
- c) Assessment processes at the UoRM campus (but not standards of assessment);
- d) Local staffing matters, including human resource planning and recruitment;
- e) Resources and facilities;
- f) Teaching UoR approved programmes in liaison with UK-based staff.

Staff at UoRM with responsibility for these operations should ensure that they are aware of the relevant Policies (UoR UK and any additional local policies) and should contact their counterparts at the UK campus for advice and guidance on policy if needed. UoRM should keep relevant UK teams up to date with any significant changes to operations in relation to any locally discharged functions.

It is the responsibility of UK-based teams to ensure that UoRM colleagues are kept informed about any changes to policy and procedures which might impact operations at UoRM. This might include reports and feedback from university-level or school-level committees, information sharing at programme level, or through the delivery of training such as 'T&L Essentials'.

### **Issues typically requiring cross-campus consultation and agreement**

The general areas that should be discussed and agreed cross-campus are:

- a) Curriculum changes and any matters that could affect teaching provision (including requirements for resource and facilities), student mobility or accreditation at other campuses;
- b) Module content and delivery, including local contextual variation to content;
- c) Overall standards of assessment and degree awards, including assessment scrutiny, marking, moderation, external examination, conducting Exam and Progression Boards and Degree ratification;
- d) Programme evaluation processes;
- e) Partnerships and Working with Others;
- f) Any matter that could potentially affect the reputation of the School, Department or University.

It is acknowledged that there may be some programmes and modules which only operate at UoRM. In those cases it may be more appropriate to devolve responsibility for certain operations entirely to that campus. Responsibilities for these programmes and modules should be agreed separately, although in all such cases, the programme will be reviewed at the UK campus through the School's Annual monitoring processes including a review of External Examiner Reports, module and programme feedback and the AQAR process.

## 1. Key Strategies

UoRM is a branch campus of UoR and the T&L provision and strategic outlook of UoRM is included in the University's strategies and vision.

<b>Key Policies</b>	<ul style="list-style-type: none"><li>a. <a href="#">Corporate Plan, Sector Strategies and Mission Statement</a></li><li>b. <a href="#">Teaching and Learning Strategy 2018-2021</a></li><li>c. <a href="#">The Student Charter</a> The Student Charter for UoRM students (found here: <a href="https://www.reading.edu.my/for-current-students/welfare-wellbeing/conduct-as-a-student">https://www.reading.edu.my/for-current-students/welfare-wellbeing/conduct-as-a-student</a>) should be read in conjunction with the Student Charter developed at UoR UK. Both Charters were developed in consultation with students and are contextualised to the learning environment. (The UoR Student Charter is found here: <a href="http://student.reading.ac.uk/essentials/the-important-stuff/charter-and-contract.aspx">http://student.reading.ac.uk/essentials/the-important-stuff/charter-and-contract.aspx</a>)</li><li>d. <a href="#">Curriculum Framework</a> The Curriculum framework underpins the University's T&amp;L provision across all of its delivery points regardless of location. UoRM provision is developed alongside their home School's Curriculum Reviews and colleagues in Malaysia should be included in Curriculum Review discussions.</li></ul>
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## 2. Introduction to quality management and enhancement processes

The University has embedded its ethos and approach to quality assurance and enhancement across all of its provision, regardless of location. Committees at UoRM report to comparative Committees at the University, at all levels, to ensure consistency across the T&L provision, and Schools work closely with their UoRM Sections and colleagues in areas of programme development and enhancement.

<b>Key Policies</b>	<ul style="list-style-type: none"><li>a. <a href="#">Quality management and enhancement processes at the University of Reading</a> This Document identifies the reporting structure and quality assurance mechanisms in place at both UoR and UoRM and how the committee structures and processes interlink to ensure both campuses are overseen by the same processes and principles. All T&amp;L quality and policy decisions are reported through the UoR T&amp;L committee structure.</li></ul>
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	<ul style="list-style-type: none"> <li>b. <a href="#">Role of Academic Director for Teaching and Learning, University of Reading Malaysia</a></li> <li>c. <a href="#">Duties and responsibilities of Programme Directors and Programme Leads for Branch Campuses</a></li> <li>d. <a href="#">Duties and responsibilities of Module Convenors and Module Leads for Branch Campuses</a>  In order to support the delivery of programmes and modules across locations, where a programme is delivered at UoR and UoRM a Programme Director and a Programme Lead will be appointed and a Module Convenor and a Module Lead will be appointed (these roles may be appointed at either location). These staff will work together to ensure the programmes are developed and delivered in accordance with the Programme Specification and Module Description Form, covering the same learning outcomes and subject matter, with some local contextualisation for their delivery location.</li> </ul>
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### 3. Internal monitoring, review and enhancement

Provision at UoRM will be included in the University's standard processes and procedure for internal monitoring, review and enhancement. Programmes at UoRM will be included in their home School's returns and reports on quality assurance.

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">Periodic Review of Programmes</a>  The policy notes that Branch Campuses are to be included in the standard Periodic Review process for a School. This includes meetings with both staff and students at UoRM during the Periodic Review process for the School.</li> <li>b. <a href="#">Guidelines for Annual Quality Assurance Reports</a>  School Sections at UoRM feed into the annual programme reporting process alongside all other provision for the School. Programme Leads should contribute to the identification of Good Practice and enhancement opportunities for the delivery of programmes at UoRM and more generally.</li> <li>c. <a href="#">Peer review of learning and teaching</a>  Once a peer review has taken place at UoRM, the reporting form should be sent to both the Head of Section and the S/DDTL in the UK for inclusion in the University Peer Review reporting process.</li> <li>d. <a href="#">School Planning and Enhancement of Teaching and Learning Process (SPELT)</a>  It is expected that appropriate staff at branch campuses will be included at the relevant stages of the School Planning and Enhancement of Learning and Teaching process and that T&amp;L Plans should make</li> </ul>
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appropriate reference to the School's provision in Branch Campuses.		
<b>Key Processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Engagement with Annual Monitoring processes, module evaluations, programme evaluations, AQAR etc	UoRM: Programme Lead / Director UK: DTL/Programme Director/Lead	The Programme Director should ensure that they contact cross-campus colleagues (usually the Programme Lead) and obtain feedback and comments when undertaking annual monitoring processes.
Responses to and review of External Examiner reports and Annual Monitoring information;	UoRM: Programme Lead / Director UK: DTL/ School Exams Officer	UoRM colleagues should receive feedback summaries (including from Student evaluations) and act on campus specific feedback as appropriate, in liaison with the ADTL.
School planning and enhancement of teaching and learning processes (SPELT)	UoRM: ADTL / AHoS UK: Head of School/SDTL	The UK School should ensure they have given thought to operations in UoRM when undertaking their SPELT and planning processes and discussed any changes that may necessitate resource changes at UoRM with the Head of Section. UoRM will have their own process for determining resource allocation across the campus.
Engagement with the Periodic Review process	UoRM: Head of Section UK: DTL	The DTL should ensure that they obtain feedback and comments from staff and students at UoRM when preparing the materials and SED for the Periodic Review. The Chair and Secretary for the Periodic Review must ensure that meetings with UoRM-based staff and students occur during the Periodic Review process. Colleagues at UoRM should receive the feedback summary and action plan from the Periodic Review report, and may need to action recommendations aimed at the Branch Campus provision.
Arranging peer observation and other teaching quality assurance and improvement measures (ie: training)	UoRM: Head of Section UK: DTL	All staff at UoRM undertake peer observation, using the University guidance. All peer observations paperwork should be returned to the UK DTL to be included in the School's annual peer observation review.
Review of overarching quality management and enhancement procedures, T&L policies and processes	UoRM: ADTL UK: Senior Quality Support Officer	UK: T&L policies will be kept up to date by the UoR CQSD Team and they will ensure that specific reference to UoRM is included in policies where appropriate.

		UoRM: Where UoRM have their own T&L Policies these should be overseen and updated by the ADTL.
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#### 4. Student representation, evaluation and complaints

The University recognises students as partners in their learning and this ethos is carried across all of our provision and delivery sites.

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">Student academic representation</a> Branch Campuses include student representation at all levels, in line with practice at UoR. This includes Reps on Branch Campus Programme Boards and Academic Boards and the operation of at least one Student/Staff Liaison Committee, according to the needs and existing structures in the UoRM Sections. Specific information on Student representation at Branch Campuses can be found in the policy.</li> <li>b. <a href="#">Policy on student evaluation of teaching and learning</a> UoRM follows the same policy and principles for student evaluations as UoR. Module Leads and Programme Leads should receive and discuss student feedback with the Module Convenor and Programme Director for module or programme evaluations respectively. The student feedback data and the University follow up actions should be published on Blackboard for both UoR and UoRM students to access.</li> <li>c. <a href="#">Student Complaints Procedure</a> The Head of Section will usually take on the responsibilities for the Head of School at Stage 0 and 1.</li> <li>d. <a href="#">Procedures for managing unacceptable behaviour when dealing with student complaints and appeals of results</a></li> </ul>	
<b>Key processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Running of SSLC meetings and providing feedback to students	UoRM: Campus Director of Academic Tutoring (CDAT) UK: SDAT	SSLC meetings should be organised and held locally. Programme feedback should be given to the Programme Director / Lead. Feedback on Programme issues should be available to both UK and Malaysian based students.

Student complaints	UoRM: Head of Section UK: Programme Director/SDTL	Staff at UoRM should handle informal complaints locally. Stage 1 complaints will normally be administered locally and the Head of Section will have responsibility for this. All stage 2 complaints will be administered by the UK complaints team. UoRM staff may be involved in investigating and supporting the processes as outlined in the policies.
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## 5. Programme design and development

All programmes, whether they are delivered at UoR or UoRM are designed and developed according to the UoR policy and processes and principles and guidance. Programmes delivered in Malaysia must also have an occurrence at UoR. Whilst programmes may be contextualised for the Malaysian delivery the learning outcomes and programme aims will be the same across the campuses.

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">University credit and qualifications framework</a></li> <li>b. <a href="#">Guidelines on the structure of undergraduate and taught postgraduate programmes</a> Appendix 5 includes explicit guidelines for Programmes delivered at Branch Campuses</li> <li>c. <a href="#">Programme Lifecycle Policies</a> There are Branch Campus specific guidelines embedded in the policy</li> <li>d. <a href="#">University guidelines on undergraduate programme specifications</a></li> <li>e. <a href="#">University guidelines on taught postgraduate programme specifications</a></li> <li>f. <a href="#">University guidelines on module descriptions</a></li> </ul>	
<b>Key processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Maintenance of programme, module and other documentation; and monitoring to ensure that these are consistent cross-campus	Programme Lead / Programme Director	Programme Directors and Programme Leads, and Module Convenors and Module Leads, should work together to ensure the delivery of programmes is comparable across campuses. Programme Directors and Modules Convenors have responsibility for ensuring teaching resources are available to all staff and for ensuring consistency across campuses.

		Board of Studies meetings, held in the UK, should be used as a forum for discussing programme and module quality and enhancement activities.
Accreditation submission documentation and reports, and visit arrangements	UoRM: Professional accreditation = Programme Lead / Director; MQA = UoRM QA Office UK: Programme Director/ Lead; Senior Quality Support Officer (Accreditations)	All arrangements in regards to the MQA approval and regulations will be handled by the local UoRM QA team. PSRB accreditations will be administered from the UK, with support from the QA and programme teams at UoRM.
Work and other placement arrangements	UoRM: Placements Officer UK: Programme Director/ Placement Officer	UoRM has a Placements Officer who administers all placements on campus. Each Section has a Placement Co-ordinator who sits on the Placements Committee, chaired by the ADTL and reporting to T&L Committee.
Introduction of a new module or any change to the learning outcomes of a module or any other significant change	UoRM: Programme Lead/ Director UK: SDTL/Programme Director	<u>ALL</u> changes to learning outcomes need to be agreed at a School level at the UK BoS and SBTL. Changes should be discussed across the campus before being submitted to the School for approval. Where changes are being made to a compulsory module, this will also need to be signed off at the University Programme Board. UoRM may contextualise learning to the local environment (eg: with examples) but this should not affect the learning outcomes or subject areas covered.
Withdrawal or suspension of a module	UoRM: Programme Lead / Director UK: DTL/Programme Director	Module withdrawal needs to be agreed at the School level (UK BoS and SBTL), and at the University Programme Board for compulsory modules. Changes should be discussed across the campus before being submitted to the School for approval. Such changes in module delivery should be mirrored across campuses unless there is an approved pedagogical reason for variation.
Introduction of a new programme of study or the significant modification of a programme;	UoRM: Programme Lead / AHoS UK: DTL	All new programmes need to be first approved at School level (UK BoS and SBTL) and then at University Programme Board. Changes should be discussed across the campus before being submitted to the School for approval. Any new programme at UoRM must also be approved by RUMAL and will require subsequent approval by the MQA.
Withdrawal or suspension of a programme of study;	UoRM: Programme Lead / Director UK: DTL	All programme withdrawals/suspensions need to be first approved at School level (UK BoS and SBTL) and then at the University Programme

		Board. Changes should be discussed across the campus before being submitted to the School for approval.
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## 6. Programme related matters

As far as is possible, programme management and student support activities are mirrored at UoRM. There may be some local adjustments in the processes for delivering programmes and supporting students but the principles underpinning programme related matters are the same across the campuses.

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">Guidelines on programme handbooks and programme handbook template</a></li> <li>b. <a href="#">Policy on providing feedback to students on their performance</a></li> <li>c. <a href="#">University code of practice on placement learning</a></li> <li>d. <a href="#">Policy and procedure for the Recognition of Prior Learning (RPL)</a> The MQA have specific regulations in regards to the application of RPL and RPEL. Any application for RP(E)L at UoRM should be forwarded to the Quality Assurance Office at UoRM to ensure that the MQA rules are adhered to, in addition to the University rules. The MQA rules preclude UoRM from granting RPEL to any student, this must be assessed by the MQA directly.</li> <li>e. <a href="#">Policy and procedures on students changing degree programme and optional modules</a> Includes Branch Campus specific process guidance</li> <li>f. <a href="#">Policy on and procedures for the determination of 'fitness to practise'</a> Includes Branch Campus specific process guidance</li> <li>g. <a href="#">Policy on and procedures relating to extenuating circumstances</a> See Section 12 below for more information</li> <li>h. <a href="#">Penalties for late submission (excluding Postgraduate Flexible programmes)</a></li> <li>i. <a href="#">Policy on and procedures for suspensions</a></li> <li>j. <a href="#">Policy on and procedures relating to student academic engagement and fitness to study</a> Includes Branch Campus specific process guidance</li> <li>k. <a href="#">Policy on and procedures for students returning to or repeating study</a></li> </ul>
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	<ul style="list-style-type: none"> <li>l. <a href="#">Policy on and procedures for students returning from illness to the University of Reading Malaysia</a></li> <li>m. <a href="#">Students with Parental Responsibilities Policy</a></li> <li>n. <a href="#">Policy on and procedures relating to international students at the University of Reading Malaysia</a></li> <li>o. <a href="#">Eligibility criteria for outgoing student mobility</a></li> <li>p. <a href="#">Policy on the Audio and Visual Recording and Capture of Teaching Sessions by Students</a></li> </ul>	
<b>Key Processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Student welfare and tutorial arrangements	UoRM: Student Affairs and Welfare UK: SDAT	Local arrangements should be made for tutorials in accordance with the UoR Policy. Student welfare is overseen by the UoRM CDAT.
Student suspensions and withdrawals	UoRM: CDAT/ADTL UK: SDAT/SDTL	UoRM should offer comparative support for those students wanting to suspend, through the Student Support Office and the International Student Office as appropriate. The UoRM CDAT should make suspension decisions in collaboration with the UK SDAT and cases that need referral can be considered by the ADTL in consultation with a relevant TLD.
Academic engagement and fitness to study/practice	UoRM: ADTL UK: SDAT	Stage 1 will normally be administered locally by the Head of Section, who will agree an Action Plan with the student. Stage 2 will be referred to the UoRM ADTL (or their delegate), decisions and sanctions should be discussed with UK TLD to ensure consistency across campuses. Stage 3 will be referred to the UK SCAEFS or SCFtP Secretary. All appeals will be via the UK Appeals Officer.

## 7. Personal development

One of the core principles of the UoR strategies is to prepare graduates for 21<sup>st</sup> century lives, this includes personal development as well as academic development. These core principles are embedded in to the curriculum, through the University's Curriculum Framework, and equal opportunities for personal development are delivered at UoRM.

Students in Malaysia are required to undertake Mata Pelajaran Umum (MPU) [General Studies]. This is a qualification that all Malaysian and international undergraduate students of private education institutions must complete before being awarded their degree. The main objective of MPU is to enhance the knowledge and soft skills of each student and to ensure that all undergraduate students are knowledgeable, balanced and skilful, have strong leadership abilities and good communication and teamwork skills. UoRM offers a comprehensive course of modules to help students develop these important attributes. (<https://www.reading.edu.my/for-current-students/general-studies-mpu>)

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">The Academic Tutor System</a></li> <li>b. <a href="#">Careers, Education, Information, Advice and Guidance</a></li> <li>c. <a href="#">Statement of learner responsibilities</a></li> <li>d. <a href="#">Policy statement on non-contributory modules and guest attendance</a></li> </ul>	
<b>Key Processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Study support	UoRM: Head of FSLI UK: Academic Tutor/ Programme Director	Study advice and support services should be made available locally. UK based staff (Academic and Student Support) can give advice on resources available online and advise staff on UoR equivalent resources for students.
Careers advice	UoRM: Careers Office UK: Careers Office	Careers advice services should be made available locally. UK based staff (Academic and Student Support) can give advice on resources available online and advise staff on UoR equivalent resources for students.

## 8. Diversity and equality

Staff and students across all of the University's Campuses will be treated fairly and equally, in accordance with the University's policies on equal opportunities and diversity

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">Diversity and Inclusion Policies</a></li> <li>b. <a href="#">Students with disabilities: key principles for staff, students and applicants</a></li> <li>c. <a href="#">Code of practice for supporting students relating to religion, belief and teaching and learning</a></li> </ul>
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	d. <a href="#">Policy on Inclusive Practice in Teaching and Learning</a>
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## 9. Research degrees

A small number of research degrees are available to study at UoRM. These degrees follow the same policies and guidelines as research degrees at UoR. However students should consult the 'Guidance on PhD Programmes at UoRM' which summarises how Reading's policy and procedures have been adapted to take into account the UoRM context, whether to satisfy the requirements of the Malaysian Ministry of Higher Education (MOHE) or to acknowledge the different governance and administrative structure at the UoRM campus for details on Malaysia specific processes and governance.

The 'Guidance on PhD Programmes at UoRM' can be found on the internal UoRM database InfoRM.

General UoR policies can be found below:

<b>Key Policies</b>	<ul style="list-style-type: none"><li>a. <a href="#">Code of Practice on Research Students</a></li><li>b. <a href="#">Monitoring and assessing the progress of doctoral researchers: Good Practice Guide</a></li><li>c. <a href="#">Procedures for appeals by postgraduate research students against confirmation of registration decisions</a></li><li>d. <a href="#">Policy on and procedures relating to PhD and MPhil student academic engagement and fitness to study</a> Includes Branch campus specific processes for communicating decisions.</li><li>e. <a href="#">Guidance on research students' suspensions and extensions</a></li><li>f. <a href="#">Admissions policy for postgraduate research degrees</a></li><li>g. <a href="#">Policy statement on the use of postgraduate teaching assistants or demonstrators</a></li><li>h. <a href="#">Postgraduate Research Programmes: Collaborative arrangements framework</a></li></ul>
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## 10. Staff development

Staff at Branch Campuses have access to CPD, training and development, mentoring and performance review opportunities. Where possible, these mirror the processes and opportunities at UoR.

Staff at UoRM have access to the University’s HEA accredited initial professional development programme (FLAIR Academic Practice Programme (APP) and CPD Route), The Programmes are aligned with the UK Professional Standards Framework and Award successful candidates fellowship of the HEA. Achieving HEA fellowship is usually a condition of probation for teaching staff.

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">Staff Development Policy</a></li> <li>b. <a href="#">Guidelines for the mentoring of new academic staff</a></li> <li>c. <a href="#">Performance and Development Review</a></li> <li>d. Peer review – see section 3 above</li> </ul>
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## 11. Working with others

UoRM may wish to enter into teaching and learning collaborations for programmes delivered in Malaysia. All T&L collaborations and partnership recruitment arrangements should come through the normal UoR approval and monitoring processes. Most full T&L Partnerships will require a tri-partite agreement.

<b>Key Policies</b>	<ul style="list-style-type: none"> <li>a. <a href="#">Typology for Academic Partnerships</a></li> <li>b. <a href="#">Overview of the Approval and Monitoring for Teaching Partnerships</a></li> <li>c. <a href="#">Procedure for partner programme review</a></li> <li>d. <a href="#">Procedure for partner programme monitoring</a></li> <li>e. <a href="#">Procedure for establishing and managing student exchange partnerships</a></li> <li>f. <a href="#">Working Internationally Guidance</a></li> <li>g. <a href="#">Partnership Responsibilities Guidance Document</a></li> </ul>	
<b>Key Processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Establishment of any new Memoranda of	UoRM: Quality Assurance Officer UK: Senior Quality Support Officer/ International Partnerships Team	The policy and process for approving and setting up partnerships must be followed at both campuses. Approval is given by GESB/PVC (Global Engagement) only.

Understanding or Agreement.		All partnerships (MoU and MoA) should be communicated to CQSD and the IP Team in the UK, for inclusion on the central database.
Monitoring and reviewing of T&L partnerships	UoRM: Quality Assurance Officer UK: Senior Quality Support Officer	All reviews and monitoring arrangements will be led by the UK CQSD Team.

## 12. Assessment Handbook

The Assessment Handbook presents the University's assessment policies and procedures topic-by-topic, following the broad sequence of the assessment process and can be found in its entirety here: <http://www.reading.ac.uk/cqsd/QualityAssurance/PoliciesandProcedures/cqsd-assessmenthandbook.aspx>

In terms of assessment practices, UoRM will follow the same policies and principles as UoR, but there may be some procedural differences across the campuses.

<b>Key Policies</b>	<p><a href="#">Section 1: Ordinance and Governing Principles</a></p> <p><a href="#">Section 2: Key Dates</a> Includes deadlines and key dates for assessments undertaken at UoRM, particularly as these need to be ratified by UoR Exam Boards.</p> <p><a href="#">Section 3: Delegations within Schools and Examination Representatives</a></p> <p><a href="#">Section 4: Nomination and Appointment of Internal and External Examiners</a></p> <p><a href="#">Section 5: Assessment Regimes</a></p> <p><b><a href="#">Section 6: Conduct of Assessment: Examinations and Coursework (including Annex 1: Examination question papers and Annex 2: Online submission protocols)</a></b> Policy includes reference to local variations in processes as appropriate, however the principles remain the same wherever an assessment is being carried out.</p> <p><a href="#">Section 7: Examination and Assessment Arrangements for Students with Specific needs</a></p> <p><a href="#">Section 8: Extenuating Circumstances Policy</a> Includes some process variations for UoRM</p>
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	<p><a href="#">Section 9: Academic Integrity and Academic Misconduct</a> Includes information on reporting and operations for UoRM students</p> <p><a href="#">Section 10: Marking (including Annex 1: University marking criteria for Level 4-6 and Annex 2: University marking criteria framework at Level 7)</a></p> <p><a href="#">Section 11: Verification and Submission of Marks</a></p> <p><a href="#">Section 12: Providing Feedback to Students on their Performance</a></p> <p><a href="#">Section 13: Moderation</a> Includes reference to cross-campus moderation requirements</p> <p><a href="#">Section 14: Retention of Exam Scripts, Coursework and In-class Tests</a></p> <p><a href="#">Section 15: Progression</a></p> <p><a href="#">Section 16: Awards</a></p> <p><a href="#">Section 17: Awards: Bachelors (including Annex 1: Programmes for which exceptional arrangements have been approved by Senate)</a></p> <p><a href="#">Section 19: Awards: Postgraduate Masters, Postgraduate Diploma, Postgraduate Certificate</a></p> <p><a href="#">Section 23: Awards: Ordinary Bachelor's Degree</a></p> <p><a href="#">Section 26: Examiners' Meetings</a></p> <p><a href="#">Section 27: Recording, Documentation and Publication of Assessment Decisions</a></p> <p><a href="#">Section 28: Re-assessment</a></p> <p><a href="#">Section 29: Appeals for the Review of Results and for the Review of Marks</a></p> <p><a href="#">Section 30: Visiting Students</a></p> <p><a href="#">Section 31: Quality Management and Enhancement</a></p>	
<b>Key Processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Assessment of students, including setting of examination	UoRM: Programme Lead/Director UK: Programme Director/Lead	Programme Leads liaise with UK Exams Officers to follow School-level processes. Wherever possible, teams at UoRM should be responsible for

papers, marking and moderation processes and timely presentation of moderated marks to exam boards.		<p>setting exam papers and assessments, in liaison with colleagues in the UK. Marking and moderation follow the same policies as the UK, with the expectation that marking is done by UoRM staff. Cross-campus moderation will usually take place, there may be some internal moderation at UoRM, if the policy and discipline-specific requirements allow.</p> <p>Programme Administrators at UoRM liaise with PAs in the UK to provide marks in a timely manner to the Exam Boards.</p>
Operation of the processes for considering extenuating circumstances claims	UoRM: CDAT/ADTL UK: SDAT	<p>School level decisions can be undertaken by the UoRM CDAT. University level decisions should be referred to the UK USCSC. All appeals will be made via the UK Appeals Officer.</p>
Appointment of External Examiners	UoRM: Programme Lead/Director UK: DTL/School Exams Officer	<p>It is always the responsibility of the UK School to liaise with the Exams Office in the appointment of external examiners, however they will consult UoRM (as appropriate) before new appointments, including to request nominations.</p>
Operation of Examination Boards and Progression Boards, reporting of marks and decisions on the level/classification of award.	UoRM: Programme Lead/Director UK: DTL/School Exams Officer	<p>All student marks will be reported to and decisions on classification made at the UK Exam and Progression Boards, at School level and University level.</p> <p>The Programme Lead should remotely attend the School-level Examiners meeting where possible.</p>
Student appeals	UoRM: Programme Lead / Director UK: Programme Director/SDTL	<p>Appeals against module marks should be initially discussed between the Module Lead and the student where appropriate.</p> <p>All formal appeals will be considered by the UK SDTL, with Stage 2 escalated to the relevant UK TLD.</p> <p>UoRM staff may be involved in investigating and supporting the processes as outlined in the policies.</p> <p>ALL appeals against final results and Awards should come through the Appeals Officer in the UK</p>
Processing of student academic misconduct cases	UoRM: Programme Lead/ Director UK: Programme Director/SDTL	<p>Initial interviews should be carried out by the ADTL at UoRM, decisions and penalties should be discussed with UK SDTL to ensure consistency across campuses.</p> <p>Referral/Appeals to SCAM or SAC will be administered by the Appeals Officer in the UK.</p>

### 13. External assessment guidelines

Programmes delivered at the UoR Malaysia Campus will be regulated by the Office for Students and the UK Quality Assurance Agency, under the University of Reading degree awarding powers, and by the Malaysian Ministry of Education and the Malaysian Qualification Agency

<b>Key Links</b>	<ul style="list-style-type: none"><li>a. <a href="#">Office for Students - About</a></li><li>b. <a href="#">The Quality Assurance Agency for Higher Education: An Introduction</a></li><li>c. <a href="#">MOE Homepage</a></li><li>d. <a href="#">Malaysian Qualifications Agency (MQA)</a></li></ul>
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### 14. Cross Campus Transfers

There are several ways in which students may move between UoR UK and UoRM.

**Mobility:** Students may spend between 3 months-1 year of their programme studying at the alternative campus. After this time the students return to their original campus to complete their studies. Programmes and modules are set up so that interchangeable study at either campus is possible during particular periods (usually Part 2).

**Transfer:** Students transfer permanently from one campus to the other and complete their study at the new campus

**Transition:** There is a compulsory transfer element as part of the programme

**Mobile Progression:** Entry into Year 1 at UoR following the UoRM Foundation Programme

UoR and UoRM work closely together to ensure that transfer from one campus to another is straightforward to operationalise for both staff and students; Programme structure is developed to ensure consistency where these opportunities are available; and assessment regimes are fair, consistent and rigorous across both campuses.

<b>Key Policies</b>	<ul style="list-style-type: none"><li>a. <a href="#">Guidelines for Student Mobility to UK campus from UoRM campus 2018/19</a></li><li>b. <a href="#">Study Abroad Mobility Guidelines Outward mobility from the UK to Malaysia 2018/19</a></li></ul>
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	c. International Student Policy (UoRM) – see 6n above	
<b>Key Processes</b>	<b>Key contacts for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Arrangements for inter-campus transfer and exchange.	UoRM: ADTL UK: Study Abroad Office/TLD International	Details of the processes underpinning student transfer operations is available in the links above, which outline the responsibilities of each campus in detail.

## 15. Recruitment and Admissions

<b>Key Policies</b>	<p>a. <a href="#">Entrance Requirements</a></p> <p>b. <a href="#">UG and PG Taught Programmes Admissions Policy</a></p> <p>c. <a href="#">Postgraduate Research Programmes Admissions Policy</a> Updated in 2018 – includes reference to UoRM regulations</p> <p>d. <a href="#">Admissions Appeals and Complaints Policy</a></p> <p>e. <a href="#">Under 18s Admissions Policy and Procedures</a> Updated in 2018 – includes reference to UoRM regulations</p> <p>UoRM follows UoR Entry Requirements Policy PLUS</p> <ul style="list-style-type: none"> <li>• Malaysian Qualifications Agency Programmes Standards, as required</li> <li>• A Process Flow document, to record below-advertised entry admissions</li> </ul>	
<b>Key Processes</b>	<b>Key contact for guidance on policy and process</b>	<b>UoRM locally discharged processes and UK-based processes and responsibility for task</b>
Setting or changing admissions criteria for programmes	UoRM: Programme Lead/ Director	All changes to admission criteria should be discussed at a School level and must be approved through the University Programme Board.

	UK: Programme Director/DTL	UoRM Head of Quality Assurance will contact MQA directly, with a letter of application for approval to changes in entry requirements, which then must be endorsed by Ministry of Education
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# Policies related to Conducting University Business

## 1. Governance

The University's governance policies and procedures can be found in full [here](#). Those relevant to activities in UoRM have been included in this manual.

The University of Reading is dedicated to conducting all its academic, administrative and commercial operations in a law-abiding and ethical manner and will not tolerate acts of bribery or corruption by staff or its associates in any jurisdictions.

In order that the standards of conduct required by the University are properly understood, attention is drawn to the following policies:

- a. [Public Interest Disclosure \('Whistleblowing'\) Policy and Procedures](#)
- b. [Freedom of Speech](#)
- c. [Anti-Bribery and Corruption Policy](#)
- d. [Criminal Finances Act 2017 Policy](#)
- e. [External Speaker Policy](#)
- f. [Corporate Social Responsibility and Business Conduct Policy](#)
- g. [University of Reading Financial Regulations](#)  
These regulations apply to the University, its subsidiaries and branches, both in the UK and elsewhere
- h. [Fraud Policy](#)
- i. [Expenses and Hospitality Policy](#)  
These regulations apply to the University, its subsidiaries and branches, both in the UK and elsewhere. In addition UoRM have an additional Policy regarding expenses in Malaysia (available on InfoRM).
- j. [University of Reading Ethical Framework](#)
- k. [Safeguarding Children and Vulnerable Adults Policy](#)
- l. [Approach to the Prevent Duty](#)
- m. [Raising Concerns Procedure](#)
- n. [Access to Security Sensitive Materials Policy and Procedure](#)
- o. [Harassment statement](#)
- p. [Health and Safety Policy](#)  
This policy applies across all University of Reading campuses and work activities
- q. [Code of Practice on Intellectual Property](#)

## 2. **Quality Assurance in Research**

All research activities in Malaysia are governed by the same ethics and principles as those carries out in the UK. Colleagues in Malaysia and Reading may collaborate on Research activities.

- a. [Quality assurance in research](#)
- b. [University Code of Good Practice in Research](#)
- c. [Constitution and role of the Research Ethics Committee \(PDF-129KB\)](#)
- d. [Animal Research Policy](#)

## 3. **Information Compliance**

The University of Reading takes data security and data compliance seriously across all of its activities and UoRM follow the same data compliance rules and regulations as those in the UK.

- a. [Information Compliance Policies](#)

includes:

- i. [IT Regulations for Users](#)
- ii. [Information Security Policy](#)
- iii. [Copyright Policy](#)
- iv. [Data Protection Policy](#)
- v. [Freedom of Information](#)

- b. LRC rules

- i. [LRC Policies and Rules](#)

# Key Student-Facing Policies

The University rules around conduct and behaviour are applicable to all students studying at any University of Reading location. Key policies in regards to what is expected from students and what students can expect from the University and its staff can be found in the Student Essentials pages here: [http://student.reading.ac.uk/essentials/\\_the-important-stuff.aspx](http://student.reading.ac.uk/essentials/_the-important-stuff.aspx)

On the Essentials webpages there are additional guidance documents to help students during their student journey, these are generally related to the T&L Polices listed above.

Some of these policies/guidance documents are somewhat UK centric, but include useful general information as well. It should be noted that some of these polices may vary in accordance with the local context.

- a. Student Charter and Contract can be found in Teaching and Learning Section 1, above.
- b. [Regulations for Student Conduct](#)
- c. [Student Disciplinary Procedure](#)
- d. [Student Rules and Regulations](#)
- e. [University Values and Behaviours](#)
- f. [A-Z: further Student focused policies and guidance](#)