



Student Support Services Review Policy

Purpose of Policy

This policy applies to Student Support Services within the Quality Assurance Framework. It outlines the purpose of the reviews and provides an overview of the monitoring process.

Overview

The policy provides an overview of the Student Support Service quality assurance review process, and covers the different types of review: annual review and thematic review. The policy includes the remit of the Quality Assurance Committee sub-committee and its role in the monitoring process.

Scope: Mandatory Policy

Student Support Services staff, members of Quality Assurance Committee sub-committee.

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Document control

Dates	Approved: 2011	Starts: 2011	Equality impact assessment: 17.07.2014	Amendments: 27.10.2014 06.10.2014 03.11.2014 30.01.2015 27.07.2015 24.11.2015	Next Review: 2019/20

Approving authority

Senatus Quality Assurance Committee

Consultation undertaken

Section responsible for policy maintenance & review

Academic Services

Related policies, procedures, guidelines & regulations

Student Support Service Annual Quality Assurance Report Template
Thematic Review Guidance

UK Quality Code

Policies superseded by this policy

Student Support Services Quality Assurance Framework

Alternative format

If you require this document in an alternative format please email Academic.Services@ed.ac.uk or telephone 0131 651 4990.

Keywords

internal review, quality assurance, student support service, QA, annual monitoring



Student Support Services Review Policy

Introduction

This policy applies to the Student Support Services within the Quality Assurance Framework.

The following services have been identified by the Quality Assurance Committee (QAC) for inclusion in the framework:

- Accommodation, Catering and Events
- Advice Place
- Careers Service
- Chaplaincy
- Edinburgh Global
- Estates
- Finance
- Information Services
- Institute for Academic Development
- Sport and Exercise
- Student Counselling Service
- Student Disability Service
- Student Recruitment and Admissions
- Student Systems and Administration
- University Health Centre (attendance at meeting but no report to be produced)

1. Purpose and Overview

1.1 Purpose

Student Support Service review assures the quality of the student experience with regard to services, within the existing resources available, by:

- facilitating reflection on the strategic and operational role of services in relation to their impact on the student experience;
- promoting reflection on the ways in which services engage with students and other stakeholders to monitor and improve the quality of services;
- supporting reflection on the ways in which the services promote high quality learning and continuous quality enhancement;
- taking account of the requirements of Professional, Statutory and Regulatory bodies (PSRBs), where appropriate;
- providing a forum for the sharing and dissemination of good practice.

Authority for the oversight of Student Support Service review lies with the Senatus Quality Assurance Committee (QAC). Monitoring of services is delegated to the QAC sub-committee.

Accreditation by external bodies is considered as part of the service annual review as appropriate. Services involved in thematic reviews will be identified by QAC.



Student Support Services Review Policy

2. Types of review

There are two types of review: annual review and thematic review.

2.1 Annual review

What is annual review? 2.1.1 Annual quality assurance (QA) review is the process for monitoring of and reflecting on services activities in relation to the student experience. Annual review takes the form of an annual QA report.

Which services participate? 2.1.2 All services which have been identified by the Quality Assurance Committee as part of the Quality Assurance Framework are subject to annual review.

What is the reporting period? 2.1.3 The reporting period is the previous academic year (from 1 September to 31 August).

Reporting submission to the sub-committee 2.1.6 All services selected submit a report to the QAC sub-committee.

When recommendations have been made to a service, actions taken and progress made towards their completion should be included in the report.

Guidance on annual (QA) report completion A report template and guidance on the annual review process is available on the [Student Support Services Annual Review web page](#).

2.3 Thematic review

What is thematic review? 2.3.1 Thematic Review is the process for reviewing the quality of the student experience in relation to a particular theme or aspect of student support, rather than an individual service or academic area.

2.3.2 The aim of Thematic Review is to identify and analyse areas of good practice and areas for enhancement across student support in relation to a select category of student experience or 'theme'. The approach aims to take an overview of strategy, services and user experiences pursuant to a particular theme that cuts across many areas of the University, in relation to both support services and academic areas.
[Thematic Review Guidance](#)



Student Support Services Review Policy

3. Quality Assurance Committee (QAC) sub-committee

1. Remit

- 1.1 To monitor and review the quality of the student support services, by consideration of the outcomes of the services' annual quality assurance reports (including external accreditation where appropriate).
- 1.2 To commend and disseminate areas of good practice arising from reports and reviews.
- 1.3 To make recommendations aimed at enhancing the student experience.
- 1.4 To ensure matters of strategic development and institutional priorities are considered, including alignment with the Service Expectation Review.

2. Governance

- 2.1 The sub-committee acts with delegated authority from the Quality Assurance Committee (QAC) to monitor and review the quality of the student experience in relation to their use of the Student Support Services.
- 2.2 The sub-committee reports the outcomes from its monitoring and review activity on an annual basis to QAC.
- 2.3 The sub-committee identifies themes for consideration by QAC for future thematic review.
- 2.4 Sub-committee members are responsible for communicating the outcomes of the Student Support Services annual review process, as appropriate, for discussion of recommendations which have implications for their Schools/Support Service. Sub-committee members will report to Senate Quality Assurance Committee, via the sub-committee, on actions taken.

3. Composition

Convener: The Convener of QAC or his/her delegate
Vice-Convener: The Vice-Convener of QAC or his/her delegate
The University Secretary or his/her delegate
College Associate Deans for Quality Assurance/College Director of Quality Assurance
Deans of Students
Edinburgh University Students' Association (Students' Association) nominee
External member*
Heads of Services (or their representatives) submitting reports
Academic Policy Officer, Academic Services (in attendance)



Student Support Services Review Policy

* The external member will be nominated by the University Secretary and will serve for a period of three years. The external member will be from a comparator institution and have appropriate experience of student support services.

4. Operation

- 4.1 The sub-committee holds two meetings each year, to consider the service annual reports and to explore common themes arising from annual reports.

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