**Student experience/Teaching Delivery: Overlapping roles and Staff responsibilities**

**Student facing**

1. Dealing with programme-level concerns

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Prime** | **1st Backup** | **2nd Backup** |
| Issues brought by reps | SA - Initially then PL | AHoS SE / PG D | AHoS T&L |
| Discussion of issues with reps prior to prog committee | PL | SA | AHoS SE / PG D |
| Regular and ad-hoc messaging, You said, we did, | PL | SA | AHoS SE / PG D |
| DLE management/evolution (main site, module sites) | PL | TEL Lead | AHoS T&L |
| Timetabling | Data manager | PL | AHoS T&L |
| Panopto scheduling, troubleshooting, staff comms | Data manager | PL | TEL Lead |
| Comments box | SA | PL | AHoS SE / PG D |
| Teaching and Learning committees (Programme and School) | PL | AHoS T&L | AHoS SE / PG D |
| Marking and moderation messages | Assessments | PL | AHoS T&L |
| Exam timetable and associated | Assessments | PL | AHoS T&L |
| Responding to unexpected events | PL | AHoS T&L/SE/ PG D | SA/Senior Tutor |

1. Dealing with individual student concerns

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Prime** | **1st Backup** | **2nd Backup** |
| Complaints about tutors | Senior Tutor (UG/PG) | PL | AHoS T&L/SE/ PG D |
| Complaints about supervisors | Project ML | PL / PG D | AHoS T&L/SE |
| Changing tutors | Senior Tutor (UG/PG) | PL | AHoS T&L/SE |
| Dealing with formal complaints | PL | AHoS T&L/SE | HoS |
| Acting on expressions of student health/progress concerns by staff/faculty/direct | Senior Tutor (UG/PG) | E&D | AHoS SE / PG D |
| Acting as consultant for Senior Prog Admin when evidence of ongoing health problems submitted for ext circs | Senior Tutor (UG/PG) | E&D | AHoS SE / PG D |
| Monitoring and acting on staff engagement with attendance logging system | Senior Tutor (UG/PG) | PL | AHoS SE |
| Student Information meetings | Senior Tutor (UG/PG) | E&D | PL / PG D |
| Support (formerly fitness to study) meetings stage 1 and 2 | Senior Tutor (UG/PG) | E&D | PL / PG D |
| Student Support Documents including MAPs | Senior Tutor (UG/PG) | E&D | PL / PG D |

1. Improving the sense of community

|  |  |  |  |
| --- | --- | --- | --- |
| Running student council | SA | AHoS SE |  |
| Fundraising | AHoS SE | SA | Senior Tutor |
| Organising events | AHoS SE | SA | Senior Tutor |
| Liaising with Psysoc | AHoS SE | SA | PL |
| Digital (Facebook, Twitter) | SA | PL | AHoS SE |
| Push polling | Data officer | PL | AHoS SE |
| Community focused messaging | Team effort including PL, Senior Tutor, SA, PG D & AHoS SE/T&L | | |
| Pushing staff engagement with student social events | AHoS SE | SA | PL |

**Staff facing**

1. Supporting individual members of staff with student issues

|  |  |  |  |
| --- | --- | --- | --- |
| Communicating reasonable adjustments to staff/students | E & D | PL / Senior Tutor | AHoS T&L / PG D |
| Mental/Physical health issues | E & D | PL / Senior Tutor | AHoS T&L / PG D |
| Queries about regulations, progression, options | PL | AHoS T&L / PG D | Senior Tutor |
| Emergencies | E & D | PL / PG D | HoS |

1. Dealing with staff performance issues

|  |  |  |  |
| --- | --- | --- | --- |
| Module Evaluation: Design and implementation | Data officer | PL / PG D | AHoS SE |
| Module Evaluation: Review and identify issues | AHoS SE / AHoS T&L / PL / PG D | | |
| Anecdotal reports of performance concerns | AHoS SE / PG D | AHoS T&L | PL |

**External facing**

|  |  |  |  |
| --- | --- | --- | --- |
| Exam boards | Assessments | PL / PG D | AHoS T&L |
| Module boxes and Module Reviews | Assessments | PL / PG D | AHoS T&L |
| External examiners | Assessments | PL / PG D | AHoS T&L |
| Faculty Teaching and Learning Committees | AHoS T&L | AHoS SE | PG D |
| Other committees (E&D, …) | E&D | Senior Tutor / PL | AHoS T&L / PG D |
| Programme reviews/plans | PL | AHoS T&L / PG D | AHoS SE |

**Strategic**

|  |  |  |  |
| --- | --- | --- | --- |
| Development of new programmes | PL / AHoS M&R / SMG / PG D | AHoS T&L | HoS |
| Accreditation | AHoS T&L | PL | HoS |
| NSS/SPQ/PTES and responses | AHoS SE | PL / PG D | AHoS T&L |
| Workload | HoS | AHoS SE | AHoS T&L |

SA = Student Advocate

PG D = Director of Taught Postgraduate Programmes

PL = Programme Lead

E&D = Equality and Diversity lead

AHoS T&L= Associate Head for Teaching and Learning

AHoS SE = Associate Head for Student Experience