

**UNIVERSITY OF KENT
CODE OF PRACTICE FOR QUALITY ASSURANCE
OF TAUGHT COURSES OF STUDY**

**Annex P: Approval and Quality Assurance Procedures for
Collaborative Partnerships –
Part 2 Quality Assurance and Operational Management of
Collaborative Partnerships**

1. Introduction

- 1.1 This annex of the Code of Practice outlines the University's requirements for the management of existing partnerships. The Annex makes reference to relevant sections of the University's Regulatory Framework. Validated Institutions and Partner Colleges are also subject to the relevant procedures set out in Annex L of the Code of Practice.
- 1.2 N.B. Where the text states 'School' this should be understood to refer to 'School' or 'Department' at the sub-divisional level, as appropriate.

2. Principles of Quality Assurance and Operational Management of Collaborative Partnerships

- 2.1. All collaborative courses leading to awards of the University are subject to the University's regulations, Codes of Practice for Quality Assurance and Credit Framework conventions, except in so far as these may be varied in a signed Memorandum of Agreement.¹
- 2.2. Accordingly, research courses are subject to the University's Codes of Practice for the Quality Assurance of Research Courses of Study and the relevant Academic Regulations, Instructions and Standing Orders
- 2.3. Institutions offering courses leading to University awards are required to have in place a quality assurance system that is consistent with the requirements of the University's Codes of Practice for Quality Assurance.
- 2.4. The University will nominate a Division of the University to oversee the effective quality management of each collaborative course. The nominated Division will exercise such responsibilities for collaborative courses as are assigned to Divisions by the Codes of Practice for Quality Assurance for courses leading to University awards.
- 2.5. All award bearing collaborative courses, except for those delivered by a validated institution and partner college, will have a University of Kent Course Director. In the case of validated institution or partner college courses, the Course Director is a member of partner institution staff.

¹ For the operation of courses leading to joint or dual awards the University agrees a bespoke conjoint regulatory framework with the partner provider.

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3. Operational Management of Courses with Validated Institutions and Partner Colleges

For validated institutions and partner colleges, the University appoints an Academic Liaison Officer. Annex L: *Quality Assurance Procedures for Courses at Validated Institutions and Partner Colleges Leading to University Awards* details the role of the Academic Liaison Officer.

4. Operational Management of Courses Leading to Dual Awards

4.1. The common model at Kent for the operational management of courses leading to dual awards normally involves the appointment of joint Course Directors by each partner and the establishment of a Joint Management Board by the partners to oversee the effective running of the course(s).

4.2. The joint Course Directors are normally appointed for a period of three years and have responsibility for the following matters:

- a) to ensure that delivery of the course(s) is in accordance with the course Specification as approved by the Parties;
- b) to ensure that students, teaching staff and other staff (as applicable) receive detailed information about all aspects of the course(s);
- c) to arrange appropriate induction of new instructors in order to ensure that instructors who have not previously contributed to the course(s) are fully aware of the aims and intended learning outcomes of the course(s) and of the contribution to the course(s) which is expected of them;
- d) to ensure that students have ready access to advice about the options available to them within the course(s);
- e) to monitor the progress of students on the course(s);
- f) to elicit the views of students on the course and the quality of their learning experience;
- g) to consider and prepare a response to any matters raised by the External Examiners and ensure that appropriate actions are taken by each of the Parties in follow-up to such matters so raised;
- h) to report on relevant matters to the Joint Management Board, and;
- i) to prepare an annual report on the course(s) for consideration by the Joint Management Board.

4.3. The Joint Management Board, which will meet no less than annually, is responsible for overseeing the delivery of the course and in particular:

- a) to receive and consider regular reports from the Joint Course Directors on the matters listed in 4.2 above;
- b) to review the progress of students on the course(s);
- c) Receiving and considering student feedback on the course, to include consideration of all completed module evaluation forms or their equivalent,

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- agreeing action to be taken as a result for feedback received and ensuring this is reported back to students;
- d) to prepare an annual report on the course(s) for consideration within the quality assurance procedures of each of the parties;
 - e) keeping the quality of the course under review and making recommendations for its enhancement;
 - f) to facilitate the sampling of work from all modules by University appointed External Examiners with a view to monitoring and affirming academic and quality standards;
 - g) to facilitate and conduct as necessary any and all preparations for internal and external review as may be required by the parties and/or external agencies;
 - h) to consider and respond to any deficiencies notified to it by a party with regard to the conduct or standards of the course, and to implement a plan of action to rectify any deficiencies so notified.

5. Operational Management of Courses Leading to Joint Awards

For the operation of courses leading to joint awards the University agrees a bespoke conjoint regulatory framework with the partner provider. The arrangements for the operational management of such courses vary and will be confirmed in the specific Memorandum of Agreement for each partnership of this nature. Where arrangements use the model of Primary Administrative University (PAU), where one of the partner institutions assumes primary responsibility for managerial oversight of the course for a fixed period of time on a rotational basis, and the University is acting as the PAU for such courses, they are subject to Kent's Codes of Practice, Academic Regulations and Credit Framework for Taught Courses of Study.

6. Operational Management of Co-supervision of Research Degrees and Joint Research Awards

- 6.1. Research courses of study which form part of a co-supervised arrangement or joint research award arrangement, are subject to the University of Kent's relevant instructions, regulations, standing orders and the Code of Practice for the Quality Assurance of Research Courses, except where varied by a signed Memorandum of Agreement.
- 6.2. Arrangements for the supervision of candidates at Kent must comply with Annex H of the Code of Practice for Research Courses of Study. Where the detail of supervisory arrangements at the partner institution(s) proves to be inconsistent with the requirements of Annex H, this must be drawn to the attention of the relevant Director of Division or their nominee at the point of consideration of the CVs of the supervisor(s) proposed by the partner institution(s).

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6.3. The University of Kent requires that normally meetings between the student and the supervisors from all parties will take place at least twice a year during the supervision period. At least one of these meetings should normally be face-to-face.

7. Admission of Students to Collaborative Courses

7.1. The University delegates the admission of students to some specific types of partner institutions as outlined below. Partners with the delegated authority of admissions must ensure that their policies and practices for student admissions adhere to the QAA UK Quality Code.

7.2. For courses with validated institutions and partner colleges, candidates who meet the requirements for admission to a course of study as set out in the course specification approved by the University may be admitted to the course without reference to the University². It is the responsibility of staff at the partner institutions to manage all aspects of the recruitment and selection of students.

7.3. For courses leading to dual awards, students will be subject to the admissions procedures agreed jointly by the Parties.

7.4. For courses leading to joint awards, the admission arrangements vary and will be confirmed in the specific Memorandum of Agreement for each partnership of this nature. Where arrangements use the PAU model, the Primary Administering University (PAU) will hold responsibility for the admission of students wishing to register for a course of study leading to a joint award.

7.5. Where students wish to make applications for the Accreditation of Prior Learning (RPL) the University's procedures are detailed in Annex R of the Code of Practice for Taught Courses. Guidance on the approval of articulation arrangements, in which a cohort of students from a partner institution may be admitted with prior credit onto a University course of study, are set out at Section 23 of Annex O.

7.6. For co-supervision of research degree and joint research award arrangements, all applications will be considered for approval by the relevant School at Kent and the partner institution. Where a student is already enrolled at a partner institution and wishes to register for such an arrangement the application must be approved by the Dean of the Graduate and Researcher College.

7.7. Responsibility for providing Visas and all information regarding Visas will reside with the partner provider where the student is registered with the partner.

² Applicants to franchised courses apply through Kent's UCAS identity. Where there are late or clearing applicants, Partner Colleges must complete a Record of Prior Acceptance (RPA) and send it to the University Admissions Office who transmit the students' data to UCAS. Students on validated or validated plus courses apply through the college's UCAS identity and their data is sent to the University via secure file transfer and added to the University's Student Data System.

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8. Registration of Students, Student Records and Interruptions of Study

- 8.1. The process for registering students with the University will depend on the type of collaboration the course of study involves. The responsibilities of the University and the partner institution will be set out in individual Memorandum of Agreements.
- 8.2. Validated institutions must register the students and maintain full student records for students registered on their courses of study. Validated institutions must inform QACO of the full legal name and date of birth of each new student and of the course of study for which the student is registered by 1 November each academic year using the format provided by QACO.
- 8.3. The registration of students studying on a collaborative course with Partner Colleges varies according to the nature of the arrangement i.e. whether the course is Franchised, Validated Plus or Validated (further details on these arrangements can be found in Appendix A: Summary of Typology of Partnerships and Related Approval Processes³). Despite the type of arrangement in place, partner colleges must maintain full student records for students registered on their courses of study.
- 8.4. In cases of illness or other reasonable cause, validated institutions and partner colleges may, without reference to the University, permit a student to interrupt their studies for periods of up to one year. Documentation submitted as evidence of reasonable cause should be retained by the institution for future reference. Validated institutions must inform QACO promptly (within one month) of changes to students' records: e.g. where students withdraw or intermit from a validated course of study. Partner Colleges must inform the Central Student Administration Office promptly (within one month) of changes to students' records: e.g. where students withdraw or intermit from a course of study.
- 8.5. With regard to courses of study leading to dual awards, students will be registered with the University and the partner institution. The partners will regularly share information on changes to student registrations. Students wishing to intermit from a course of study leading to a dual award should seek permission from the institution at which they are studying at the time. The partners will regularly share information on such changes to student registrations.
- 8.6. With regard to courses of study leading to joint awards, the registration and student record arrangements vary and will be confirmed in the specific Memorandum of Agreement for each partnership of this nature. Where arrangements use the PAU model, the PAU will ensure the maintenance of full student records for all students, and will communicate these to the partner institution to ensure that it, too, has a full record. This exchange of information will include data on withdrawals, intermission, late-registrations, module registrations and de-registrations. Where arrangements use the PAU model,

³ <https://www.kent.ac.uk/teaching/ga/codes/taught/documents/copt2020-annexo-appendixa-typology-partnerships-approval-procedures.pdf>

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students wishing to intermit from the course of study leading to a joint award should seek permission from the PAU.

- 8.7. With regard to co-supervision of research degree and joint research award arrangements, candidates will be registered by all parties for the duration of their studies and must satisfy the registration requirements for the relevant University course, during which period the candidate must spend at least 12 months at the University of Kent. Candidates may be permitted to undertake placements at other institution, for example as per Erasmus arrangements, provided that the minimum registration requirements of the awarding institutions are met.

9. Status of Students and Use of University Facilities

- 9.1. Facilities of the University which students are entitled to access vary depending on the nature of the collaborative courses of study for which they are registered:

- i. Students registered for courses at validated institutions are not registered students of the University and therefore have no entitlement to access University facilities, unless special arrangements have been made in the Memorandum of Agreement between the partner and the University. Students will not be eligible for a University of Kent student card or receive a University login.
- ii. There are a three different models of registration with Partner Colleges:
 - Franchised - students are registered to the University. Students will be eligible for a University of Kent student card and receive a University login. They will have full entitlements and access to services and resources (except accommodation).
 - Validated Plus - students are registered at the partner college, NOT at the University. Students have access to nominated University facilities, subject to all the normal conditions and charges. These will be: the Student Learning Advisory Service, careers guidance, the physical library and social and sports facilities. Students will not be eligible for a University of Kent student card or receive a University login. They will not be able to access online computing and library resources.
 - Validated - students are registered at the partner college, NOT at the University. Students will not be eligible for a University of Kent student card or receive a University login. They will not be able to access University facilities, services or resources.
- iii. Students registered for courses leading to dual or joint awards are registered students of the University and so are entitled to full access to University facilities. Students will be eligible for a University of Kent student card or receive a University login;

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- iv. Students within co-supervision of research degrees and joint research award arrangements are registered students of the University and will have access to research and other facilities at the University for the duration of their registration. Students will be eligible for a University of Kent student card or receive a University login;
 - v. Students studying as part of the following partnership arrangements are usually registered students of the University and so are entitled to full access to University facilities. As such, students are usually eligible for a University of Kent student card or receive a University login. It should be noted that the extent of students' access to facilities and resources for these partnerships may be varied by the specific Memorandum of Agreement for a partnership.
 - Course delivery support partners, where the partner supports the delivery of a University of Kent course/module normally by delivering a module(s) or part of a module(s) or supporting delivery by contributing to design of the module or providing premises/resources.
 - Standalone module delivery providers, where partners deliver a standalone module(s), in its entirety, which is not part of a course, for Kent credit
 - Course delivery providers, where partners are approved to host the delivery of a Kent devised and approved course leading to a University award and/or the award of Kent credit.
- 9.2. The University and the partner institution will detail in the Memorandum of Agreement which Party is responsible for supplying students with the necessary resources and facilities for undertaking their course of study.
- 9.3. Students must receive information about their rights (e.g. access to learning support resources) through their Course Handbook or similar means.

10. Arrangements for Examination for Co-supervision of Research Degree and Joint Award Arrangements

- 10.1. The University of Kent will appoint examiners in compliance with Annex L of the Code of Practice for Research Courses of Study. The partner institution will appoint examiners according to their relevant procedures.
- 10.2. Where the partners' respective procedures for examination of research candidates substantially differ, a set of Conjoint Instructions for Examination must be drawn up that reflect the following requirements and otherwise satisfy the minimum requirements of the parties:
- 10.3. The examining board should comprise a minimum of three voting members: one examiner from Kent, one examiner from the partner institution, and at least one examiner external to both institutions, to a maximum of five voting examiners.

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- 10.4. The candidate's supervisors may attend the examination but should not normally have voting rights, except where this has received prior agreement from both institutions and so long as the supervisors do not have a share of the majority vote.
- 10.5. Such Conjoint Instructions for Examination will be agreed by the Dean of the Graduate and Researcher College and specified in both the inter-institutional agreement between the parties and in the student's contract.

11. Boards of Examiners (Taught Courses)

- 11.1. The conduct of Boards of Examiners is governed by Annex J: *Meetings of Boards of Examiners* of the Code of Practice for the Quality Assurance of Taught Courses. This present document should be read as supplementing Annex J by setting down additional procedures relevant to collaborative partnerships.
- 11.2. The University shall appoint annually a Board of Examiners for each collaborative course of study leading to a Kent award. The membership includes at least one external member. For provision with validated institutions and partner colleges the Board must also include at least one member of the University from the liaising School, who shall be appointed as Chair, and internal examiners from the partner institution, normally staff involved in teaching and assessment, one of whom, normally the Course Director, is appointed as Deputy Chair. The detail of the membership requirements for Boards of Examiners for courses leading to dual or joint awards is set out in the relevant memorandum of agreement.
- 11.3. The Board of Examiners will meet at least annually. The Board of Examiners is responsible for agreeing the marks to be awarded to students, for deciding whether students may progress to the next stage of a course of study and for recommending the award of qualifications to students. With the exception of those Boards conducted by the validated institutions or by a PAU, which use collated mark-sheets derived from their own student record systems, the University's student record system will normally be used for managing the integration of results from different elements of assessment, the verification of marks and the provision of composite mark sheets for meetings of Boards of Examiners.
- 11.4. Where a staff member of a Validated Institution or Partner College is appointed as Deputy Chair, they hold the responsibility for ensuring that a number of logistical and organisational matters relating to the sound operation of the Board are observed. The full details of the Board of Examiners for validated institutions and partner colleges can be found in Annex L: *Quality Assurance Procedures for Courses at Validated Institutions and Partner Colleges Leading to University Awards*.
- 11.5. For arrangements where a partner delivers a standalone module(s), in its entirety, which is not part of a course, for Kent credit (standalone module delivery provider arrangements), for each module or group of modules offered

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by a provider, the Division will appoint annually a Board of Examiners for the purpose of awarding credit to successful students. The Board will be Chaired by the liaising staff member from the cognate School at Kent, and will include as members as least one member of the partner organisation who holds marking responsibilities for the modules approved by the University. The full details of these Boards of Examiners can be found in Annex J: *Meetings of Boards of Examiners* of the Code of Practice.

12. External Examining (Taught Courses)

- 12.1. The University's expectations of its external examiners and their contribution to securing academic standards are set out in Annex K: *External Examiners*. This present document should be read as supplementing Annex K by setting down additional procedures relevant to collaborative partnerships.
- 12.2. In accordance with the principles and procedures set out in Annex K, the University shall appoint one or more external examiners for each collaborative course of study leading to a Kent award. No University qualification will be awarded without participation in the examining process of at least one external examiner.
- 12.3. With regard to courses of study leading to dual awards, the Chair of the Board of Examiners at Kent will ensure that, for the purpose of affirming standards, the University's external examiners have appropriate oversight of the work undertaken by students at the partner institution. To facilitate these arrangements external examiners may be invited to attend annually a meeting of the Joint Board of Studies, where a sample of work might be provided.
- 12.4. External Examiners are required to submit an annual report to the University via the online External Examiners Report Submission System (EERSS) within four weeks of the main annual meeting of the Board of Examiners. Reports submitted via EERSS can be accessed (upon request to QACO) by relevant parties: Chair of the Board of Examiners, Head of School, QACO, and Director of Division or their nominee.
- 12.5. For Validated Institution and Partner College partnerships, the Deputy Chair of the Board of Examiners does not have access to the External Examiners' report via EERSS, and so a hard copy of the report will be provided by the Quality Assurance and Compliance Office. The Deputy Chair of the Board of Examiners will provide the Chair with a commentary on the report and an account of any actions planned in response to the External Examiners' recommendations. The Chair of the Board of Examiners will submit the official response to the external examiner(s) report(s) via EERSS, first taking into consideration the commentary provided by the Deputy Chair of the Board.
- 12.6. QACO will send an expenses claim form to each external examiner. Payment of fees and expenses will be arranged by QACO as soon as possible following receipt of the claim form and of the annual report of the external examiner.
- 12.7. QACO shall provide appropriate training and induction to assist external examiners carry out their duties. The institution delivering the course may wish

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to provide bespoke training relevant to environment in which the course(s) is delivered.

12.8. QACO shall issue annually a document providing examiners with guidance on the conventions for assessment, referral, progression and classification.

13. Academic Misconduct

The University General Regulation V.3: Academic Misconduct (see Credit Framework: Annex 10) has application to alleged academic offences committed with respect to:

- i. all provision with validated institutions/partner colleges;
- ii. provision leading to joint awards where Kent is acting as the PAU;
- iii. those modules delivered by Kent as part of a course leading to a dual award. The memoranda of agreement for dual award courses will specify the detail of the arrangements for managing academic offences.
- iv. modules/courses supported by course delivery support partners;
- v. modules delivered by standalone module delivery providers;
- vi. courses delivered by course delivery providers;

14. Academic Diligence

Academic Diligence is demonstrated by students through their engagement and attendance on their course of study, and their submission of assessments throughout their study.

- i. Validated institutions should have in place regulations and procedures for resolving apparent lapses in academic diligence by their students, such as repeated non-attendance or non-submission of assessed work. Thus, for example, a student who fails to attend compulsory classes should be approached with a view to resolving the situation by the institution concerned under its own regulations, procedures and Support to Study arrangements without reference to or involvement of the University.
- ii. Partner colleges should have in place a formal system for addressing emerging concerns and resolving matters of academic diligence that is consistent with the requirements of the Support to Study Procedure⁴. Thus, for example, a student who fails to attend compulsory classes should be approached by the institution concerned as per the formal emerging concerns system established for this purpose. Recommendations to withdraw students for alleged lapses of academic

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<https://www.kent.ac.uk/regulations/Regulations%20Booklet/Support%20to%20Study%20Procedure%202018-19.pdf>

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diligence should be made by the institution to the Director of Division or their nominee. Students in this position are permitted to submit a representation to the Division in their defence when such recommendations are considered.

- iii. With regard to students to courses leading to joint awards, matters of diligence such as repeated non-attendance or non-submission of assessed work will vary according to the partnership arrangements specified in the Agreement, but where the PAU model is used they will be considered by the PAU in accordance with its established procedures for doing so. The Memoranda of Agreement for courses leading to dual awards will specify the detail of the arrangements for managing diligence.

15. Academic Appeals, Academic Complaints and Complaints

- 15.1. Academic Appeal: A request for a review of a decision made by a Board of Examiners in regards to matters of progression to the next stage, assessment results or academic awards.
- 15.2. Academic Misconduct Disciplinary Appeals: A request for a review of a decision made by an Academic Misconduct Committee in regards to matters of alleged breaches of Academic Misconduct.
- 15.3. Academic Complaint: A specific concern about the provision of a course of study or related academic service: e.g. delivery of teaching, availability of learning of resources.
- 15.4. Complaint: means any specific concern, other than one relating to an academic matter as defined above, made by a student with regard to services provided by the institution against which the complaint is made.
- 15.5. Academic appeals made by students on collaborative taught courses of study against decisions made by Kent-appointed Boards of Examiners are subject to the procedures set out in Annex 9 of the Credit Framework.
- 15.6. Academic appeals made by students on collaborative research courses of study are subject to the procedures set out in the Standing Orders Governing Research Appeals.
- 15.7. Validated institutions and partner colleges should have in place procedures for dealing with academic complaints from students in the first instance and should ensure that students are aware of these procedures. Dissatisfied complainants on academic grounds who have exhausted the complaint's procedure of the partner college or validated institution have a further right of complaint to the University.
- 15.8. Partner institutions may process complaints on non-academic grounds according to their procedures for doing so without recourse to the University. Where such complaints are made with respect to services provided by the University, the University of Kent's complaint's procedure should be used.

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- 15.9. Students taking courses of study leading to joint awards will vary according to the partnership arrangements in place, but where the PAU model is used the arrangements will normally use the appeals and complaints procedure of the PAU. Details should be outlined in the course handbook.
- 15.10. Students taking courses of study leading to dual awards will normally use the complaints procedures (academic and non-academic) of the partner institution providing the service against which the complaint is made. Details should be outlined in the appropriate Course Handbook.
- 15.11. With respect to courses of study offered in collaboration with the University of Kent, partner institutions should report to the University on an annual basis as to the number of academic and non-academic complaints submitted by students on these courses and the outcome of these complaints. Where Joint Management Boards are in operation such reports should be first submitted to this Board for consideration.
- 15.12. Dissatisfied appellants and complainants on collaborative courses who have exhausted the relevant procedures of the partner institution and the University have recourse to the Office of the Independent Adjudicator (OIA).
- 15.13. Guidance on submitting appeals or complaints to the University is made available to students studying for Kent awards at validated institutions online⁵. In addition, the Quality Assurance and Compliance Office will provide hard copy of the guidance information to validated institutions for distribution to their students on an annual basis. Appeals and Complaints weblinks are also emailed to students directly by QACO annually.

16. Information to Students

- 16.1. Partner institutions delivering courses of study approved by the University are responsible for ensuring that students are provided with full and detailed information about their course of study as prescribed by the University Code of Practice for Quality Assurance.
- 16.2. For each course of study, partner institutions should provide students with a Course Handbook containing details of curriculum, assessment scheme and regulations, timetable, staff names and contact points. The University will receive and assess each handbook annually, prior to publication, to ensure that it represents the requirements of the Credit Framework and Code of Practice applicable to that institution.
- 16.3. Partner institutions should issue students registered on collaborative courses of study with the information provided by the University on its services and procedures.

⁵ <https://www.kent.ac.uk/teaching/qa/collaborative/validation/studentinfo.html>

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16.4. Partner institutions should ensure that students have accurate information regarding the nature of the relationship between the two Parties and on their entitlements and rights arising from that relationship.

17. Student Evaluation

17.1. Partner institutions delivering courses of study approved by the University are responsible for obtaining and considering the views of students on matters related to learning and teaching.

17.2. The University's procedures concerning student evaluation are set out in Annex M of the Code of Practice. All partner institutions are required to seek the views of students on each of the modules and courses they have taken which lead to University of Kent credit or a University of Kent award, and consider the feedback as obtained.

17.3. Partner institutions should seek to establish one or more Student Voice Forum(s). Student Voice Forums should be seen as an opportunity for staff members to consult with students on all aspects of their student learning experience. Student Voice Forums should meet at least once per term. The membership of a Student Voice Forum should include one student from each stage of each course, or group of courses falling within the remit of the Forum and, for at least one member of staff who has detailed knowledge of the course(s).

17.4. Agendas for meetings of Student Voice Forums should ensure that there is opportunity for consideration of matters which are of concern to students and for consideration of suggestions from staff or from students for enhancement of courses. Agendas should be comprehensive and provide scope for discussion of all aspects of the student learning. Recommendations from external examiners should be considered by Student Voice Forums. Guidance for developing Forum agendas can be obtained from QACO.

17.5. Minutes of meetings should be made available to all students taking the course(s) falling within the remit of the Forum and to all staff teaching on the course(s).

17.6. Partner institutions should ensure that student representatives attending the Student Voice Forum meetings receive appropriate preparation to assist them to undertake the role. Student representatives for courses delivered by partner colleges or courses leading to dual or joint awards where Kent is the PAU should receive support from the cognate School and/or the Students' Union. Student representatives for courses delivered by validated institutions should receive support from the institution at which they study.

17.7. Student Voice Forums should report to and make recommendations to the appropriate Board(s) of Studies. Joint Boards of Studies will consider student evaluation obtained from those students studying for a dual award. Boards of Studies should also consider the feedback obtained from module surveys and other sources of feedback carried out, such as the National Student Survey.

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- 17.8. Students should be informed of how their views have been considered in a timely fashion.
- 17.9. Students on partner college and validated institution courses will also be entitled to participate in an annual survey carried out by the University for the purpose of securing direct feedback on their learning experience. The college/institution will consider the outcomes of the survey. The original data and the college/institution's response will be taken forward to the University's Education and Academic Standards Committee.

18. Certificates, Transcripts and Award Ceremonies

- 18.1. Degrees, diplomas and certificates awarded by the University will normally be conferred at a degree congregation or awards ceremony of the University⁶. Students and their guests will be entitled to attend on payment of the appropriate fee or may have their degree awarded 'in absentia'.
- 18.2. A partner institution may itself, with the agreement of the University, arrange a ceremony at which students are presented with award certificates.
- 18.3. Certification of University awards will only be undertaken by the University, with the sole of exception of some joint award arrangements where the responsibility will be specified in the Agreement.
- 18.4. University certificates will include the name and place of study of the course and, with respect to joint awards or joint research awards, the titles and logos of the partner institutions.
- 18.5. The certificate and/or transcript record must include the principal language of instruction where this is not English and the language of assessment if this is not English. Where this information is only recorded on the transcript the certificate will refer to the existence of the transcript.
- 18.6. The University will undertake to provide transcripts to all students in receipt of University of Kent credit.
- 18.7. For modules delivered by standalone module delivery providers, the University will issue all transcripts for students who pass modules approved for delivery by partners under this arrangement.

19. Collaborative Partner Staff and Staff Development

- 19.1. The University has a responsibility to ensure that staff involved in the delivery and assessment of collaborative courses, or modules, are competent to undertake their roles and responsibilities and ensure that the University's

⁶ In the case of awarding joint degrees the arrangements for award ceremonies will be set in the Memorandum of Agreement

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expectation with regard to the robustness of the assessment process can be met.

- 19.2. Where delivery or assessment of a University of Kent award is delegated to a partner institution in its entirety, the partner is required to submit CVs of teaching staff to the University on an annual basis. If the University feels that the calibre of the staff delivering or assessing a University award is a risk to the standards of that award, the University may require further staff appointments to be made by the partner institution or further staff development to be offered by the partner institution.
- 19.3. Partner colleges and validated institutions are required to submit CVs of all new members of a University of Kent-run Board of Examiners meeting to the University, where those members are responsible for course delivery. New and existing members of Boards of Examiners will be invited to attend Board of Examiner training, hosted by the University.
- 19.4. All staff teaching University of Kent registered students may attend staff development sessions organised by the University.
- 19.5. QACO has responsibility for organising the annual Partnership Forum. The Forum provides an opportunity for staff from all partner colleges and validated institutions to disseminate information and share good practice. In addition, the Forum enables the University to offer staff development that enables staff to deliver high quality education opportunities. Partner colleges and validated institutions are required to send at least one member of staff to this event.
- 19.6. Partner institutions are responsible for ensuring that staff receive adequate staff development opportunities that equip them to manage and deliver approved courses of study.

20. Module and Course Amendment

- 20.1. With the exception noted below in 20.3, course amendment for Kent courses of study should be undertaken in line with Annex C of the Code of Practice.
- 20.2. With the exception noted below in 20.3, module amendment for Kent modules should be undertaken in line with Annex B of the Code of Practice.
- 20.3. Module and course amendment for modules and courses delivered by validated institutions and partner colleges should be undertaken in line with Annex L of the Code of Practice.
- 20.4. Where major changes are proposed to approved courses leading to dual awards, including any which involve revision of the course aims and intended learning outcomes, the approval of such amendments by the Course Approval Sub-committee will be contingent upon confirmation from the partner institution that it has itself considered and approved the proposed changes to the course.
- 20.5. For articulation and linked award arrangements, following the approval of the RPL protocol, any amendments to the learning outcomes of any of the modules upon which the initial assessment of the equivalence of learning must be

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reported by the parties. Any such amendment will require reassessment of the RPL protocol and its reconfirmation by the appropriate Divisional Director of Education and UG Student Experience/Graduate Studies and PG Student Experience prior to the admission of any cohort of student to a Kent course by this means.

21. Annual Monitoring

21.1. The University has in place annual monitoring processes, as set out in Annex E of the Code of Practice, for monitoring modules, courses and the student progress upon University awards.

21.2. The purpose of the annual monitoring is as follows:

- I. To provide an opportunity for structured reflection on teaching provision.
- II. To facilitate the communication of good practice within and between areas of responsibility for teaching.
- III. To ensure that significant areas of concern within teaching provision are addressed, and that the effects of any changes made are monitored.
- IV. In addition for collaborative courses, to comment on the management of any considerations/risks identified (and the current risk status of those) at the approval stage of the partner/course, plus any additional risks identified since approval.

21.3. Annual monitoring is the formal reporting of, and response to, actions taken as a result of the ongoing review and evaluation of provision, aimed at enhancing the student learning process. It has an equal application to collaborative courses as it has to mainstream University courses.

21.4. For courses of study in collaboration with partner colleges and validated institutions, the Deputy Chair of each Board of Examiners, who is normally a staff member of the partner institution, shall be responsible for ensuring that an annual report is submitted each year to the relevant School of the University in accordance with the timeframe set out in the Memorandum of Agreement.

21.5. When submitting annual reports to the School, validated institutions should also send a copy to QACO.

21.6. Annual reports for partner colleges and validated institutions should be accompanied by the reports from the Course Advisor or University Academic Liaison Officer.

21.7. Annual reports submitted by partner colleges and validated institutions should be considered by the liaising Board of Studies in accordance with the requirements of the Code of Practice for Quality Assurance. The Board of Studies annual report to the Divisional Education and Student Experience Committee/Graduate Studies and Student Experience Committee should reflect its consideration of such reports.

21.8. With respect to collaborative courses leading to dual awards, the Joint Board of Studies is responsible for preparing an annual report for the course, which

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will be considered in accordance with the University's Code of Practice and with the appropriate procedures of the partner institution.

- 21.9. Course monitoring reviews of courses of study leading to joint awards will be undertaken on an annual basis in accordance with the arrangements set out in the Memorandum of Agreement. Where the PAU model is in place, the established procedures of the Primary Administering University (PAU) will be adhered to. The Board of Studies with responsibility for the course(s) must ensure that the resulting annual monitoring report and relevant statistical data are presented in timely fashion to the appropriate committees of the respective partners.
- 21.10. For all collaborative courses, statistical and student evaluation data should be summarised in the course monitoring report. The full data may be made available to the Board of Studies, as appropriate to the course, to assist in its evaluation of those reports.
- 21.11. Where a partner is approved to host the delivery of a Kent devised and approved course leading to a University award and/or the award of Kent credit (course delivery provider), they are also obliged to submit to QACO an annual report, by 31 July each year, with the intention of establishing that they remain financially and legally viable organisation for the purpose of teaching students on courses leading to an award of the University. This is a separate report to the annual monitoring report on the course and its modules.

22. Promotional Materials

- 22.1. Materials used by partner institutions to advertise and promote collaborative courses of study by the University must describe accurately the relationship between the institution and the University and the status of the course(s) of study. In particular, such materials must not convey the impression that the institution is part of the University or that staff are members of or employed by the University.
- 22.2. Each partner college and validated institution must send the University copies of all materials used to advertise and promote courses of study approved by the University (e.g. web pages and prospectuses) prior to publication. Such materials will be inspected by the University to ensure that they comply with the requirements above.
- 22.3. Institutions delivering courses in partnership with the University are permitted to use the University's trademarks and name in the connection with the performance of its obligations for the course(s) of study approved by the University. Details of these permissions will be set out in respective Memoranda of Agreement.
- 22.4. The University will undertake a check of all partner institutions' websites on an annual basis to ensure that partner institutions are representing the University and their relationship and arrangement with the University appropriately. The annual web check will be undertaken at the beginning of the academic year and a summary of issues will be reported to the Education and Academic

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Standards Committee in the autumn term. The University will follow up any issues with partner institutions and then check the relevant web pages to ensure their amendment at the end of the academic year.

23. Periodic Course Review

- 23.1. Once approved, courses will be subject to periodic review in accordance with Annex F: *Periodic Review* of the Code of Practice.
- 23.2. With the exception of provision with validated institutions, the School designated as holding responsibility for the collaborative course of study will ensure that, normally, such collaborative courses are included in the periodic review of the School's provision.
- 23.3. Where a School manages courses involving higher education in partnership with other institutions or organisations, the review will include a pre-review meeting consisting of the chairperson and secretary of the panel. The purpose of this pre-meeting will be to review key paperwork pertaining to those courses within the School's provision involving partnerships and to analyse any quality issues arising from these. Based on the documentation submitted the Chairperson will determine if further information is required for the review and, in the case of a partner college partnership, whether a visit is required.
- 23.4. Based on its assessment of the design, level, coherence and currency of the curriculum under review, the periodic review panel will recommend to the University whether or not the collaborative course(s) under scrutiny should continue (with or without conditions) or be withdrawn.
- 23.5. Following the periodic review, the University will review any relevant existing Memoranda of Agreement with collaborative partners to ensure that these remain fit for purpose.
- 23.6. Collaborative courses of study offered by validated institutions will undergo a separate periodic review to that of the School responsible for oversight of its provision, adhering to the Periodic Review procedures in Annex F of the Code of Practice as if the validated institution were the School itself. The chair will normally be an academic member of staff from within the Division that the validated institution is linked to, but who will not be a member of the partner's cognate University School. Where considered appropriate by the University, research provision with validated institutions may be subject to a form of periodic review as per a procedure designed and approved specifically for this purpose. Prior to this review a reassessment of the due diligence checks carried out on the validated institution will be undertaken by the University.
- 23.7. As with section 23.4, the periodic review panel makes a recommendation on whether or not the collaborative course(s) under scrutiny should continue (with or without conditions) or be withdrawn.
- 23.8. In addition, based on its assessment of the capacity of the validated institution to assure the standards of the provision under review and to provide learning opportunities sufficient for students to achieve the intended learning outcomes,

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the periodic review panel will also make a recommendation to the University as to whether or not it should re-approve (with or without conditions) the validated institution to deliver the courses for a further five year period.

23.9. Following the periodic review the partners will review any existing Memorandum of Agreement to ensure these remain fit for purpose.

24. Periodic Strategic Review of Partners

24.1. On a periodic basis, the University will undertake a strategic review on all collaborative partners.

24.2. The nature of such reviews will be determined by the type of arrangement under consideration. However all reviews provide an opportunity for in depth scrutiny of the strategic case for a partnership and the partner's ability to continue with the partnership prior to the renewal of the Memorandum of Agreement.

24.3. For validated institutions, the strategic review of the arrangement forms part of the periodic course review conducted on a five yearly cycle (See Section 23). Therefore, these types of partnerships are excluded from a periodic strategic review.

24.4. A periodic strategic review will be organised around the Memorandum of Agreement renewal period, usually five years^{7 8}.

24.5. Reviews will usually commence in the Autumn Term of the academic year during which the related Memorandum of Agreement will expire.

24.6. Where the related Memorandum of Agreement will expire during the autumn term, the review will usually commence during the preceding summer term.

24.7. For all types of partnership considered under periodic strategic review the University will undertake renewed institutional approval of the partner. Due diligence checks and risk assessments will be conducted regarding the partner organisation. Such checks will, where applicable, include an assessment that the partner organisation remains of sound financial standing.

25. Review of dual award arrangements, joint award arrangements, articulation/linked award arrangements, course delivery support partner

⁷ Co-supervised research degree and joint research award partnerships need only be reviewed if there are continuing students or the School foresees that there will be in the near future.

⁸ For articulation and linked award arrangements, Schools should ensure that if there are any amendments to the learning outcomes of the modules within the original RPL Protocol, a revised RPL protocol will be required. The revised RPL Protocol will require re-approval by the appropriate Divisional Education and Student Experience Committee/Graduate Studies and Student Experience Committee prior to the admission of any cohort of student to a Kent course by this means.

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arrangements, co-supervision of research degrees and joint research award arrangements.

25.1. For the review of these partnerships, the basis for review will be the submission of the following documentation for re-approval.

- Renewed Statement of Strategic Benefit from the relevant Division
- Completion of new Due Diligence Checklist and Risk Assessments regarding the partnership by QACO for UK partners, or International Partnerships Approval Panel for international partners in consultation with QACO.
- Most recent Periodic Review Reports for the courses delivered in collaboration.
- Three most recent relevant External Examiner's Reports for the courses delivered in collaboration.

25.2. Review of a partner will take the following form:

- Review of the documentation by QACO who will, where applicable, highlight any risk factors which require further scrutiny by the Academic Strategy, Planning and Performance Board.
- QACO will recommend whether further information, evidence and assurance should be sought from the Division/Partner prior to the re-approval of the partner.
- For UK partners, QACO will make the recommendation directly to the Academic Strategy, Planning and Performance Board;
- For international partners, QACO will make the recommendation to the International Partnerships Approval Panel who will review the documentation/recommendation and make a recommendation to the Academic Strategy, Planning and Performance Board;
- Review of the documentation by the University's Academic Strategy, Planning and Performance Board;
- Recommendation for approval of renewal of the arrangement by the University's Academic Strategy, Planning and Performance Board to Senate.

25.3. Once Senate is satisfied the arrangement can be renewed, a new Memorandum of Agreement will be signed.

26. Review of standalone module delivery providers and course delivery providers.

26.1. For the review of partnerships where standalone modules are delivered by an external party for Kent credit (standalone module delivery provider) or a Kent devised and approved course is delivered by a provider (course delivery

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provider), the basis for review will be the submission of the following documentation for re-approval.

- Renewed Statement of Strategic Benefit from the relevant Division
- Completion of new Due Diligence Checklist and Risk Assessments regarding the partnership by QACO for UK partners or International Partnerships Approval Panel for international partners in liaison with QACO.
- Most recent Periodic Review Reports for the courses delivered in collaboration.
- Three most recent relevant External Examiner's Reports for the courses delivered in collaboration.
- Checklist signed by both the Division and the Partner attesting to the on-going suitability of the arrangement and partnership

26.2. Re-approval of a partner will take the following form:

- Review of the documentation by QACO who will, where applicable, highlight any risk factors which require further scrutiny by the Academic Strategy, Planning and Performance Board.
- QACO will recommend whether further information, evidence and assurance should be sought from the Division/Partner prior to the re-approval of the partner or whether there should be scrutiny of the renewal by a renewal panel.
- If a panel is not deemed necessary, the re-approval will take the same form as that listed in section 25.2.
- Should a panel be necessary, the re-approval will continue in the following way:
 - The outcomes of the review panel will be submitted to the Academic Strategy, Planning and Performance Board for approval, either directly for UK partners, or via the International Partnerships Approval Panel, who will make a recommendation to the University's Academic Strategy, Planning and Performance Board for international partners;
 - Review of the documentation by the University's Academic Strategy, Planning and Performance Board;
 - Recommendation for approval of renewal of the arrangement by the University's Academic Strategy, Planning and Performance Board to Senate.

26.3. Where a review panel is to be formed it will be constituted in line with section 27 below.

26.4. Once Senate is satisfied the arrangement can be renewed a new Memorandum of Agreement will be signed.

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26.5. The following are some illustrative examples of where a recommendation for further scrutiny under sections 25.2 and 26.2 might be made by QACO:

- Concerns raised during the completion of the Due Diligence process.
- A risk assessment score of high.
- A risk to standards being identified in Periodic Review, or External Examiner reports.
- Recommendations from a previous approval/renewal process not having been fully met.
- Changes in the nature of the arrangement since the previous approval/renewal process was completed.

26.6. QACO will request from the Education and Academic Standards Committee a time limited extension to the existing Memorandum of Agreement, where it is considered completion of the review will take longer than the remaining term of the relevant Memorandum of Agreement, for example where further information or a review panel is required in order to enable the review process to be completed.

26.7. For partner colleges, the basis for periodic strategic review will be the review of the documentation listed in section 25.1 by the University's QACO with a recommendation made to the review panel regarding these, and then consideration of evidence by a panel constituted in line with section 27 below. The outcomes of such review panel will be approved by the Academic Strategy, Planning and Performance Board.

26.8. For the review of partner colleges, a visit to the relevant partner college by the review panel will be required.

26.9. Once the Executive is satisfied the arrangement can be renewed a new Memorandum of Agreement will be signed.

27. Review Panel Membership and Terms of Reference

27.1. The terms of reference for the panel will be:

- to evaluate whether the rationale for the collaboration remains valid;
- to ascertain whether the business case remains valid;
- to evaluate the future of the partnership in the light of University and partner strategic priorities;
- to review whether the partner institution retains appropriate academic, financial, and legal status;
- to identify whether the partner institution has complied with the University's Credit Framework and Code of Practice for Taught Courses during the review period;

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- to review the partner's ability to carry out its responsibilities in accordance with the arrangements made in the Memorandum of Agreement;
- to identify any inherent or contingent risks which may affect the partnership;
- to evaluate the ongoing liaison between staff at the partner organisation and the cognate School at the University;
- to investigate whether the partner remains appropriately resourced to undertake its responsibilities as set out in the Codes of Practice for Taught Courses of Study and Credit Framework;
- to make recommendations on the renewal of the partnership specifying any conditions required for the renewal to proceed.
- to report its findings to the partner institution and to Executive Group.

27.2. At least two weeks prior to the review, the following documentation should be collated by QACO in liaison with the partner institution, and the cognate Divisions. The secretary of the panel will circulate the materials to the review panel:

- Renewed Statement of Strategic Benefit, Due Diligence Checklist and Risk Assessments regarding the partnership with a recommendation regarding these from the University's QACO.
- A statement from the partner regarding the effectiveness of the partnership including commentary on student numbers and progression (i.e. rate of attainment figures, completion figures), a self-assessment of the available physical resources (in relation to the delivery of the collaborative courses) and a self-assessment of the infrastructure of support for student learning and student welfare.
- A statement from the cognate Divisions regarding the effectiveness of the partnership.
- Academic Liaison Officer Annual Reports (For partner colleges).
- Teaching staff CVs.
- External review reports, for example, QAA, OFSTED (if applicable).
- Relevant periodic course review reports for the courses delivered in collaboration.
- Relevant External Examiner's Reports for the courses delivered in collaboration.
- A business case for the next five years.

27.3. The review panel will be appointed by the Director of Division or their nominee. The panel will normally consist of one representative from the Division, who will be Chair, a representative from QACO, a key academic from each School involved in the partnership. Where the review includes cross-faculty provision

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the Deputy Vice Chancellor Education and Student Experience will determine the most appropriate faculty to lead the review.

27.4. For partner colleges an academic representative will normally be required from each Division for which the college has cognate courses, normally through the inclusion on the panel of a partner college Academic Liaison Officer from each Division concerned. In addition an external advisor with appropriate collaborative partnership experience will also be appointed to the panel.

27.5. The review panel will meet to review the evidence submitted. Based on the documentation submission the desk based review panel will determine one of the following three outcomes:

- i. That the panel can recommend the renewal of the proposal on the basis of the submitted paperwork. In which case the representative from QACO will produce a formal report on the review at this stage.
- ii. That the panel requires further documentary evidence before reaching its decision. In which case the panel will either review the documentation and make a collective decision outside a further panel meeting or they may decide they need to reconvene a review panel meeting. In both of these cases, the representative from QACO will await the final decisions of the panel before producing a formal report on the review.
- iii. That the panel requires for members of the panel to visit the place of delivery in order to assist in the panel's assessment of the capacity of the partner organisation to continue to offer and assure a learning experience of an appropriate quality. Should this be the case the review panel shall identify issues for the members to investigate during their visit to the partner. The panel will normally nominate one key academic and an external advisor to attend the visit. The representative from QACO will await the return of the visit and the final decisions of the panel before producing a formal report on the review.

27.6. A visit is required for the review of a partner college. For other partnerships subject to review, the panel can arrange a visit where it is considered that this will aid the assessment of the capacity of the partner organisation to continue to offer and assure a learning experience of an appropriate quality.

27.7. Should the review panel decide that members of the review panel should visit the partner the chairperson, a representative of QACO, one nominated key academic and an external advisor will normally be appointed to make the required visit.

27.8. In the case of partner colleges, the review panel undertaking the visit will normally be:

- Chairperson
- Representative from QACO
- Academic Liaison Officer for each Division to which the College has cognate courses

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- External Advisor
- 27.9. The purpose of the review visit will be to assist in the review panel's assessment of the capacity of the partner organisation to continue to offer and assure a learning experience of an appropriate quality and discuss the issues identified by the review panel.
- 27.10. The event programme will be confirmed between the Head of the partner organisation (or nominee) and the Chair. Unless a variation to the standard programme has been negotiated and agreed between the Chair of the panel and the partner organisation, the panel event schedule should incorporate the following sections:
- Welcome by the Head of the Partner Institution
 - Private meeting of Panel
 - Meeting with the Management Team of the Partner Institution
 - Meeting with a sample of teaching staff
 - Tour of the Facilities
 - Meeting with a sample of current students (where available)
 - Private meeting of Panel
 - Feedback to staff at the Partner Institution
- 27.11. The documentation for the panel should include the evidence identified above plus any additional documentation requested by the panel from the partner organisation. A programme for the visit based on the above should also have been circulated to the members of the panel attending the visit by the Head of the partner organisation in liaison with panel members attending.
- 27.12. Following the visit the representative from QACO will complete the formal report on the review. The report will recommend renewal (or not) of the partnership with the partner organisation to the Academic Strategy, Planning and Performance Board for a further period, usually five years. Renewal of the partnership may be subject to the satisfaction of conditions by a specified deadline.
- 27.13. Before the report is submitted to the Academic Strategy, Planning and Performance Board, the partner organisation will be given the opportunity to comment on the report for factual accuracy and comment on how any conditions will be met.
- 27.14. The Secretary of the Academic Strategy, Planning and Performance Board should inform QACO when the partner organisation has been approved for a further specified time period.
- 27.15. QACO will then review, and revise as appropriate, the terms of the legally binding agreement.
- 27.16. With respect to Non-Erasmus European and international student exchanges, study abroad arrangements, progression arrangements from overseas institutions (Non-Erasmus related), formal overseas staff exchanges (Non-

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Erasmus), a periodic strategic review will not take place, but instead, prior to the renewal of the agreement renewed Risk Assessments and Due Diligence Checklists will be completed by the International Partnerships Approval Panel in consultation with QACO for submission to the Academic Strategy, Planning and Performance Board for approval.

27.17. Please note placements (e.g. year in industry, year abroad in industry, work placements, Erasmus work placements), progression arrangements from UK institutions not involving admission with advance standing, Erasmus exchange partnership [staff and student] and the arrangements for external research students and research courses containing an element of study with an external party [e.g. Split PhDs or a period of PGR Study away from the University - and unfunded research collaborations] are not currently subject to this form of review.

28. Process for Staff to Identify Risk/Raise Concerns about a Partnership

Should a member of staff identify a risk or concern with a collaborative arrangement, they should contact QACO on gaco@kent.ac.uk. After an initial investigation, should QACO deem it necessary, the risk or concern will be escalated to the Chair of the Education and Academic Standards Committee.

29. Termination of Partnerships

29.1. The Memorandum of Agreement sets out provision for termination of the agreement. The University and the partner institution(s) will make arrangements to safeguard the best interests of registered and prospective students during the termination period, the details of which will be set out in an exit agreement.

29.2. In line with the University's Student Protection Plan, for all collaborative courses other than those delivered by validated institutions, the University retains responsibility for ensuring that students admitted to a course can complete the course in the event that a partner withdraws from an arrangement.

29.3. Students who are registered on a validated course are not covered by the University's Student Protection Plan; such students are likely to be covered by the arrangements set out by the validated partner institution and should refer to them if necessary.

29.4. The Memorandum of Agreement (MoA) sets out provision for termination, or review, of the agreement in the event that the partner has a change of ownership or status. Unless the MoA specifies that the partner may delegate its responsibilities to an affiliate member or third party, the University may terminate the partnership in the event of a change of ownership or status of the partner institution.

29.5. The MoA should set out financial arrangements to be followed should the arrangement be terminated.

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- 29.6. Where one or both parties decide to terminate the MoA, Division must notify QACO at qaco@kent.ac.uk. The Head of QACO will report the withdrawal to the accountable officer under the OfS requirements for reportable events.
- 29.7. Contact with students registered on a course of study which either party has served notice on will normally be co-ordinated by the University. The partner institution, or a third party, will not be responsible for communication with students regarding the termination arrangements of a collaborative course unless authorised to do so by a member of the University's Executive Group.
- 29.8. On termination of a partnership the University must:
- 29.8.1. Ensure that students receive timely written notice of any changes to their registration with the University of Kent or award from the University of Kent;
 - 29.8.2. For all collaborative courses other than those delivered by validated institutions, take all reasonable measures to ensure that students can complete the University of Kent award, regardless of whether or not the partner institution is able to deliver and/ or assess the course.
 - 29.8.3. (Only in exceptional circumstances) Inform students of their right to transfer to an alternative awarding institution. In this eventuality, the University will provide students with sufficient information to help them choose whether they wish to transfer their registration to an alternative awarding institution or remain registered with the University of Kent. Only students who agree to a transfer will be transferred to the alternative awarding institution.