QUALITY ASSURANCE STRUCTURE AND RESPONSIBILITIES

DOCUMENT HISTORY

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1.0	First version		
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1. PURPOSE

This document sets out the fundamental structure of the Quality Assurance (QA) system within BUV. It is designed to assist in the understanding of the internal QA structure and the QA responsibilities of key bodies and members of the University who contribute to this area. Any QA activities described are designed to supplement rather than replace any requirements by partner institutions: the processes of the degree awarding body takes precedence in all decisions made.

2. QUALITY ASSURANCE STRUCTURE

BUV approach to QA is based on a hierarchical structure, as shown in the diagram in Appendix 1 and explained in Section 5. There are six levels of formal QA responsibilities as follows:

QA Level 1 – Faculty, staff, and students

QA Level 2 – Programme Leaders (PL's)

QA Level 3 –Heads of School (HoS), Heads of Departments (HoD).

QA Level 4 – Deputy Chief Academic Officer (DCAO), Dean, Senate Committees, Head of Quality and Academic Development (HoQ).

QA Level 5: Senate, Vice Chancellor's Office, Chief Academic Officer (CAO), Chief Operating Officer (COO).

QA Level 6 - BUV University Council.

Although the University Council has the ultimate responsibility for the quality and standards of the University, it delegates the governance role to Senate, and the executive role for the management of this function to the Vice Chancellors Office, for development, operations and reporting purposes.

These QA levels refer to specific QA responsibilities held by positions and do not imply an organisational or line management structure.

3. QUALITY ASSURANCE AND ENHANCEMENT RESPONSIBILITIES

The responsibility for the academic quality and standards of the University's awards rests with the University through the Senate. The Senate delegates a number of these

responsibilities to committees within the University within a clear structure (codified in the terms of reference of the Senate and its sub-committees, policies and procedures) that ensures that it is aware of how these delegated authorities are used.

The University also recognises that the responsibility for academic quality and standards is a shared one, between those University bodies with formal accountability for academic quality and standards, and all staff engaged in the delivery and support of learning and teaching and research degree supervision. The quality assurance structure is therefore based on the following shared understanding of the roles and responsibilities of each level within the University.

QA Level 1: Faculty, students, and staff

Faculty

All staff involved in the delivery and support of learning and teaching contribute to the assurance of quality within BUV in the following ways:

1. By reflecting on the effectiveness of their practice and how this might be enhanced (for example, on the basis of the day-to-day observation of the impact of teaching). This will include consideration of their practice in relation to their designated role in learning, teaching and research degree supervision as part of their formal performance reviews.
2. Where appropriate, consulting with students prior to or following a change introduction. This may be carried out informally within the operations of a module to address student concerns, or more formally through discussions held at Student and Staff Liaison Committee (SSLC) meetings or through meetings with the Student Association Committee.
3. Evaluating the effectiveness of any change made within a module (for example by checking in a subsequent teaching session, via the mechanisms discussed in the Teaching and Learning Performance Evaluation Policy and Procedure or the Academic Monitoring Policy and Process.

Students

Students provide feedback on the perceived quality of the education they are receiving, the University, and they contribute to the QA process through a variety of quantitative and qualitative processes, for example:

1. Student representation at the Senate.
2. Student and alumni representation within School Practitioner Advisory Groups (SPAGs) and on special projects where student representation is deemed by the project group to impact student learning experience.
3. Feedback provided through the semesterly meeting between the Student Association Committee (SAC) and the University.
4. Students on programmes taught at BUV complete surveys at module, programme, and institutional levels, and provide feedback via the Student-Staff Liaison Committee (SSLC) held every semester, and via Net Promoter Score surveys carried out every semester.
5. Data from student surveys and discussions are considered by the Deputy Chief Academic Officer (DCAO) and Heads of School for any staff quality concerns, and by the Academic and Student Operations team for any timetabling or logistics concerns.
6. Students are involved in periodic programme review through consultation during the development of the self-evaluation document and at the periodic programme review event.
7. Students are involved in the programme revalidation process, and are included as panel members at validation/periodic programme review events, subject to the policies of external partners.
8. Feedback can also be provided through other channels, such as parent meetings, emails to feedback@buv.edu.vn, and cao@buv.edu.vn.
9. Formal feedback from research students is obtained via all mechanisms discussed above except for feedback mechanisms linked directly to taught programmes.

Staff

BUV recognises that staff, who are not directly responsible for teaching and learning, also contribute to the overall quality of BUV in their daily activities. Specifically, this can be seen in the following ways:

1. Contributing to tasks which enhance various elements of the student experience.
2. Work carried out on strategic projects which contribute to the Mission and strategic priorities of the University.
3. Supporting teaching, learning and assessment activities.
4. Provision of non-academic support to students.
5. Contributing to the Senate and its committees where specified within the Senate or Committee Terms of Reference.

QA Level 2: Programme Leaders

At the second level of Quality Assurance, in addition to the contributions made by all teaching faculty, Programme Leaders contribute to effective QA in the following ways:

1. Reviewing and approving assessments.
2. Providing guidance to Module Leaders (MLs) on teaching content and modes of delivery.
3. Assessing the quality of delivered teaching through formal teaching evaluations.
4. Contributing to SSLC meetings and leading other meetings as required.
5. Providing recommendations on changes to modules and programmes via Programme Monitoring Reports.
6. Performing quality checks of assessments marking within their programme.
7. Contributing to the Senate and its committees.

QA Level 3: Heads of Schools, Heads of Departments
Heads of Schools

All Heads of schools reflect on and review activities within their schools to ensure standards are achieved. Working with the Head of Quality and Academic Development and the Dean, they contribute directly to Quality Assurance in the following key areas:

1. Operationalising and ensuring compliance with any necessary evaluation, quality assurance and monitoring procedures, both internal and external. These may relate to teaching, research, and management of resources.
2. Ensuring high quality teaching takes place by identifying examples both of good practice, and areas for potential improvement, and managing this through appropriate staffing and reporting mechanisms.
3. Reporting to the CAO, DCAO and Dean as required on issues related to quality.

Heads of Departments (Operations)

Heads of Departments in non-academic areas are vital to maintaining a quality culture across the entire University. Working cross-functionally where appropriate, they contribute to Quality Assurance in the following ways:

1. Developing and approving policy related to non-academic areas within BUV to ensure that the quality of services and experiences by all stakeholders is maintained.
2. Supporting and monitoring staff within departments to ensure that processes and procedures are followed accurately.
3. Leading on non-academic projects contributing to the Strategic Priorities and Mission of the University.

QA Level 4: Deputy Chief Academic Officer (DCAO), Dean, Senate Committees, Head of Quality and Academic Development

Deputy Chief Academic Officer (DCAO) and Dean

The DCAO is responsible for the operationalisation of quality activities within BUV academic programmes. These activities may be deputised to the Dean as required. They contribute to Quality Assurance activities in the following way:

1. Providing direct line management to faculty members and Heads of School.
2. Acting on guidance provided by Senate committees to request draft policy related to quality activities to be developed.
3. Approving the implementation of policy which directly affects teaching and learning activities.
4. Directing faculty to contribute to quality related activities and training sessions as required.
5. Identifying overall trends from School action plans, and reporting on these via the LTC to Senate.

Senate committees and sub-committees

Senate committees (in particular, the Quality Assurance Committee and the Learning and teaching Committee) contribute to Quality Assurance activities as specified in their respective Terms of Reference. Please refer to the Terms of Reference for specific details of

these activities. All changes to Senate committee and sub-committee terms of reference must be approved by full Senate.

Head of Quality and Academic Development

The Head of Quality and Academic Development works closely with the academic leadership team to lead and contribute to projects related to maintaining and enhancing quality within the University. Specifically, they may contribute to Quality Assurance in the following ways :

1. Responsible for ensuring that quality assurance policies and procedures are understood and followed by all members of the University.
2. Leading the development and implementation of quality related projects, initiatives, policies, and processes.
3. Supporting faculty and academic support staff in matters relating to assessment creation and marking.
4. Providing advice and support to Heads of School, DCAO, Dean, CAO or the Senior Leadership Team in matters relating to Quality Assurance.
5. Chairing the Quality Assurance Committee and reporting on its activities to Senate.

QA Level 5: Senate, Vice Chancellor's Office, Chief Academic Officer, Chief Operating Officer.

Senate

The Senate is the governing body responsible for the overall assurance of quality within BUV. It contributes to this in the following ways:

1. Ensuring that appropriate structures, policies, and procedures are in place to both assure and enhance the quality of learning opportunities within the University degree programmes.
2. Providing oversight of the activities of committees with responsibilities for Quality Assurance.
3. Delegating responsibilities for the implementation of policies to the Quality Assurance Committee, the Academic Compliance Office, the Chief Academic Officer or the Chief Operations Officer as appropriate.

Vice Chancellor's Office

The Vice Chancellor's Office is a governance group of senior University officers who are responsible for the overall management of quality and standards within the university. Following directions from the University Council, they develop overall plans and projects, and develop specific performance targets to ensure that the strategic priorities of the University are met.

Within this group there are two following positions with specific roles related to the development and management of Quality within the University.

Chief Academic Officer (CAO) and Chief Operating Officer (COO)

The CAO and COO have responsibility for all the activities carried out within the Academic (CAO) and Operations (COO) areas of the University. Within their respective fields, they have the following QA responsibilities:

1. Provide overall guidance and supervision of all projects related to assuring or enhancing quality.
2. Delegating quality related responsibilities and tasks to appropriate departments or individuals.
3. Coordinating with external bodies or agencies as required to assure or enhance quality.
4. Contributing to the overall strategic direction of BUV through membership of Senate and input at the BUV University Council

QA Level 6: University Council

The University Council has the ultimate responsibility for the quality and standards of the University. At this highest level of responsibility, the University Council is responsible for setting and agreeing the quality related strategic priorities and projects of the university. These priorities are operationalised by University members and bodies via the Vice Chancellor's Office.

Key Supporting Roles

Registry Services

Registry Services within BUV plays a key role in coordinating and supporting quality assurance and enhancement activities across all QA levels within the university. Within Registry Services are the following groups who have specific QA related roles and responsibilities.

Academic compliance

1. Acting as Senate, Senate Committee, and sub-committee Secretary
2. Responsible for the writing and review of policy, processes, and regulations
3. Updating and ensuring compliance with regulations of partner universities and national authorities.
4. Leading on new programme licences and licence renewals as well as reviews of existing programme.
5. Supporting on quality accreditations at the University and Programme level.
6. Managing the Exceptional Circumstances and Academic Conduct panels.
7. Providing training and support to faculty and students as required.

Exams Office

1. Acting as the primary point of contact between faculty and partners for issues related to the management of assessments and approval of module marking.
2. Managing processes for assessment approval, planning, set up & preparation.
3. Managing process of approvals of marking completed by faculty.
4. Providing training and support to faculty and students as required.
5. Preparation and uploading of Examination Board Grids to partners and External Examiners.
6. Preparation & uploading of documents for Examination Boards
7. Coordinating re-sit/rework processes.

Academic Quality Officer

The Academic Quality Officer plays an important role in controlling and assuring academic quality across all activities of Registry Services and Academic and Student Operations

9

department. Reporting to the Head of Registry and the Chief Academic Officer, they carry out the following specific responsibilities related to Quality Assurance:

1. Analysing academic data at a Programme, School, and University level and providing analysis of this to relevant officers of the University.
2. Working closely with the Head of Quality and Academic Development, the DCAO, and Heads of School to support on the development, implementation and monitoring of QA related projects, policies and processes.

4. SUPPORTING DOCUMENTS

1	Learning and Teaching Committee Terms of Reference
2	Quality Assurance Committee Terms of Reference
3	BUV Quality Assurance Policy
4	Academic Monitoring Policy and Process
5	Teaching and Learning Performance Evaluation Policy
6	Teaching and Learning Performance Evaluation Procedure

5. DOCUMENT RESPONSIBILITIES

Procedure Owner   :   Chief Academic Officer

Procedure Delegate   :   Head of Quality and Academic Development