



University of
Salford
MANCHESTER

Programme Monitoring and Enhancement Procedure (PMEP)

Version Number 5.0
Effective from 1 September 2022
Owner: Quality Management Office

1.0 Purpose

- 1.1 This document outlines the general principles, regulations and guidance relating to the operation of the Programme Monitoring and Enhancement Procedure (PMEP) governing the University's routine monitoring of the delivery and performance of its taught programmes.
- 1.2 PMEP has been designed to satisfy, in combination with other policies, the requirements of the:
 - Office for Students' ongoing conditions of registration for quality and standards (B1-B5)
 - Ofsted Requirements, including safeguarding and fundamental British values
 - UK Quality Code's expectations for quality and standards
- 1.3 The purpose of PMEP is to provide assurance to the University, its external regulators, and stakeholders that programmes offer high quality education to students and maintain academic standards.

2.0 Scope

- 2.1 PMEP applies to all taught programmes leading to credit or qualifications of the University, including programmes offered in collaboration with a partner institution unless otherwise specified in the signed agreement.
- 2.2 Where "programme" is used in this procedure, this may mean a single qualification or a group of cognate programmes that are clustered together for programme and performance management purposes.
- 2.3 The responsibility for monitoring programmes lies primarily with programme teams, led by programme leaders, with contributions from module leaders on the review of their constituent modules.
- 2.4 The action planning by programme teams for the improvement of their programmes is monitored by Schools and, through the consideration of data, evaluations, and audits, with oversight by University Learning and Teaching Committee on behalf of Senate.

3.0 Policy Statements

3.1 Programme Datasets/PMEP Dashboard

- 3.1.1 PMEP relies upon the timely consideration at various points throughout the academic year of qualitative and quantitative data relating to key performance indicators (KPIs) and reflection of sector recognised standards where applicable.
- 3.1.2 The PMEP dashboard will focus upon both regulatory KPIs (the OfS (Office for Students) baselines for student outcomes indicators (B3)) and internal KPIs

Regulatory KPIs

- Column 1: Student Continuation (% first time pass)
- Column 2: Student Completion (Timely progress)
- Column 3: Degree Outcomes including differential outcomes for students with distinctive characteristics
- Column 4: Progression (graduate employment and progression to professional jobs and postgraduate study)

Institutional KPIs

- Column 5: Admissions – recruitment numbers
- NSS
- Column 6: Teaching on my course
- Column 7: Assessment and feedback
- Column 8: Academic support
- Column 9: Organisation & Management
- Column 10: EDI (Equality Diversity and Inclusion) –: BAME data
- Column 11: Button to External Examiner reports – link to external examiners report
- Column 12: Button to PSRBs (Professional, Statutory or Regulatory Bodies) – link to register etc
- Column 13: Button to EDI Protected Characteristics

3.1.3 The PMEP dashboard will also be provided to support Apprenticeship programme level self-assessment reporting (SAR).

3.1.4 Where a programme is delivered in collaboration with a partner institution an equivalent dataset will be provided to meet the needs of both institutions.

3.2 Programme Action Logs

3.2.1 In considering these data sources, programme leaders, in consultation with other members of their programme team, plan actions to improve the performance of their programmes and enhance the quality of learning opportunities for students on their programme.

3.2.2 Issues identified by Programme Leaders, in consultation with students and their programme teams, are recorded on a Programme Action Log (PAL).

3.2.3 A PAL for apprenticeship programme will include the programme level Quality Improvement Plan (QIP).

3.2.4 Programme leaders outline the basis for and focus of key actions taken or planned in response to the qualitative and quantitative data, both to address or refer any areas of concern and to identify good practice for wider dissemination. Guidance and information about accessing PALs is available on the QMO (Quality Management Office) [PMEP hub site](#).

- 3.2.5 Programme Leader(s), Module Leaders and Directors, in liaison with QMO and Strategy, will be responsible for undertaking a root-cause analysis of the issues identified for those programmes that do not meet threshold standards.
- 3.2.6 PALs (including apprenticeship PALs) are reviewed each trimester and are used to produce the School Action Log (SAL) which will also reflect the University Apprenticeship Action Log (including QIP).
- 3.2.7 Any programmes that do not meet required threshold standards will be considered at a trimester review meeting, prior to reporting to School Executives and SLTC (School Learning & Teaching Committee).
- 3.2.8 The PMEP Dashboard will highlight programmes that fail to meet (or are considered at risk of failing to meet) required threshold standards.
- 3.2.9 With support from QMO and Strategy, the Director will hold a formal meeting to carry out, attended by all relevant staff to plan and expedite action.

3.3 Trimester Review Meeting

- 3.3.1 A trimester review meeting will be held with the relevant Programme Leader(s), Module Leaders, Director, student representatives, technicians, and representatives from professional services such as Library SPAs, R&A, careers, estates, timetabling, etc.
- 3.3.2 The composition of each meeting will be determined by the issues under consideration. Depending on the size and scope of the issues, several meetings may be needed to ensure focused and granular discussion at programme and/or module level to drive improvement.
- 3.3.3 The meeting will also take account of employer and student feedback and outcomes from the module action logs, to determine actions to address the issues or the need for further investigations to clarify root cause issues.
- 3.3.4 The Programme Leader's Manager reviews and approves the initial PAL and any subsequent substantial updates to the PAL.
- 3.3.5 Members of staff (both academic and professional service) are allocated actions and should update the PAL regularly to inform the progress report to SLTC.
- 3.3.6 PALs are updated to reflect improvement activity and report back to the Trimester Review meetings.

3.4 School PMEP Trimester Report

- 3.4.1 Each trimester, SLTCs will consider a School PMEP Trimester report that confirms programmes are in line with the required threshold standards, including those which have recently moved up into this category.

- 3.4.2 SLTCs will consider separate apprenticeship bi-monthly reports which have been informed by the University Apprenticeship Action Log, including the QIP.
- 3.4.3 The school PMEP trimester report compiled by QMO in liaison with the ADAs will identify those programmes that remain below (or are at risk of falling below) the required threshold standards and provide:
- A summary of the root cause analysis events that have taken place, or are planned, in relation to these programmes.
 - Proposed actions that have not yet proved effective in delivering the required improvements.
 - Proposed escalation for any actions that have not taken place as planned.
 - Updates on any SLTC actions in relation to these programmes.
- 3.4.4 SLTCs considers the trimester report and approves actions including, but not limited to:
- Escalating issues that need to be addressed at a university level including professional service areas.
 - Requiring PLs and their line manager to meet the ADA and a QMO representative to discuss and agree revisions to the PAL.
 - Requiring an Interim Review or early Periodic Review and Reapproval of a programme.
 - Celebrating success in improving programmes
- 3.4.5 Exceptionally the QMO will escalate issues in relation to failing programmes outside of these timescales.
- 3.4.6 SLTCs will report to University Learning & Teaching Committee (ULTC) and School Executive on the outcome of the trimester review meetings and any matters that require escalating to Senate and, where required, to VCET (Vice Chancellor s Executive Team).

4.0 Related Documentation

- Detailed guidance and support for colleagues involved in PMEP is available on the QMO [PMEP Hub site](#).
- Information about Periodic Programme Review and Re-approval is available from the QMO [Periodic Programme Review and Re-approval Hub site](#).

Document Control Information			
Revision History incl. Authorisation: (most recent first)			
Author	Summary of changes	Version	Authorised & Date
AJ/JL /HS	<i>Refreshed with a focus on external requirements and realignment of data. Added support from QMO working with Schools to implement the system</i>	V5.0	ULTC July 2022
JL/HS	<i>Policy updated to remove Annual Collaborative Provision Monitoring and Enhancement Procedure (ACPME) process for collaborative programme monitoring. Collaborative providers to now follow PMP process. Other minor editorial changes</i>	V4.0	Editorial changes only – signed off by Deputy Head of QEO
JL/HS	<i>Policy updated to include ACPME process for collaborative programme monitoring. Number of programme leader reviews reduced from five to four. Reporting relationship clarified, SELTEC and ASQAC</i>	V3.0	Editorial changes only – signed off by Deputy Head of QEO (16/10/17)
HS	<i>Policy updated to remove reference to AHAs, Colleges and Heads of Schools. Updated web links. Equality Analysis carried out (separate document).</i>	V2.0	Editorial changes signed off by Deputy Head of QEO
SS-L	<i>Added hyperlinks to related documentation including Programme Action Log template</i>	V1.1	LTEC: 20/08/2014
SS-L/HS	<i>Update of CST pilot arrangements considering evaluation by LTEC working group</i>	V1.0	LTEC: 24/03/2014
HS	<i>New monitoring procedure for implementation in all Colleges in 2014/15 to replace APME</i>	V0.1	LTEC:
Policy Management and Responsibilities:			
Owner:	This Policy is issued by the Pro Vice Chancellor who has the authority to issue and communicate policy and has delegated day to day management and communication of the policy to the Quality Management Office.		
The Author:	The Author oversees the institutional development and operation of the procedure on a day-to-day basis and reports to the University Learning and Teaching and Committee (ULTC) on institutional matters pertaining thereto.		
Others (Please specify):	All subjects of the Policy will be responsible for engaging with and adhering to this policy, including Module Leaders, Programme Leaders, Directors of Directorates, Deans of School, Associate Deans Academic (ADAs), Quality Managers. Policies, Procedures and Regulations governing the operation of the PMP are determined by Senate on the recommendation of the ULTC. The operation and management of PMP within Schools is the responsibility of Deans of Schools. The operation and management of PMP at institutional level is the responsibility of the Pro Vice Chancellor.		
Author to complete formal assessment with the following advisory teams:			
Equality Analysis	<i>EA completed June 2022</i>		
Legal implication	NA		
Info Gov	NA		
Student facing procedures:	<i>QMO have reviewed the policy to ensure its alignment with student facing policies and procedures.</i>		
UKVI	N/A		
Consultation:	Staff Trades Unions (HR) NA Students (USSU) Yes		

Document Control Information	
Review	August 2023
Document location:	University Policy & Procedure Pages at http://www.salford.ac.uk/policies
The owner and author are responsible for publicising this policy document.	