
Guidance 5(ix) Administrative and operational procedures for collaborative programmes

1. Administrative and operational procedures

The Memorandum of Co-operation (MoC) for every collaborative programme includes an administrative annexe identifying those responsible for the administrative functions relating to the collaborative link.

Academic Partnerships, the Professional Services teams, the Research Degrees Administration Team (RDAT), institutional contacts, and the Link Tutors ensure an effective Partnership is sustained at an administrative level between the University and the Partner Institution.

These relationships provide the University with assurance that there is a reliable and timely exchange of information in relation to the operation, management and quality assurance of the Partnership. This is underpinned by regular contact and visit(s) by the University Link Tutors. Link Tutors, working with the Academic Partnerships team and RDAT (where appropriate), maintain the link between the University and the Partner and act as source of advice, and are required to notify the Faculty and Academic Quality Service of any significant operational difficulties which require urgent resolution.

1.1 Recruitment and admissions

1.1.1 Franchised and Joint Programmes

For Franchised and Joint Partnerships/ Programmes, the recruitment arrangements are normally primarily the responsibility of the Partner Institution. However, decisions on the admissions process and arrangements should involve relevant staff from the University's Admissions Office, Faculties, Link Tutors and the Partner Institution. Specific areas to be addressed and documented in the Memorandum of Co-operation include:

- a. Entry criteria: these should be determined at validation to accord with Middlesex University admissions regulations. Special attention should be drawn to the requirements in paragraph B5 of the University admissions regulations for English language qualifications from students whose first language is not English.
- b. Application route: Programmes which would normally recruit through UCAS should continue to do so via Middlesex University, even if none of the Programmes are taught at Middlesex University. Programmes recruiting directly should use Middlesex University's application portal, application form or approved equivalents.
- c. Procedures for processing applications will be agreed between the two institutions to cover receipt and handling of forms, interview arrangements, communication with applicants, and any clearing house requirements.
- d. Admissions decisions should be made according to the agreed criteria by identified personnel at either or both institutions. Terms of any articulation agreements and progression agreements between the University and nominated institutions will apply.
- e. Data capture for the production of enrolment forms is required, as for any Middlesex University Programme. For monitoring purposes in connection with the University's Equality and Diversity Policy, appropriate details from all applications are required to be entered on the University database. Where data is not captured elsewhere, e.g. by UCAS, procedures must be agreed, exploiting data transfer from the Partner Institution wherever possible. The University's Admissions Team is responsible for negotiating this process.
- f. Student identification and qualification certificates must be verified prior to enrolment. In the case of international students requiring sponsorship to study in the UK, reasonable checks must be undertaken at the point of admissions to determine the

applicant's immigration history and intention to study, in accordance with UK Visa and Immigration guidance. This must be completed before a CAS can be issued.

- g.** Data maintenance of Franchised and Joint Programme information will be the responsibility of Academic Partnerships and RDAT (where appropriate), in liaison with the MISIS team, Admissions Team and Student Records. This responsibility includes adding, deleting and reviewing Programme information as it changes for all online listings of Middlesex University Programmes.

Middlesex University Integrated Student Information System (MISIS), can be accessed via MyMDX. MISIS holds the official records for all Franchised and Joint students enrolled with Middlesex University.

1.1.2 Validated

For Validated Partnerships/ Programmes, the recruitment and admission arrangements are the responsibility of the Partner Institution. Student identification and qualification certificates must be verified at the point of admission.

1.2 Registration and registration fees (Validated Programmes only)

- a.** The Institution Link Tutor or named student records contact at the Partner Institution will be responsible for informing the University's Academic Registry Team of the names and required details of all newly-enrolled students to be registered for the validated qualification each year.
- b.** This will include all year 1 students, all students who enrol with prior accreditation directly into later years and all those students who have withdrawn/interrupted subsequent to the previous year's registration. It shall also include changes of Programme or updates to other student record details for continuing students.
- c.** This information should be provided within 6 weeks of the start of the Programme in the academic year, unless otherwise agreed with Academic Registry.
- d.** Once received, Academic Registry will enter all students on to MISIS, the University student database, and confirm all registrations back to the Partner Institution.
- e.** The registration information received from the Partner Institution will dictate the amount to be invoiced in line with the Financial Agreement of the Memorandum of Co-operation. The University shall invoice the Partner Institution for the institutional fee.
- f.** Late notification by the Partner Institution of students registering may result in an additional charge as outlined in the Memorandum of Co-operation.
- g.** All payments shall be made in £ sterling.
- h.** The University shall charge interest at the prevailing Bank of England base rate plus 2%, per month on outstanding balances from 28 days after the date of the invoice.

1.3 Financial Agreement

The detailed financial arrangements for each Programme will be agreed prior to the validation event and will be documented in the Financial Agreement for the Partnership. The Financial Agreement will be provided as an annexe in each Programme's Memorandum of Co-operation.

1.4 Enrolment, student records and funding (Franchised and Joint Programmes only)

1.4.1 Enrolment

- a.** The University shall normally send the MyMDX enrolment information to prospective students.
- b.** Students on Joint and Franchised Programmes are required to enrol at Middlesex University, but may also be required to enrol at the Partner Institution.

1.4.2 Student records

- a. Middlesex University online enrolment and, where appropriate, student access cards will be administered/provided by the University.
- b. The named student records administrator of the Partner Institution will notify RDAT (Joint Research) or Academic Partnerships (Joint/Franchised) of any changes to student records, e.g. name change. Students should ideally request for updates to their records via UniHelp directly.
- c. Middlesex University will be responsible for entering assessment data for the collaborative Partnership on the University database.

1.4.3 Student loans/grants/ council tax (Joint only and UK Franchises where agreed)

For Programmes funded by the Office for Students (OfS) via Middlesex University the following will apply:

- a. Any support payments made by the Student Loan Company, including those for supplementary grants, are transferred direct to the students' bank accounts by the Student Loans Company once registration has been confirmed by the University's Academic Registry Team.
- b. The University's Academic Registry Team will confirm the attendance of relevant students directly to the Student Loans Company on or after the relevant liability points (three times per academic year).
- c. Academic Registry is responsible for ensuring the accurate update of course information on the Student Loans Company Courses Management Service (CMS).
- d. Council tax exemptions can be obtained by students online via MyMDX.

1.5 Tuition fees (Joint only and UK Franchises where agreed)

- a. Collection of tuition fees will be undertaken as agreed in the MoC and Financial Agreement. This may be the University or Partner Institution.
- b. Middlesex University's Finance Department will invoice sponsors for fees for students based at a Middlesex University campus or as exceptionally agreed in the Financial Agreement.
- c. Middlesex University's fee policy shall apply regarding the collection of tuition fees when tuition fees are collected by the University.

Where appropriate, Academic Partnerships, in conjunction with the Financial Department of Middlesex University, will arrange for the transfer of funds to, or the invoicing of the Partner Institution as detailed in the Financial Agreement.

1.6 Access to University facilities

In preparation for validation, arrangements will be discussed regarding plans for the development of resources in the Partner Institution and the University, the rights of access to University facilities for staff and students on the Programme(s) (where appropriate), communications and the development of links between the Library and Learning Support Team and the Partner Institution. The Memorandum of Co-operation will set out the agreement regarding these issues and the details of the arrangements shall be outlined in a Service Level Agreement with the service provider, if required. Student entitlement sheets, appropriate for each type of collaborative Programme, will be sent to the collaborative Partner at the beginning of the academic year for distribution to students. The entitlement sheets detail the access students have to the University's services.

Joint and Franchised Programmes

Access to University learning resources facilities is generally as per in-house provision and each individual agreement will be set out in the Memorandum of Co-operation.

Validated Programmes

Students on Validated collaborative Programmes do not normally have access to University facilities unless specific arrangements have been agreed between the institutions. The exact arrangements are set out in the Memorandum of Co-operation, and the details of the arrangements shall be outlined in a Service Level Agreement with the service provider, if required.

1.7 Information provided to students

The Partner Institution must adhere to the guidance set out by the Competition and Markets Authority. Pre-contract information must be accurate to enable a student to make an informed decision on whether or not a Programme is the right choice for them. The information that should be made available to applicants and students includes:

- The course content and structure;
- Total costs of the course including fees and any additional costs, including annual increases;
- The educational institutions terms and conditions, including any rules, procedures and regulations that students are bound to follow and the policies of the educational institution;
- Information on complaints handling, and any cancellation rights;
- Surprising or important terms should be highlighted to ensure that they are specifically brought to the students' attention.

Partner Institutions supported by the Academic Partnerships team will ensure that Programme Handbooks for Franchised and Joint titles are updated annually. For Validated Programmes, Partner Institutions will ensure the Programme Handbooks are updated in line with the Programme Handbook template for the current year. A copy of the Programme Handbook must be provided to the Academic Partnerships team annually.

The Programme specifications for Franchised collaborative Programmes shall be published on the University's website. Programme specifications for Joint and Validated collaborative Programmes are made publicly available in a suitable form by the Partner Institution. Joint Programme specifications will normally be published on the University web site too.

1.8 Management of assessment

Collaborative Partners are required to follow the University procedures for invigilation as set out by Registry and accessible via the web site at <https://www.mdx.ac.uk/about-us/policies>. There is a requirement to retain examination scripts and a sample of other work as agreed with the University and the Partner for a period of one academic year.

All Programmes are also required to have appointed External Examiners in accordance with the procedure and guidelines set out in section 4 of the Learning and Quality Enhancement Handbook.

Franchised Programmes

Coursework and examinations (where applicable) are set by the University. Coursework is normally marked by the Partner Institution and moderated by the University. Examinations are marked and moderated by the University.

The External Examiner acting for the Middlesex Programme will normally be appointed as External Examiner for all Franchised Programmes. Coursework and examinations shall be reviewed by External Examiners as per the University's regulations.

Joint Programmes

Coursework and examinations (where applicable) are normally set and marked by the module leader, who may be from the University or the Partner Institution. Coursework and/or examinations are moderated by the University.

For all taught provision, the External Examiner will be appointed by Middlesex whether the programme is delivered at the University or the Partner Institution. The external examiner can be nominated by Middlesex or the Partner Institution. All coursework and examinations shall be reviewed by External Examiners as per the University's regulations.

Validated Programmes

All assessment is written, undertaken, marked and moderated by the Partner Institution. The External Examiner will be nominated to Middlesex by the Partner Institution for approval. They will be appointed by the University. Examinations and coursework shall be reviewed by External Examiners as per the University regulations (unless exceptionally agreed by the University).

1.9 Assessment boards

Joint and Franchised Programmes

Programme assessment is undertaken by the University assessment board (unless exceptionally agreed by the University). The composition of assessment boards is as set out in the University regulations.

Validated Programmes

Assessment boards take place at the Partner Institution. The composition of the Programme assessment boards is as set out in the Programme Handbook. Middlesex University will contact Partner Institutions to collect the assessment board dates at the start of the academic year.

The Programme and progression boards will normally be chaired by a member of the senior staff of the Partner Institution. The chair of the finalist assessment board shall be the University's Deputy Dean or nominee. The approved nominee may include the University Link Tutor, senior staff of the University, or after three years of operation, senior staff of the Partner Institution.

The Partner Institution's Programme and progression data should be provided to Academic Registry within 10 working days of the boards.

The conferment list confirmed by the Partner Institution's assessment board must be signed by the chair of the finalist assessment board, the University Link Tutor and by the External Examiner appointed to the Programme, wherever possible at the board or within 10 working days.

The Partner Institution is responsible for passing the decisions of the finalist assessment board (in the form of a pass/conferment list) directly to Academic Registry (via the AP Conferment mailbox). They should keep a copy in case of subsequent queries. All conferment lists should be completed clearly and in accordance the published conferment of finalists' guidelines (available from Academic Registry).

1.10 Publication of results

Joint and Franchised Programmes

For all students on Joint and Franchised Programmes, results will be published in accordance with University procedures, i.e. via MyMDX on the scheduled publication dates stated in the Middlesex University academic calendar.

Validated Programmes

For Validated Programmes, the Partner Institution will be responsible for the publication and distribution of results to students.

1.11 Certificates and Diploma Supplements (transcripts)

Franchised Programmes

Middlesex University's Academic Registry Team produces the certificates and diploma supplements and Academic Partnerships sends these out to the nominated contact at the Partner Institution.

Joint Programmes

Middlesex University's Academic Registry Team produces the certificates and diploma supplements and sends these out directly to students' home addresses or to Partner Institutions for them to distribute (as negotiated with Partner).

Validated Programmes

Middlesex University's Academic Registry Team produces the certificates and sends these to the nominated contact at the Partner Institution for distribution to students. The Partner Institution produces the diploma supplements (as per the University diploma supplement template) and distributes these to students. Copies of the diploma supplements must also be provided to the University's Academic Registry team. Receipt of these will be required before certificates can be provided by the University.