

## **Monitoring of Degree and Related Qualifications Guidelines for Monitors**

---

**July 2010**

# Contents

Overview	3
The Purpose of Monitoring	3
The Monitoring Process	4
Monitor Appointment	4
Conflicts of Interest	4
Confidentiality	4
Timing of Monitoring	4
Planning the Monitoring Visit	5
Monitor's Report	5
Self-monitoring	6
Degree Monitoring Report Template	7

## Overview

ITP Quality, under delegation from NZQA, is responsible for quality assurance of Institutes of Technology and Polytechnics (ITPs) through processes of:

- course approval and accreditation
- degree monitoring
- periodic external evaluation and review (EER).

The purpose of this document is to provide recently appointed Monitors with information on their role, the reporting processes and other relevant information about the monitoring of degrees and related programmes. This document should be read in conjunction with the ITP Quality publication *Monitoring of Degrees and Related Qualifications - Guidelines for Institutes of Technology and Polytechnics (ITPs) April 2010*.

Monitors are invited to contact ITP Quality with any queries or for any clarification:

Address: ITP Quality  
Level 12, St John House  
114 The Terrace  
PO Box 10344  
Wellington 6143  
Email: enquiries@itpq.ac.nz  
Telephone: 04 472 6453  
Fax: 04 473 2350

## The Purpose of Monitoring

Monitoring of degrees and related qualifications by ITP Quality is designed to reassure ITP Quality and all stakeholders:

- that the degree is being implemented and managed as planned and presented at the time of approval;
- that appropriate consideration is given to any recommendations made by the evaluation panel;
- that any minor modifications and enhancements made by the ITP are broadly consistent with the intent of the programme and the ongoing development of a quality programme;
- that there is independent, external academic input into reviews and consideration of significant programme enhancements;
- that ITP Quality is made aware of issues affecting the satisfactory provision of the degree;
- that the degree programme and its delivery continues to meet the criteria for ongoing approval and accreditation.

Monitoring by ITP Quality is not intended to replace the actions taken by ITPs to monitor, review and regularly improve the quality of the degree programmes for which they are responsible.

## The Monitoring Process

During the early years of delivery of a programme, ITP Quality monitoring includes an annual visit to the ITP and a report by a Monitor appointed by ITP Quality. The ITP Quality-appointed Monitor will report directly to ITP Quality in terms of the purpose of monitoring as specified in *The Purpose of Monitoring* above.

When a degree is well established and is running smoothly, usually after the first cohort, the Monitor may recommend for the ITP to apply to ITP Quality for self-monitoring.

## Monitor Appointment

ITP Quality will seek to appoint Monitors who are experienced in academic processes and expert in the discipline area of the degree. They will have an independent and neutral perspective on the degree and the ITP.

Monitors will be appointed by ITP Quality following consideration of recommendations from the ITP, and consultation with the Independent Evaluator and Chairperson of the Evaluation Panel.

A contract for services outlining the terms and conditions of the appointment will be forwarded to the Monitor. The contract is usually valid for an initial period of three years, and may subsequently be extended, at agreed intervals, for the duration of the monitoring process.

## Conflicts of Interest

Monitors are required to declare to ITP Quality any potential conflicts of interest.

## Confidentiality

Monitors are required to preserve confidentiality in relation to information shared during the monitoring process.

## Timing of Monitoring

The first monitoring visit should normally occur approximately three quarters of the way through the first year of the delivery of the programme. The detailed arrangements for the visit should be confirmed at least two months prior to the visit taking place.

Subsequent visits by an ITP Quality-appointed Monitor will be on an annual basis, at times to be agreed between ITP Quality, the ITP and the Monitor.

Where significant development is still to occur at the time of approval, ITP Quality may require a monitoring visit to take place before commencement of delivery of the degree.

If a significant issue is identified as a result of the scheduled monitoring process, ITP Quality may ask the Monitor to make a follow-up visit to confirm that appropriate remedial action has been taken.

Monitoring visits will generally take one day and will include meetings with:

- senior management
- programme managers
- lecturers/teaching staff
- resource managers (e.g. librarian)
- students (usually on a sample basis).

ITP Quality, or the Monitor, may also request communication with:

- external advisory committee members
- external moderators
- other stakeholders.

## Planning the Monitoring Visit

Monitors are recommended to contact the ITP early in the year to make provisional arrangements for the monitoring visit later in the year. ITP Quality will book Monitors travel and accommodation if required. Some ITPs prefer to make these arrangements, while others do not.

Monitors are required to notify ITP Quality of the date of the monitoring visit once it has been confirmed.

## Monitor's Report

### Responsibility

The Monitor is contracted to and therefore responsible for providing a Monitoring Report to ITP Quality.

The ITP is responsible for confirming that the Monitoring Report is a factually correct account of the monitoring visit. This confirmation is required before the Monitor sends the report to ITP Quality.

ITP Quality is responsible for sending the final Monitoring Report to the ITP.

### Content

A template that indicates what the Monitoring Report should contain is provided at the end of this document.

### Timing

The Monitor is required to send the draft Monitoring Report to the ITP within **ten working days** of the monitoring visit.

The ITP is required to confirm that the Monitoring Report is an accurate account of the monitoring visit, or indicate to the Monitor where there are errors of fact, within **ten working days** of receipt of the draft.

The Monitor is required to send the finalised Monitoring Report (i.e. confirmed or appropriately amended draft) to ITP Quality within **six weeks** of the monitoring visit.

ITP Quality will forward the finalised Monitoring Report to the ITP and address any issues raised in the report. The ITP's response will be reviewed and forwarded to the Monitor for further comment if required.

## Self-monitoring

When an ITP considers that the programme and its delivery are stable, and that all conditions for changing monitoring status (see below) are met, the ITP may make an application to ITP Quality to transfer to self-monitoring. This application would normally be made following consultation with the Monitor.

ITP Quality will be looking for evidence:

- i that the degree is being implemented as planned and presented at the time of approval, subject to modifications and enhancements that have been broadly consistent with the intent of the programme and with the natural evolution of a quality programme;
- ii that recommendations made by the panel have been appropriately attended to;
- iii that alternative mechanisms are in place at institutional level to ensure independent, external academic input during reviews and consideration of proposed programme enhancements;
- iv that ITP Quality will gain sufficient awareness of issues affecting the satisfactory provision of the degree from an annual report.

**Degree Monitoring Report**  
**[Programme Name]**  
**[Name of ITP]**

---

**Name of Monitor: [Date]**  
**Visit Date: [Date]**

## **Introduction**

---

[Provide a short paragraph providing background to the report, e.g. the degree is in the fifth year of delivery/this is the first monitoring visit since the degree was approved/this is the second monitoring visit this year etc].

## **Current Operation**

---

[Please comment as indicated under the following headings].

### **Previous recommendations**

[Provide a brief account of the issues that were identified at the previous monitoring visit (or evaluation panel visit) and whether the ITP has addressed these issues.]

### **Summary of the visit**

[Provide a brief summary of the monitoring visit e.g. individuals met, sites visited, the particular “focus” of the visit.]

### **Programme structure**

[Comment on any changes the ITP has made to the programme structure in the last 12 months e.g. new courses developed, changes to electives.]

### **Learner achievement**

[Comment on the effectiveness of programme delivery in terms of learner achievement. How well are learners guided and supported.]

### **Teaching effectiveness**

[Comment on the effectiveness of the teaching/learning strategies. Have there been enhancements to the delivery methods (e.g. a move to online delivery, move to work-based learning) programme structure, or learning and assessment strategies, and how effective have the changes been for learners.]

### **Assessment**

[Comment on the effectiveness and appropriateness of the assessment tools/methods. Have any issues arisen from internal or external moderations, and if so, how have these issues been addressed.]

### **Programme regulations**

[Outline any changes that have been made to the programme regulations, the rationale for the changes, and the impact the changes will have on students and other stakeholders.]

### **Resources**

[Comment on the current level of teaching, staffing (academic, support), facilities and physical resources available for the programme’s delivery. It would be helpful if an

indication of total staff (FTE) that contribute to the teaching of the programme could be identified.]

[In the case of programmes delivered at more than one site (e.g. at a remote campus, or in collaboration with another ITP), please comment on the effectiveness of the ITP's systems and resources to manage and quality assure the multisite delivery.]

### **Self evaluation**

[Comment on the effectiveness of the ITP's process for seeking feedback on the programme from students and stakeholders and how this feedback is utilized.]

### **Research**

[Comment on the current level of research activity.]

### **Issues and challenges**

[Comment on any significant risks or challenges to the programme that are likely to be encountered in the next 12 months (e.g. falling enrolments, need for major equipment or accommodation upgrades, changes to specific professional requirements etc.). Comment on the processes the ITP has put in place to deal with these challenges.]

## **Commendations**

---

[Outline specific areas of good practice that deserve special mention.]

## **Recommendations**

---

### **To the ITP**

[Please list the recommendations (if any) you wish to provide to the ITP to enhance the delivery of the programme. These may have already been identified in the preceding sections but a summary list is helpful. This section can also be used when monitors wish to recommend that the ITP apply for self-monitoring.]

### **To ITP Quality**

[This section is for use when there are serious concerns with particular aspects of the degree, and which ITP Quality will need to follow up urgently with the provider (e.g. special review.)]

---

Monitors Signature

---

Date