

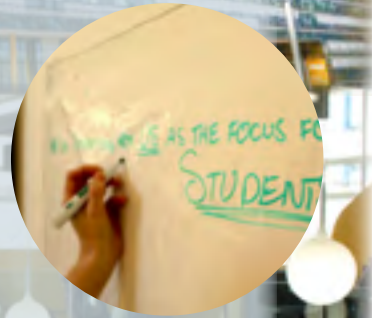
# Student Engagement Partner Interactive Training Pack

Student  
Engagement

Academic  
Development

Supported By  
**Office of Teaching  
and Learning**

**Coventry**  
University 



The Course Quality Enhancement and Monitoring (CQEM) process is an annual review of all undergraduate and postgraduate courses. This process ensures that course teams meet at least twice every year, to co-ordinate and form course teams in a space of reflection. During these meetings, discussions around issues that might have been raised about the course will be held to develop action plans for that academic year.

Each student is welcome and invited to be a part of the CQEM process in order to develop their own understanding of their course of study, gain an insight of the course review process and work along side their course staff team as a Student Engagement Partner. Active involvement will allow disciplined and current knowledge of monitoring courses within the Higher Education sector, including Quality Assurance within the UK.

Through the CQEM training, the Educational Strategy will be introduced in the form of the six key principles, objectives and priorities that are embedded into each course studied at Coventry University. Our programmes of study encourage our students to develop creativity, critical enquiry, reflective practice and to understand the tools to independently manage their own continuous learning. All key principles that will be developed during the training session and applied in a style of theory into practice.

The “Coventry Way” recognises the strategies in place to ensure that our successful graduates will be confident citizens who can demonstrate a range of individual, collaborative and professional skills and attributes.

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Students' Union:  
Square One

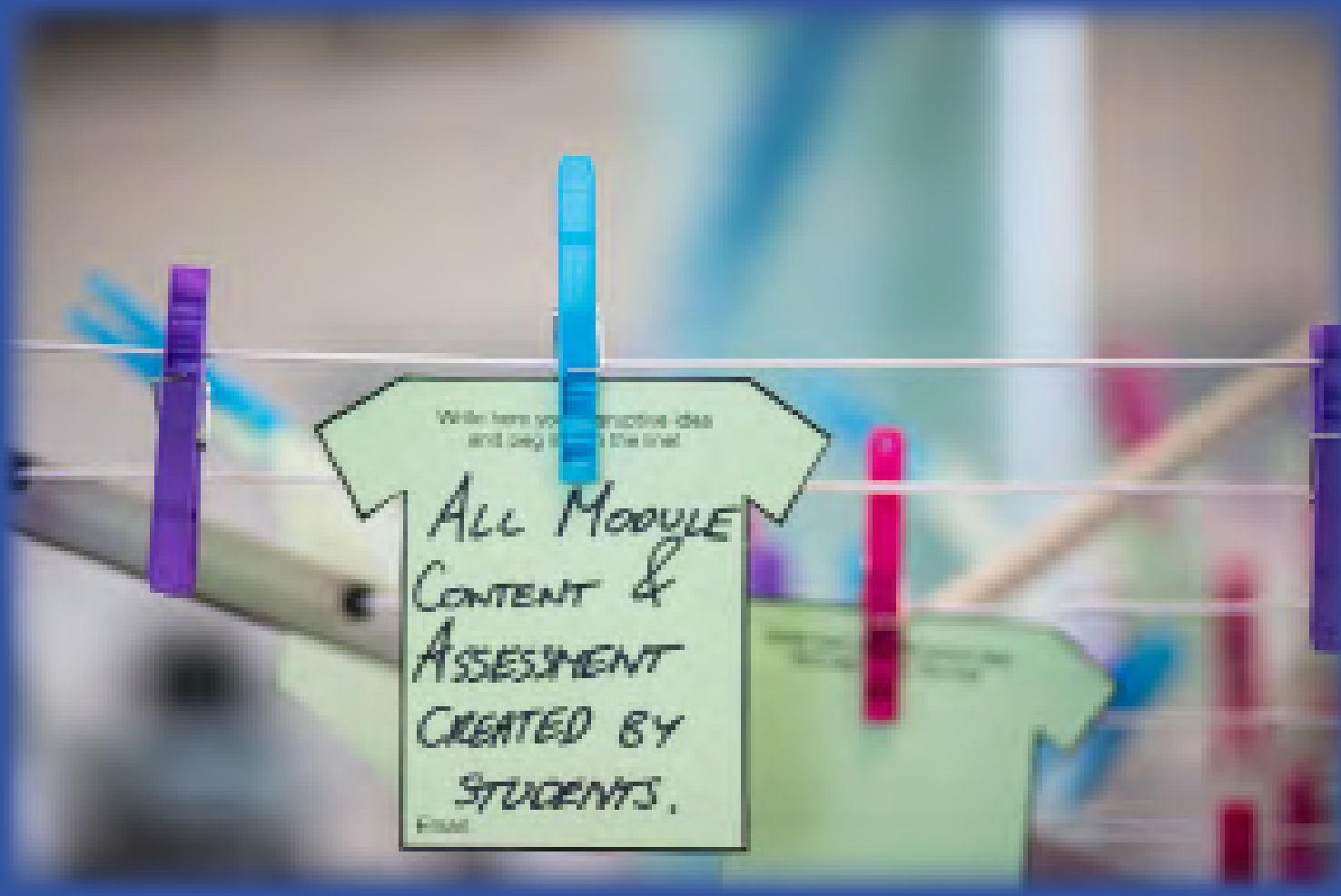
At **Coventry University**, students are the major stakeholders. Students are involved in various academic committees to form academic teams, give feedback, review policies and proffer solutions to any issues raised. Some of these committees are the Teaching & Learning committee, Board of Board Study, Faculty boards and the Course Quality & Monitoring [CQEM] committee.

Working with students as partners at different levels within various committees is a key strategy within the university. Your views are very important for your course development and for you to get the best student experience.

“It was empowering to have a say on behalf of other students. I felt responsible and trusted to be in that position.”

*Student, Coventry University.*

## Course Quality & Monitoring



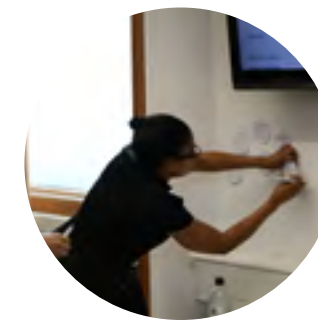
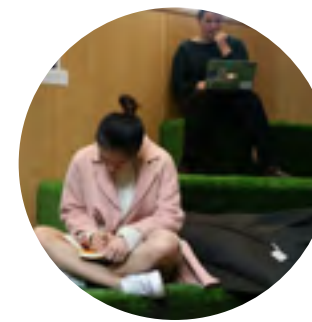
# What is Student Engagement in CQEM?

Student Engagement in CQEM simply means involving students as active members during the course team meetings where enhancement and quality assurance are discussed.

## Why is student engagement in CQEM important?

Student Engagement in CQEM has proven valuable to the process in various ways which includes:

- Good platform for students and staff to work as partners in discussing and suggesting action plans on how to enhance their course using the CQEM report template.
- Transparency to the CQEM process.
- Opportunity for course teams to know the coherence of courses from the students' point of view.
- Opportunity for course teams to understand the needs and priorities of students from their courses.
- Opportunity for course teams to explore students' feedback when developing actions plans.



## Roles of a Student Engagement Partner:

The roles of a Student Engagement Partner are simple, exciting and not time consuming.

Student Partners are required to:

- Inform your course director that you will like to be involved.
- Do the online preparatory training.
- Go through the CQEM report on your own.
- Find out and meet as a team with other student partners in your course to discuss the CQEM report before the course team meeting.
- Ensure that you are invited to the course meeting by your course director.
- Attend the course team meeting where your Course Quality Enhancement Monitoring process start.





## What will You Benefit from Being Involved?

- Work as a partner with the staff course team within your department
- Gain in-depth knowledge and make contribution to how your course is developed and reviewed
- Gain a whole range of transferrable skills which will make you super employable
- Earn a certificate of involvement from the university which highlights skills gained
- Attend the University Students' Leadership Skills Conference
- Gain points and support in completing your Higher Education Achievement Report (HEAR) – requested by most employers

“Students showed evidence of consulting with the greater student population of the course in preparation for contributing to the CQEM process.”

*Course Director from Art & Design, Coventry University.*



# Quality Assurance in UK Higher Education

## Quality Assurance in HE checks:

- The University offers what it says it will offer.
- The University is fit for purpose & value for money.
- The University engages in an on-going process of improvement.

## What is Quality Assurance?

This is the process for checking that the academic standard and quality of higher education provision meets agreed expectations.

## What are Academic standards?

This simply means the standards that individual degree-awarding bodies set and maintain for the award of their academic credit or qualification.

## What is Academic quality?

This refers to how well the higher education provider supports students in the area of learning, teaching, and assessment to enable them to achieve their award.

## Who is responsible for academic standards & quality?

Individual Higher Education providers are ultimately responsible for the academic standards and quality leading to their qualification. However, the Quality Assurance Agency (QAA) monitors the UK higher education providers.

**[Click Here](#) for “How is Quality Assured in HE” video**

# CU Quality: The Education Strategy

Is a key strategy at Coventry University to maintain high quality education which will be evident to graduates in achieving the best student experience. This strategy focuses on transformative learning with its principal pillars stated below:

## Research inspired Teaching

The reciprocal relationship between research and teaching is imperative to maintain the university's position in teaching excellence. Providing access to university research projects and close cooperation between research and course teams enables students and staff to benefit.

## Embedded Employability

The graduate employment market is increasingly competitive as more students begin their professional careers. Our students will have more to offer than a degree or postgraduate qualification if they can demonstrate critical employability skills.

## Creativity and Enterprise

Every student is individual and creativity is an important skill that higher education can utilise to facilitate individual learning traits and styles. A study undertaken in 2011 suggests that creative learning activities foster student creativity (Ayobi, 2013). Through teaching and assessment Coventry University provides a safe environment in which new ideas can be tested and students are able to develop enterprise or entrepreneur skills.



“I’ve learned how the course works behind the scenes and how much work actually goes into teaching & quality assurance.”

*BES Student, Coventry University.*

# CU Quality: The Educational Strategy

## Intercultural and International Engagement

As our students take their place in a global society they will not only need to not just understand different cultures, but to actively mobilise cultural differences. Courses teams are expected to instil intercultural values in our students to enable them to make a positive contribution to an increasingly intercultural connected and complex world.

## Community Contribution and Responsibility

Our definition of community as it relates to the education strategy is wide-reaching. This encompasses the university community that they are a part of the local and regional community that we impact during the student period of study and in the future; the professional community that graduates will be part of and the global community (borderless).

## Innovation and Digital Fluency

The university is committed to providing timely opportunities to engage with new technologies, teaching aids and software innovations that will be delivered in a variety of modes.

Increasing innovative practices that set us apart from many other universities for example; international cross-partner student to student interaction that supports students studying the same content across campuses and countries, enabling them to learn together.

**These pillars of the CU Education Strategy informs how courses are structured and run within Coventry University.**

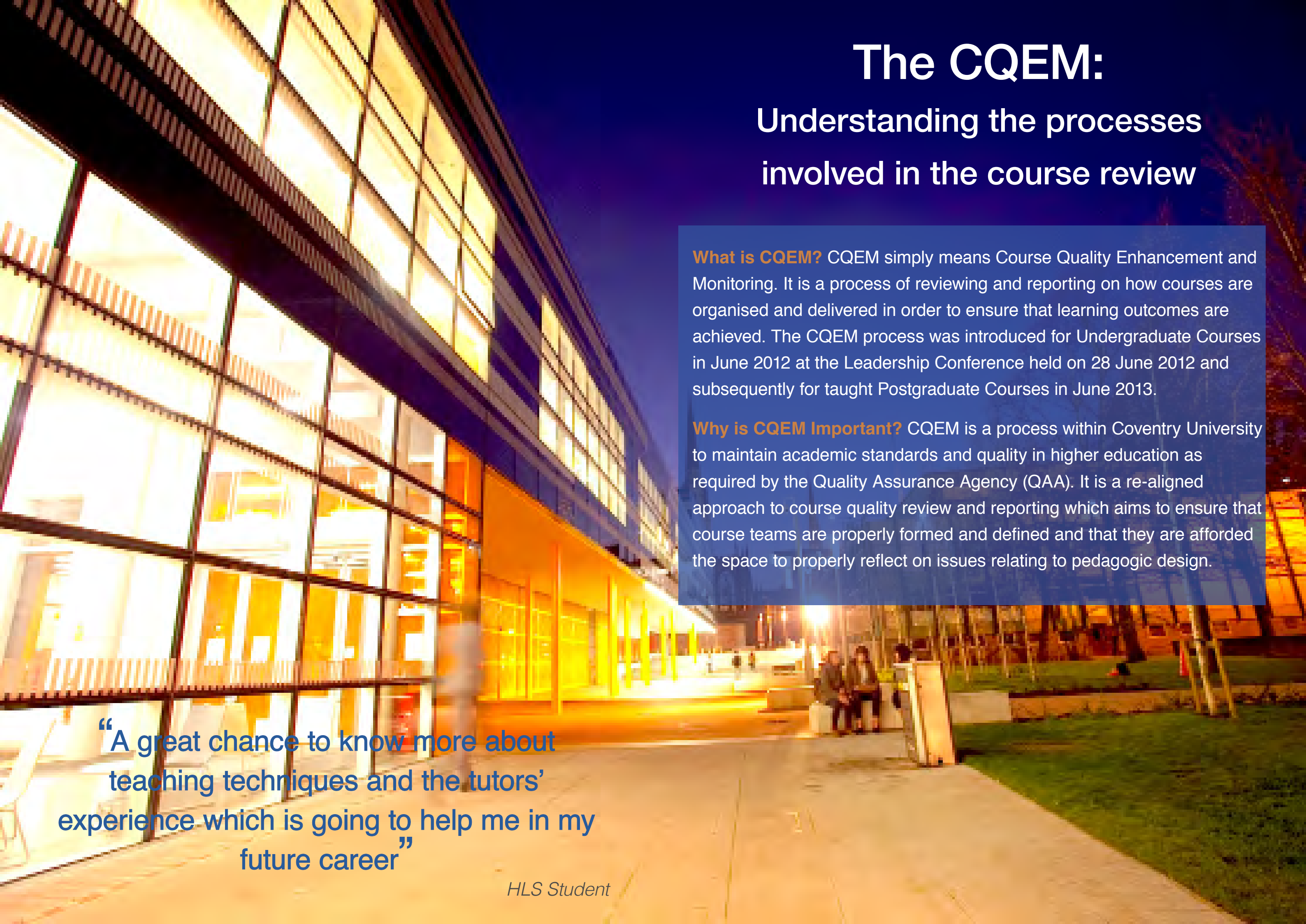
**[Click Here](#) to download the full Educational Strategy**



“Students are coming in with raised expectations. They want *different*, not more...”  
*Staff member, Coventry University.*

“I’ve been encouraged to step outside of my comfort zone.”

*Student, Coventry University.*



# The CQEM:

## Understanding the processes involved in the course review

**What is CQEM?** CQEM simply means Course Quality Enhancement and Monitoring. It is a process of reviewing and reporting on how courses are organised and delivered in order to ensure that learning outcomes are achieved. The CQEM process was introduced for Undergraduate Courses in June 2012 at the Leadership Conference held on 28 June 2012 and subsequently for taught Postgraduate Courses in June 2013.

**Why is CQEM Important?** CQEM is a process within Coventry University to maintain academic standards and quality in higher education as required by the Quality Assurance Agency (QAA). It is a re-aligned approach to course quality review and reporting which aims to ensure that course teams are properly formed and defined and that they are afforded the space to properly reflect on issues relating to pedagogic design.

“A great chance to know more about teaching techniques and the tutors’ experience which is going to help me in my future career”

*HLS Student*



**Who makes up the course team?** The course team is defined as the course director, all principal teaching staff, including where possible HPL (Hourly Paid Lecture) staff, a number of representative students, course administrator, technicians, QRS representative, Library representative and other relevant staff.

The course team may relate to a suite of course titles within a cognate area of study. Including students in the course team is an important part of the University belief that students must be at the heart of course design.

**[Click Here](#) for more information on the CQEM Process!**



**Who are involved in CQEM?** All courses within the university undergo the CQEM process. The process for each course is led by the Course Director. Each course team meets at least twice in each academic year (June/July and January/February) to discuss and review the operation of the course using the Course Performance Data Pack and other sources of feedback.



# Before the Meetings...

Selected students are informed on the CQEM process through online and face-2-face briefings.

Student partners should download and go through their appropriate CQEM form as shown below.

Get feedback from other students in your course which will inform your feedback to the course team.

Meet as team with other student partners in your course to discuss and comment on the highlighted areas of the appropriate CQEM report as shown in links below in order to be well-prepared.

Student partners will be invited to the course team meeting by the course director.

The course director will allocate a time slot for student engagement discussion in the agenda and inform other members of the course team.

## Download:

- Download the CQEM Guidance Notes Templates [Click Here](#)



# REPS

THE LOUDEST VOICE ON CAMPUS



## Why not continue your involvement in feedback on your course by becoming a Course Rep?

- Give feedback on your course in a Student led environment directly to course-level, school-level and faculty-level staff
- Opportunities to become a Senior Course Rep with a £100 bursary
- Champion the voice of your peers
- Gain evidence of employable skills
- Meet new students from similar courses and join social events throughout the year
- Meet and network with senior university staff

Course Rep places are unlimited and applications are constantly open.

**Click Here** to Sign Up

# C&U STU

coventry university  
students' union



# Student Engagement Partner

For more information or any questions that you may  
have, please email:

[acdevunit@coventry.ac.uk](mailto:acdevunit@coventry.ac.uk)

Written by Chidimma Okoye  
Photography & Design by Esme Spurling  
Supported by Andrew Turner, APVC