Programme Monitoring and Review Policy

1. Context

CHARM-EU is an alliance of European Universites (University of Barcelona, Trinity College Dublin, Utrecht University, Eötvös Loránd University, Budapest and University of Montpellier). Each university is recognised as a higher education provider by the relevant ministry and quality authorities of their own country at institutional and/or programme level, where different arrangement for Degree Awarding Authority applies.

As stated at the "New Programme Design and Approval Policy" document, the Alliance partners and their respective Quality Agencies and Ministries agreed to adopt the European Approach for Quality Assurance of Joint Programmes[1] (October 2014) as a framework for an integrated approach to initial accreditation and ongoing quality assurance for joint programmes.

The programme monitoring and review processes rely on the internal quality assurance system of the CHARM-EU Alliance that aligns with the requirements of the external quality system for ex-post accreditation process.

The following European Higher Education Area framework documents apply:

---

[1] https://enqa.eu/wp-content/uploads/2015/06/European-Approach-QA-of-Joint-Programmes_Yerevan-2015.pdf

- *European Qualifications Framework[2]* provides a common framework for interpreting learning outcomes and facilitates the transparency, comparability, and portability of qualifications.

- *European Standards Guidelines for Higher Education in the EHEA[3]* (ESG 2015) provide a common framework for internal quality assurance for all alliance partners.

- *ECTS Users Guide*[4] is a tool for making studies and courses more transparent in terms of credit accumulations and transfer, student effort (i.e., workload and assessment of learning outcomes and thus helps to enhance the quality of higher education).

2.   Purpose

2.1.   This policy sets out the basis to develop monitoring and review processes for CHARM-EU programmes leading to awards recognised by Quality Agencies and Ministries in each jurisdiction.

2.2.   The periodicity of the programme monitoring, and review processes is also covered by this policy and related processes.

3.   Benefits

3.1.   All programmes leading to an award from the CHARM-EU Alliance partner universities are subject to a rigorous monitoring and review process that ensures their quality and

---

[2] https://nfq.qqi.ie/qualifications-frameworks.html

[3] https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

[4] https://ec.europa.eu/assets/eac/education/ects/users-guide/index_en.htm

continuous enhancement, and that CHARM-EU core values and education principles are met.

4. Scope

4.1. This policy applies to all credit-bearing academic joint programmes delivered under the CHARM-EU European University Alliance.

4.2. Non-credit bearing programmes (e.g., CHARM-EU Summer School) or short-term programmes are exempt from this policy.

5. Principles

5.1. Students, academic, non-academic staff and external actors (such as the members of the Knowledge Creating Teams, project and placement providers and external examiners) are active partners in the programme monitoring and review processes, as properly described in the related quality assurance processes.

5.2. Within the framework and processes of the CHARM-EU internal quality assurance system, monitoring and review processes will gather information and build up indicators to enhance the quality of the programme and to check whether CHARM-EU Education Principles are fulfilled.

5.3. Specifically, monitoring and review processes will pay attention to gather information to analyse whether one of CHARM-EU's core values, inclusive and inclusivity in educational principles are fulfilled.

6. Definitions

6.1. See "New Programme Design and Approval Policy" document for definitions of academic terms of interest within CHARM-EU joint programmes.

6.2. Programme monitoring refers to the periodic analyses of indicators and evaluations from which new corrective actions and enhancement plans are derived.

6.3. Programme review refers to a requirement for the ex-post accreditation process, in which the degree of accomplishment of programme quality standards, from the perspective of all stakeholders, are fully evaluated and evidence-based self-examination review report is elaborated as a result of the performed analyses.

7. Policy

7.1. Inputs into programme monitoring and review.

7.1.1. Programme monitoring and review processes rely on a number of well-defined and easy-to-calculate quantitative indicators. They will originate from general system information (e.g., grade attainment, degree classification, progression, retention, completion, graduation, student effort/workload; number of students admitted from diverse backgrounds, access needs.). They will be listed and defined in the corresponding process and be benchmarked with previously agreed acceptance and target values. This comparison and the analyses of changes in indicator values over time allow to derive corrective actions that can be incorporated into an overall enhancement plan.

7.1.2. Programme monitoring and review also rely on qualitative evaluations including student and stakeholder feedback e.g. via survey, focus groups, complaints and appeals; recommendations arising from external examiner reports; post initial implementation review; and the six-year external cycle of reviews. Indicators will also be derived from these evaluations.

7.1.3. Programme monitoring and review also seeks to review the effectiveness of implementation of admission and academic regulations, policies and procedures, information and learner resources, marketing and public information.

7.1.4. Required, minimum elements of programme review are evidence-based self-examination, mainly focused on CHARMEU Educational Principles, assessment of

student learning outcomes, integration of quality processes and an evaluation of resources necessary to ensure quality.

7.2. Periodicity

7.2.1. Programme monitoring occurs across the programme lifecycle (refer to CHARM-EU Quality Model). It is informed by the following:

      i.   module evaluations

      ii.   phase evaluations (mandatory, flexible and capstone project)

      iii.   programme evaluations (following publication of final results)

      iv.   graduate outcome evaluations (one-year post graduation)

      v.   initial internal post-implementation review

      vi.   six-year external periodic review

7.2.2. Programme review should be performed following the first implementation of the programme. Following this initial review, a review is performed every 6 years, as required for programme ex-post accreditation.

7.3. Programme monitoring and review considerations.

7.3.1. The monitoring and review processes have an emphasis on programme improvement. It must be based on a culture of evidence, in which quantitative and qualitative outcomes are collected, tracked and analysed to help determine how to improve the quality of a programme. The goal is for programme to seek improvement, and to check whether CHARM-EU core values and Educational Principles are met, not only to decide if the joint programme is of high quality or not.

7.3.2. The monitoring and review processes will establish and evaluate programme goals for internal stakeholders, especially students and academic staff. Specifically, the review report should include an analysis of why goals were or were not met.

7.3.3. Results from programme review will inform CHARM-EU Alliance partners strategy as to whether joint programmes are on track, making adequate progress toward becoming firmly established, or unsuccessful i.e. not on track and making inadequate

progress. If deemed unsuccessful, the Academic Board will submit a plan and timeline for corrective actions to address identified deficiencies.

7.3.4. Besides including perspective from student learning outcomes, programme monitoring and especially review have also to include perspectives from best practices and disciplinary trends; programme implementation regarding the strategic plan and vision of CHARM-EU, and available resources and mid-term resource needs.

7.3.5. The internal quality assurance processes related to programme monitoring and review should clearly state how and where and what (accessible format) reports of the outcome of reviews will be published to meet the access to information needs of internal and external stakeholders.

8. Responsibility

8.1. Responsibility for oversight of this policy sits with the Rectors Assembly.

8.2. Academic Board ensures that the programme monitoring and review processes are in line with the requirements of National Quality Agencies.

8.3. Joint Virtual Administration Office takes responsibility for the management and implementation of the instruments designed to gather information and construct indicators for programme monitoring and review processes.

9. Related Documents

9.1. Addendum to the Collaboration Agreement

9.2. CHARM-EU Quality Policy

9.3. CHARM-EU Quality Model

9.4 European Standards Guidelines (2015)

9.5 European Approach to Quality Assurance of Joint Programmes (2014)

10. Document Control

10.1. Date of initial approval: Academic Board 09/09/2021

10.2.   Date policy effective from: September 2021

10.3.   Date of next review: Academic Year 2023/2024