Introduction

1. The student perspective is an integral part of the University’s approach to ensuring the quality of the student experience and academic standards within the University. This is enabled by the appointment of student quality reviewers (SQRs) who work in partnership with staff across a range of quality review activities.

2. This agreement provides an overview of the responsibilities, expectations for student quality reviewers and the payment of fees. Any student who accepts appointment to the role is covered by this agreement.

Recruitment and appointment

3. The role of student quality reviewer is open to all students who are able to commit to undertaking the relevant activities associated with the role across the academic year. Applicants do not need any specific knowledge of a particular subject area or the internal workings of the University.

4. The appointment of SQRs will normally be for the duration of your time at the University so that you develop expertise over the course of your participation, subject to satisfactory engagement (see section on ‘discontinuation’). You will be asked whether you wish to continue in the role at the end of each academic year.

5. SQRs will be expected to undertake core activities as part of the role; however, a subset will be appointed to undertake additional quality review activities (see ‘responsibilities’). You will be invited to register interest before the start of the academic year for the additional activities and will be selected and allocated on the basis of skills, experience and availability for specific events. Allocation to specific activities will be undertaken in consultation with you to avoid conflict with your academic studies and in relation to your level of study and subject area.

6. Any restrictions on working hours for students must be taken into account when SQRs participate in quality review activities. This includes students who are studying at the University with a Tier 4 student visa, where there are specific limits.

7. A recruitment and selection process for new SQRs will be held each year to ensure a full complement is in place that can be allocated to the scheduled quality review activities for the academic year.

8. The recruitment of SQRs is jointly managed by the Bristol SU and the University.

9. The University values the contribution made by SQRs and a fee is paid for your participation in quality review activities (see ‘payment of fees’).

10. By accepting the role, SQRs agree to meet the expectations set out in the agreement.
Expectations

11. SQRs have a responsibility to be diligent and professional when undertaking the role and the University will ensure that appropriate support and guidance is in place.

12. SQRs are expected to give their opinions based on your experience as a student and be prepared to discuss and share those experiences. SQRs may also be asked to seek, consider and include the experiences of other students where this is relevant to the work they are doing.

13. SQRs are expected to commit to and fulfil the allocated activities. You should give as much notice as possible if you believe you will be unable to do so.

Core activities

14. SQRs are required to participate in an annual training event to ensure you are prepared for the role by introducing you to the University’s quality review processes and the skills that you will need to carry out the role; the coverage of the training will depend upon the range of activities you will be carrying out. Both new and returning SQRs are expected to engage with the training, which will take place in October for returning SQRs and December for newly appointed SQRs.

15. SQRs will be members of the University Quality Team (UQT) and contribute to at least two reviews by a UQT panel of the quality and standards and student academic experience across a group of programmes. There are a range of activities connected to the UQT process, including a paper-based review of documents from the University’s Quality Framework, obtaining student feedback through the student representation system and in helping write the panel's report. The UQT policy provides more detail on the process.

16. SQRs are expected to contribute to a feedback and evaluation session at the end of the academic year.

Additional activities

17. A sub-set of SQRs may also contribute to one or two Periodic Programme Revalidation (PPR) events each year, if you are selected and are willing to do so. Selection will depend on the school and faculty in which each PPR is undertaken and the ability of the student to dedicate the time to the review process. The PPR policy provides more detail, but you will be expected to help review the quality of academic programmes and contribute to enhancing the student experience and developing the curricula for the future from a student perspective.

18. A sub-set of SQRs will scrutinise, from a student perspective, proposals for new programmes, significant revisions to existing programmes and to review teaching-out plans for programmes that are being withdrawn. This will require reviewing the proposal documentation and providing a short report for consideration by a University committee.

19. Two SQRs will be appointed as members of the University’s Academic Quality and Standards Committee. This will entail attending the eight scheduled meetings of the Committee across the academic year and therefore require a more significant level of commitment. The appointed SQRs will be expected to review the meeting paperwork and contribute to discussion at the meeting, offering their perspective as a student and
from their experience as a student quality reviewer. Please see the terms of reference for the Committee for more information.

**Time commitment**

The hours set out in this section are only a guide and may not exactly relate to the balance of activities undertaken. Student quality reviewers should not however exceed the overall time limits routinely. If you are concerned about the amount of work you are undertaking, please raise this (see the section on queries). Please note that activities may be spread across an academic year.

20. Student quality reviewers are expected to contribute in the region of 25 hours to the core activities on the basis of undertaking two UQT reviews. This is extended to 34.5 hours for three UQT reviews. Each UQT review activity will take place over a two-to-three week period. As a guideline, the hours are broken down as follows:

- Training event: 2.5 hours
- UQT introductory event: 1.5 hours
- UQT Panel planning meeting: 1.0 hours
- Per UQT review: 9.5 hours
- Feedback session: 1.0 hours

21. The time commitment for the additional quality review activities are:

- Periodic Programme Revalidation: 8.0 hours per event
- Review of proposals for new or significant revision to existing programmes: 2.0 hours per set of proposals
- Member of the University Academic Quality and Standards Committee: 40 hours (5 hours associated with each meeting across 8 meetings in the academic year between September-May)

**Payment of fees**

22. A fee is paid to student quality reviewers to acknowledge your participation in quality activities, as follows (an allowance for holiday pay of 12.07% will be added to the fee; the figure in brackets shows the full amount that will be paid).

**Core activities**

Induction, training, feedback £50  
2 x UQTs £200  
3 x UQTs £300  
Total £250 (£280.18)  
£350 (£392.25)

**Additional fees**

Per PPR £100 (£112.07)  
Review programme changes £20 per set of proposals (£22.41)  
UAQSC representative £50 per meeting attended (£56.04)

23. An extended fee may be arranged in exceptional cases where SQRs have undertaken substantial work beyond the normal expectations and time limits set out in this agreement, for example where a formal visit to the school or programme under review is required.
24. Reasonable travel expenses may be paid where SQRs are required to attend activities away from their normal place of study. Prior agreement of the Academic Quality and Policy Office (AQPO) is required in these cases. Receipts must be presented.

25. Fees will be processed by AQPO and paid through the University’s Temporary Staffing Service (http://www.bristol.ac.uk/temporary-staffing/), normally in two instalments: one for work completed and a claim submitted by 20th December 2019, which will be paid end of January, and one for work completed and a claim submitted by mid-May (exact date will be confirmed), which will be paid end of June. Any work completed after this will be processed and paid on a monthly basis.

**Benefits**

26. Students are a valued part of the University’s quality activities, and participation in these activities will have real benefits for other students within the University.

27. The training and experience gained will enable SQRs to develop confidence and broader professional skills such as teamwork, planning, verbal communication and analysis, all of which will be beneficial during your studies and for your future professional career. Indeed, this will enhance your CV and could provide LinkedIn endorsement and a referee for future employment applications.

28. Undertaking work as an SQR contributes to achieving a [Bristol PLUS Award](http://www.bristol.ac.uk/), which rewards and provides recognition of the extra-curricula work that students do.

29. SQRs will have access to the necessary training and support to undertake the role.

30. Finally, SQRs will get to learn about how the University works, different ways of learning across the University and work closely and get to know fellow SQRs and staff.

**Discontinuation**

31. The SQR role may be discontinued at any time where the student is unable to commit to the relevant activities or has not engaged with the designated activities, as set out in this agreement. In such cases, SQRs will be paid for the activities that they have undertaken up to the point of discontinuation.

**Queries**

32. Bristol Students’ Union should be able to respond to queries from student quality reviewers or will be able to direct them to the relevant person (bristolsu-representation@bristol.ac.uk). If the query is related to a specific review activity, this may be raised with the relevant staff member involved in the activity.

33. If SQRs have any comments, queries or issues, these can be raised with the University in confidence via Mike White in the Academic Quality and Policy Office (m.white@bristol.ac.uk). Any queries regarding fees should be directed to aqpo-info@bristol.ac.uk.