



# Course Management Handbook

2021-2022

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Course Management at Rushmore Business School (RBS) consists of all the processes that support the efficient design, delivery and administration of a successful taught programme. It involves several stakeholders within the organisation.

The course management team is headed by the Academic Director who has an oversight over all programmes. At the level of each department, the course management process involves academic staff, programme managers, course coordinators and personal tutors.

RBS recognises that course management does not relate only to the day-to-day administration of the course, but also involves other activities such as marketing, admissions and quality management

The following guidelines provides an overview of the main activities driving course management at RBS.

## **1. Course Team Management and Leadership**

Programme managers and course coordinators are responsible to ensure regular communication with all team members within their respective courses.

They are required to:

- Maintain regular contact with the Academic Director to ensure exchange of key information relating to the course and the organization in general.
- Regularly interact with academic staff, personal tutors, the librarian, the IT support team and the Student Services Team to resolve issues and to improve the course and student experience.
- Keep up to date with changes to RBS policies, procedures, and processes and share same with the full-time and part-time staff.
- Ensure course representation at all committees and other required events/groups.
- To conduct Exam boards and to ensure the meetings are minuted.
- Ensure all teaching staff use the Module Handbook.
- Support the induction of new staff for module and course matters
- Liaise with the Academic Director about the staffing required for the day-to-day delivery of the course.

## **2. Marketing, Recruitment and Admissions**

Programme managers and course coordinators work closely with the Marketing team and the Student Services team for marketing, recruitment, and admissions.

The Marketing Team, under the direction of the Head of Marketing ensures that each course has a structured marketing plan to ensure that the most appropriate applicants are targeted. It works closely with programme managers and course coordinators to include the contribution of academic staff, current students, and alumni in all relevant activities such as school presentations, webinars, and social media presence.

The programme managers and course coordinators regular check the currency of all course outlines and publicity material in collaboration with the Marketing team.

### **2.1 Recruitment and Admissions**

Programme managers and course coordinators support the recruitment and admissions of students.

They are required to:

- Monitor annual student intake targets and liaise with the Academic Director who sets future recruitment targets.
- Ensure that the Student Services and Marketing teams are kept informed about changes made to courses so that the right information is provided to prospective students
- Respond to queries from the Marketing team and prospective students in a timely manner
- Consult with the Academic Director and relevant awarding bodies for applicants who wish to be considered for Recognition of Prior Learning (RPL) as per the RBS' or awarding body procedures.

## **3. Induction**

Rushmore Business School considers student induction as one of the key elements supporting our corporate objective of welcoming, introducing, and settling down our students, so that they are able to benefit from university life.

The Head of Student Support Services has responsibility for ensuring that an appropriate and effective induction programme is in place for all students, for disseminating good practice and making arrangements for appropriate Student Services to be available to contribute to induction programmes.

During the induction session, programme managers and course coordinators are responsible to coordinate and undertake the orientation of new students on their respective courses and ensure that students are given a chance to meet the Director, Academic Director, course team administrative and technical staff. They are also required to inform students about the support and guidance available to them at RBS.

Programme managers and course coordinators need to ensure that all students, new and returning, knows about pastoral care and personal tutors.

## **4. Student Support and Student Procedures**

### **4.1 Student welfare support**

The programme managers and course coordinators are required to ensure that all students have access to the personal tutor system. Following feedback from personal tutors, they need to ensure that student issues are addressed in a timely manner and where required, refer students to the relevant service such as counselling.

### **4.2 Student engagement, progress and achievement**

The programme managers and course coordinators are required to

- Monitor students' progress to ensure that they are performing to their capability.
- Regularly report student attendance (or lack thereof) to the Academic Director.
- Collaborate with the Placement Officer to ensure that students have the opportunity to acquire work experience through placement with employers.

### **4.3 Management of Student Extenuating Circumstances**

The programme managers and course coordinators are required to manage the student extenuating circumstances process in line with the RBS and other awarding bodies procedure. They inform students about the outcome of the EC requests and submit same to Student Services Team for record keeping. They are responsible for taking the relevant extenuating circumstance documents to the board.

### **4.4 Academic Misconducts and Disciplinaries**

Following identification of student academic malpractice by the relevant academic staff, the programme managers and coordinators follow the RBS and other awarding bodies procedures to ensure that the issue is addressed according to policy.

#### 4.5 Student academic appeals

Programme managers and coordinators are required to ensure that students are aware of appeals procedures. They refer the students to the appropriate stakeholders to launch appeal and they ensure that students are informed about status of their appeal.

#### 4.6 Student complaints

The RBS Student Complaints procedures and process are clear about who to refer students to if they require advice and support about complaints (e.g. Student Support Services, Personal Tutor, etc). If required, programme managers and course coordinators undertake a first stage discussions with the student, and attempt to resolve complaints at the most immediate level, or escalate the matter to the relevant Head of Department or Academic Director. Programme managers and course coordinators ensure that students receive feedback about their complaints in a timely manner.

## 5. Student Voice and Engagement

At RBS, we believe in seeking and addressing the student voice and this takes place at several levels:

### 5.1 At module level

- The Quality Team ensures all Module Evaluation are set up on each module via Survey Monkey to all students. Programme managers encourage students to complete both the Mid Module and End of Semester Evaluation exercises.

### 5.2 At course level

The programme managers and course coordinators are required to

- Ensure module leaders analyse the student feedback and provide a module report at the end of each module.
- Work out an action plan to address all issues identified in a timely manner.
- Ensure two class representatives are elected each year, for each cohort of students.
- Maintain regular communication with class representatives to make sure that issues are addressed as soon as possible.
- Ensure that class representatives attend the bi-annual Staff-Student Liaison Committee (SSLC), organized by the Quality Team.
- Collaborate with the wider RBS team to work on feasible action points so that students are

confident that their feedback is important.

- Ensure student feedback and SSLC actions are included into the course continuous improvement plan.

## **6. Course Administration and Delivery**

### **6.1 Delivery of approved course**

Programme managers and coordinators are required to

- Ensure that module leaders align their learning and teaching materials and assessments to the approved course and module requirements for all programmes.
- Organise pre-delivery meetings between local teaching staff and module leaders at partner institutions at the beginning of every semester for franchise programmes. This enables the team to set expectations about delivery and assessments with a view to providing direction for the module delivery.
- Ensure the production and distribution of course documentation and materials, including the course and module handbooks, which are uploaded on the VLE.
- Update all modules and course materials for each cohort on the VLE.
- Prepare and circulate a timetable for each cohort of student for each semester.
- Ensure module leaders update resource lists available from the library (including digital resources) and complete relevant forms to request additional ones.

### **6.2 Resources, timetabling and operations**

Programme managers and course coordinators prepare a timetable for each of their cohorts and identify within the suggested allocation of teaching staff for respective modules. Following discussions with the Academic Director, timetables are confirmed and consolidated into the master timetable for RBS by Student Services, who ensure that bookings are made for lecture rooms or arrangements are made for online delivery. Programme managers ensure that changes of venue or cancellations of sessions are communicated to students and Support Services as soon as possible.

### **6.3 Assessments, reassessments, Boards of Examiners and feedback**

Programme Managers and Course Coordinators are required to

- Communicate to students the RBS Assessments Frameworks/ Regulations and Awards processes and advise them accordingly when needed. This includes support procedures

such as, request for extensions or, as required, deferral of assessment, academic misconduct procedures and appeals/complaints, amongst others.

- Coordinate and prepare a calendar of assessments deadlines for the course, taking into account the load and timing of deadlines to avoid overburdening students.
- Ensure that all deadlines for course works are via Turnitin and drop box set for submission on Moodle.
- Coordinate the secure preparation of examination papers or questions. Work closely with Exam unit to ensure question vetting and checking, in consultation the External Examiners
- Organise calibration and standardisation meetings before marking for franchise programmes.
- Coordinate marking and moderation for all modules following Marking Procedures, including for reassessments periods.
- If applicable, recommend a variation to the assessments for students who require reasonable adjustments.
- Ensure the External Examiner is informed of the dates when they should review samples of students' work. Ensure they are aware of the Board of Examiners' arrangements. Provide the External Examiner with the relevant information for a smooth verification.
- Prepare the necessary paperwork for the Exam Boards and attend the meetings
- Ensure support is available to students when results are published, and during reassessment periods, including advice about appeal information and support.