

Job Description – Student Reviewer

About the Role

Periodic Quality Review (PQR) is a six-yearly review of every programme delivered by the Open University. The student reviewer is a full member of the PQR review panel, which includes two panel members from within the OU, an external academic panel member from another university and an OU student panel member.

Review panels should:

1. Review the academic standards of courses¹ and ensure they meet the requirements of relevant national qualifications frameworks;
2. Evaluate whether the value of qualifications awarded to students at the point of qualification and over time is in line with sector-recognised standards;
3. Evaluate whether the courses are well-designed, provide a high-quality academic experience for all students and enable a student's achievement to be reliably assessed;
4. Evaluate whether all students, from admission through to completion, are provided with the support that they need to succeed in and benefit from higher education and achieve their goals;
5. Evaluate whether outcomes from University quality processes are used by areas under review to drive continuous improvement and quality enhancement, while also systematically identifying innovation and best practice and sharing it across the University and/or partnerships;
6. Make recommendations to enhance the quality of the student learning experience within the area under review, Faculty/Unit and University, whilst ensuring those recommendations are not contradictory to University strategy;
7. Make commendations that identify innovation and best practice, providing a further platform for dissemination across the University and/or partnerships.

Key Responsibilities

As part of the wider panel, the student reviewer will review a Self-Evaluation Document (SED) and documentary evidence prepared by the area under review. This work is carried out up to twelve weeks before the review event. During this time, the student reviewer is expected to attend three meetings with the wider panel, either in person or remotely. The first meeting is a Panel Briefing where the process is explained along with a presentation of the SED and documentary evidence. The second is an 'Initial Findings' meeting to talk through the SED and the areas the panel would like to explore. The third meeting is to discuss and set questions to be asked during the review event.

¹ The term 'courses' refers to all credit-bearing provision managed by the area under review whether delivered directly or through partnerships, eg: modules, qualifications, microcredentials, and apprenticeships.

As part of the review panel, the student reviewer will attend a two day review event, which will be either held in person at Walton Hall, Milton Keynes or remotely via Microsoft Teams. During the review the panel will meet with senior management of the Open University, executive members of the faculty/unit, External Advisors, Associate Lecturers, students and members of staff. During the event, the student reviewer will contribute to the formulation of commendations and recommendations directed at the area under review and the University.

After the review event, the student reviewer will remotely contribute to the writing of the Periodic Quality Review report, which has an expected deadline of two weeks after the event.

Skills and Experience

Student reviewers will have current experience of studying with the Open University. The reviewer selection criteria is based on the pilot for student reviewers in 2014/15 and the methods used by the Quality Assurance Agency (QAA) to appoint student reviewers to Quality Enhancement Review (QER) panels. All reviewers are expected to demonstrate the ability to:

- understand a range of perspectives
- relate to a range of individuals, including students and senior managers
- lead discussions about strategic and operational approaches to the management of quality and academic standards in general, and the enhancement of the student learning experience in particular
- assimilate a large amount of disparate information and analyse it to form reliable, evidence-based conclusions
- maintain the confidentiality of sensitive matters
- demonstrate excellent oral and written communication skills
- to work with electronic and/or web-based communication systems effectively
- effectively as part of a team
- adhere to agreed protocols, procedures and deadlines
- Experience of contributing to the management of academic and/or professional standards and/or quality.

Payment

A consultancy contract will be raised for each PQR in order for student reviewers to be paid the fee of £300, which is subject to national insurance and tax deductions. All travel, accommodation and subsistence expense are paid for by the Academic Quality and Standards team for in person review events. Payments are made after the panel report has been completed.

Right to Work Requirements

Student reviewers must be eligible to work in the UK. Any work undertaken in the UK would require a Right to Work check.