## Area of responsibility | Key Tasks | Contact
--- | --- | ---
### Head of Quality Assurance
**Malcolm Dixon**
- Provide strategic and practical advice and guidance to the Directorate of Education and to the wider University for all quality assurance and compliance issues to ensure the implementation and maintenance of the highest quality standards at all levels within the University.
- Act as the ultimate point of guidance for the University and its partners in matters of academic regulation and conventions for classification.
- Lead in the development and implementation of all required policies, systems and processes to promote the highest quality standards within the University.
- Maintain awareness of any new developments in quality standards and compliance issues and provide expert guidance within the University and to external bodies on quality and standards.
- Represent the University on, and maintain relationships with, external bodies to enhance the reputation of the University, to keep aware of all relevant developments in quality assurance and to ensure regulatory compliance in those relationships.
- Lead in the preparations for any external review of the institution and ensure that any recommendations are implemented.
- Lead, motivate and develop relevant staff, providing clear objectives and managing performance against these, to ensure that staff are appropriately motivated and trained to carry out their responsibilities to the required standards.

### QA & Compliance Manager
**Alison Webster**
- Operational oversight of the Quality Assurance and Compliance Office team (including appeals, course/module approval, training schedule, committees)
- Compliance with external requirements (including OfS, QAA, OIA, CMA)
- Oversight of internal compliance (including Codes of Practice, Credit Framework, Regulations, procedures/processes)
- Working with Head of Profession to lead team and ensure oversight of Divisional QA provision

### QA & Compliance Advisor
**External Compliance, Committees and Regulations**
- Oversight of / advising on the changing national HE regulatory / legal framework OfS, QAA, OIA, CMA, EDI
- Developing Quality Codes and Regulations
- Senior Committee servicing (e.g. ESEB, EASC, PASC, WGRC)
<table>
<thead>
<tr>
<th>QACO Advisor for Kent Business School (KBS) and Partner Colleges</th>
<th>Responsibilities</th>
<th>Email/Phone</th>
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</thead>
</table>
| Tina Hagger (QACO Advisor for the Division of Natural Sciences and Validated Institutions) | • Manage regulatory area of website  
• Advice and Guidance on QA procedures  
• Data Analysis and reporting  
• Delivering training  
• Advisor to Divisional Committees  
• Advisor to ad hoc working groups  
• Appeals Case Manager  
• Advising at Boards of Examiners/Mitigation Committees | t.j.hagger@kent.ac.uk  
Phone: TBC |
| | • Due Diligence and Establishment of new partnerships  
• Management of Partnerships  
• Lead on managing the arrangements for the Validated Institutions  
• Oversight of sector developments in collaborative provision  
• Guidance on Memoranda of Agreement  
• Data Analysis and reporting  
• Advice and Guidance on QA procedures  
• Manage partnerships area of website  
• Delivering training  
• Advisor to Divisional Committees  
• Advisor to ad hoc working groups  
• Appeals Case Manager  
• Advising at Boards of Examiners/Mitigation Committees | h.huxley@kent.ac.uk  
Phone: 01227 (82)3913 |
| Training Hannah Huxley (QACO Advisor for the Division of Human and Social Sciences (HSS) and the Centre for the Study of Higher Education (CSHE)) | • Develop, deliver and evaluate a comprehensive schedule of quality assurance training for staff  
• Develop the offer as requirements change including updating and refreshing content  
• Monitor and report on attendance at training  
• Manage training area of website  
• Data Analysis and reporting  
• Advice and Guidance on QA procedures  
• Advisor to Divisional Committees  
• Advisor to ad hoc working groups  
• Appeals Case Manager  
• Advising at Boards of Examiners/Mitigation Committees | Email: h.huxley@kent.ac.uk  
Phone: 01227 (82)3913 |
<table>
<thead>
<tr>
<th>Quality Assurance and Compliance Office</th>
<th><a href="mailto:qaco@kent.ac.uk">qaco@kent.ac.uk</a></th>
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</thead>
</table>

### Apprenticeships, Digital and Lifelong Learning and Partner Colleges

- **Kit Williams**
- **QACO Advisor for the Division of Computing, Engineering and Mathematical Sciences (CEMS) and Digital and Lifelong Learning (DaLL)**

- Management of Partnerships with a focus on the QA related processes for the Partner Colleges, Apprenticeships and Digital & Lifelong Learning
- Lead on OFSTED
- Advising on QA implications of new modes of teaching & delivering (DaLL / Workplace learning, remote learning)
- Implementing Quality Codes and Regulations
- Data Analysis and reporting
- Monitoring and review of programmes
- Delivering training
- Advisor to Divisional Committees
- Advisor to ad hoc working groups
- Appeals Case Manager
- Advising at Boards of Examiners/Mitigation Committees

**Email:** c.j.williams-71@kent.ac.uk  
**Phone:** 01227 (8)16180

### Research Degrees

- **Karen Browne**
- **QACO Advisor for the Division of Arts and Humanities**

- Implementing Quality Codes and Regulations in relation to research degrees
- Advise on QA procedures related to research degree programmes
- Data Analysis and reporting
- Monitoring and review of research programmes
- Delivering training
- Advisor to Divisional Committees
- Advisor to ad hoc working groups
- Appeals Case Manager
- Advising at Boards of Examiners/Mitigation Committees

**Email:** k.browne@kent.ac.uk  
**Phone:** 01227 (82)4183

### Monitoring and Reporting

- **Daiva Nacyte**
- **QACO Advisor for the Division of Law, Society and Social Justice (LSSJ) and the Centre for European and World Languages (CEWL)**

- Implementing Quality Codes and Regulations,
- Monitoring Compliance with HE regulatory / legal framework OfS, QAA, OIA, EDI, CMA (CMA Lead)
- Developing IT solutions for monitoring and gathering evidence of compliance
- Data Analysis and reporting (lead)
- Annual Quality reports to Senate and Council
- Degree Outcome Statement
- Monitoring and review of programmes
- Advice and Guidance on QA procedures
- Delivering training
- Advisor to Divisional Committees
- Advisor to ad hoc working groups

**Email:** d.nacyte@kent.ac.uk  
**Phone:** 01227 (82)4252
<table>
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<tr>
<th>Role</th>
<th>Responsibilities</th>
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</table>
| QA and Compliance Officer                                           | • Appeals Case Manager  
• Advising at Boards of Examiners/Mitigation Committees                                                                                                                                                      |                                        |                |
| External Examining                                                   | • Overseeing the appointment process for External Examiners for taught programmes  
• Overseeing the reporting system for External Examiners for taught programmes  
• Key point of contact and liaise with HR, Finance, IS, Payroll to comply with relevant University procedures and IT process requirements for all external examiners and panel members  
• Coordinating the central support provided for External Examiners (handbook, training)  
• Web authoring and maintenance  
• Data Analysis and reporting  
• Develop, review and improve systems and processes connected to External Examining, including IT systems | Andrea McDonnell (a.mcdonnell@kent.ac.uk)  
Phone: 01227 (82)7689                                                                 |                                        |                |
| QA & Compliance Co-ordinator                                         | • Updating/management of student records for validated partners  
• Coordinate / deliver training on use of Kent student record systems for partner staff  
• Coordinate the arrangements for meetings of validated BoEs  
• Process results and outcomes of validated BoE meetings  
• Log and monitor applications for RPL received from the Validated Institutions  
• Web authoring and maintenance  
• Calculation and invoicing of annual validation fees  
• Organisation of annual Partnership Forum  
• Provide general administrative support to the Quality Assurance and Compliance Advisor  
• Appeals support                                                                                                                                 | Julie Iliffe (j.m.iliffe@kent.ac.uk)  
Phone: 01227 (82)4568                                                                 |                                        |                |
| Training Support                                                     | • Support with scheduling and logistics of training programme  
• Advice and guidance  
• Provide general administrative support to the Quality Assurance and Compliance Advisors  
• Web authoring and maintenance  
• Appeals support                                                                                                                                 | Sarah Collins (s.a.l.king@kent.ac.uk)  
Phone: 01227 (82)3668                                                                 |                                        |                |
<table>
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<tr>
<th>Role</th>
<th>Responsibilities</th>
<th>Email/Phone</th>
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<tbody>
<tr>
<td><strong>Research Degrees</strong></td>
<td>• High-level scrutiny of documents prior to approval by the Dean of the Graduate</td>
<td><a href="mailto:l.e.dack@kent.ac.uk">l.e.dack@kent.ac.uk</a>/01227 (82)4570</td>
</tr>
<tr>
<td>Laura Dack</td>
<td>and Researcher College</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Advice and guidance</td>
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<td>• Provide general administrative support to the Quality Assurance and Compliance</td>
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<td>Advisors</td>
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<td></td>
<td>• Web authoring and maintenance</td>
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<td>• Appeals support</td>
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<tr>
<td><strong>Committees and new courses</strong></td>
<td>• Support with scheduling and logistics of committees and working groups</td>
<td><a href="mailto:e.j.beasley@kent.ac.uk">e.j.beasley@kent.ac.uk</a>/01227 (82)3914</td>
</tr>
<tr>
<td>Emma Beasley</td>
<td>• Service committees and working groups as necessary</td>
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<td></td>
<td>• Provide advice and guidance on new course and module approval</td>
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<td>• Provide general administrative support to the Quality Assurance and Compliance</td>
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<td>• Appeals support</td>
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<tr>
<td><strong>QA &amp; Compliance Admin Assistant</strong></td>
<td>• First point of contact</td>
<td><a href="mailto:h.j.frewin-clarke@kent.ac.uk">h.j.frewin-clarke@kent.ac.uk</a>/01227 (8)16058</td>
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<tr>
<td>Harriette Frewin-Clarke</td>
<td>• Appeals logging</td>
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<td></td>
<td>• Process FOI applications and refer as needed</td>
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<td>• Monitor UG Pass Lists SharePoint Site</td>
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<td></td>
<td>• Updating Validated Student Records</td>
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