Welcome to the Quality Assurance and Compliance Office Newsletter

QUALITY ASSURANCE & COMPLIANCE OFFICE / QA CLINICS

QACO will still be running QA Clinic sessions over the summer period. You can discuss and troubleshoot specific QA matters, seek advice on implementing regulations and procedures, or request informal training on a 1-2-1 basis.

To book, complete our QA Clinic Booking Form. Please provide a brief overview of your query so that we can allocate the most appropriate QA specialist.
Meet The Team

In each newsletter we'll be asking QACO Team members to tell us a bit more about themselves. Quality Assurance and Compliance Advisor, Jana Moehren, answered a few questions for our ‘Five Questions’ series:

1. **What is the best book you’ve read recently (or ever!)?** Recently I enjoyed City of Girls by Elizabeth Gilbert (I was not a fan of her “Eat Pray Love” at all, but this one is really good), ever: probably Pigs in Heaven by Barbara Kingsolver is one of my all time favourites, I really like most books by her.

2. **Best advice you’ve been given?** You can find something positive in everything, it just depends on your mindset at the time – maybe not in these exact words but echoed by many friends, family and colleagues, and my boyfriend’s motto as well.

3. **If you could switch lives with one person for a day, who would it be?** Michelle Obama – a bit cheesy, sorry, but I do think she makes a great impact.

4. **Which 3 words would your best friend use to describe you?** Kind, caring, thoughtful – I think so at least, I haven’t actually ever asked.

5. **What is your go to karaoke song?** I can’t sing to save my life, but I would go for Cindy Lauper – Girls just want to have fun.

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Updates to Codes of Practice / Credit Framework

Please note that the new Appeals website has been published:
https://www.kent.ac.uk/education/academic-appeals
QAC FAQs

These are QA questions that are asked regularly, that might be of general interest. If you have a question that you would like to see answered here, please contact qacotraining@kent.ac.uk.

Q: What are the timelines for Early Informal Resolution and submitting an Appeal? A: If a student chooses to go through Early Informal Resolution, they have 5 working days to contact the Division. The Division has 5 working days in which to reply and then the student has an additional 5 working days from the Division’s response to submit an appeal. Alternatively, if they do not want to go through Early Informal Resolution, they can submit a formal appeal within 15 working days of receipt of the results. Students should wait until their Early Informal Resolution has been resolved before submitting a formal Stage One Appeal.

Q: What information should be recorded on KentVision for Early Informal Resolutions? A: Any query that requests a resolution of some sort, such as a mark adjustment or a classification change, should be recorded on KentVision by the Division. If a student asks for a simple check of their marks or to give an explanation or clarification of how extenuating circumstances have been mitigated, then this does not need to be recorded on KentVision, unless it then escalates to a resolution request.

Q: Can students submit appeals for their resits? A: Yes, students can submit appeals for their resits. Resit appeals should be submitted on the relevant appeal form within 15 working days of the date that the resit results have been released.

How We Work

The Project Management Office are asking for feedback and suggestions on processes and how we work, which you can do here: https://livekentac.sharepoint.com/sites/HowWeWork.
Useful weblinks

Academic Regulations – Research Courses:
https://www.kent.ac.uk/teaching/qa/regulations/index.html?tab=research-courses-of-study

Academic Regulations – Taught Courses:
https://www.kent.ac.uk/teaching/qa/regulations/index.html

Collaborative Partnerships:
https://www.kent.ac.uk/teaching/qa/collaborative/index.html

Credit Framework:
https://www.kent.ac.uk/teaching/qa/credit-framework/index.html

Research Code of Practice:
https://www.kent.ac.uk/teaching/qa/codes/index.html?tab=research-courses-of-study

Taught Code of Practice:
https://www.kent.ac.uk/teaching/qa/codes/index.html

If you would like to be added to the mailing list for this newsletter, please email qaotctraining@kent.ac.uk.