

## Student quality reviewer agreement

### *Introduction*

1. Student quality reviewers contribute to reviewing the student experience and academic standards within the University. They are full members of Faculty Quality Teams (FQTs) and may also be involved in Periodic Programme Reviews (PPRs).
2. The role is specified in the role description for student quality reviewers, which should be read in conjunction with the FQT policy (see <http://www.bristol.ac.uk/academic-quality/groups/fqt.html>), which provides the overall framework for the primary work of student quality reviewers.
3. This agreement provides an overview of the expectations for student quality reviewers and the payment of fees. Any student who accepts appointment to the role is covered by this agreement.

### *Responsibilities*

4. The University values the contribution made by student quality reviewers and a fee is paid for their participation in FQT and PPR activities. Student quality reviewers 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.
5. Any restrictions on working hours for students must be taken into account when student quality reviewers participate in FQT and PPR activities. This includes students who are studying at the University with a Tier 4 student visa, where there are specific limits.
6. Student quality reviewers will normally be appointed for the duration of their time at the University after their appointment, by mutual agreement of the student and the University, so that they develop expertise over the course of their participation.

### *Training requirements*

7. Student quality reviewers are required to participate in an annual training event to ensure that they are prepared for the role. Both new and returning student quality reviewers are expected to engage with the training.

### *FQT activities*

8. FQT participation is a core task for student quality reviewers. There are a range of activities connected to the FQT process, including a paper-based review of documents from the University's Quality Framework, obtaining student feedback through the student representation system, and in engaging with schools. The FQT policy (see <http://www.bristol.ac.uk/academic-quality/groups/fqt.html>) provides more detail on the process.
9. Student quality reviewers are paid a standard basic fee for their participation in FQT activities, plus a further fee for each FQT school meeting and FQT school visit they participate in. The basic fee covers: attendance at a training event, attendance at FQT

planning and review meetings, participation in paper-based review activities and in obtaining student feedback from the student representation system and contributing to reports. The meeting and visit fees cover activities directly related to the meeting or visit. The main difference between a meeting and a visit relates to the length and range of discussion: A school meeting will typically be for no more than an hour and will focus on a limited set of questions, while a school visit will typically be for between two to four hours in duration and will have wide-ranging points to consider.

10. Student quality reviewers should contribute in the region of 15 hours to standard FQT activities, 2 hours per FQT school meeting and 5 hours per FQT school visit. As a guideline, this should be broken down as follows:

#### Standard activities

- Training event: 2.5 hours
- FQT introductory and planning meeting/s: 2.5 hours
- Gathering and analysis of evidence as part of FQT: 6 hours
- FQT review meeting/s and participation in report writing: 4 hours

#### FQT school meeting activities

- Preparation for meeting: 0.5 hours (some of the background work will have taken place as part of the standard FQT review activities above)
- Participation in visit: 1 hours
- Any follow-up activities: 0.5 hours

#### FQT school visit activities

- Preparation for visit: 1 hour (some of the background work will have taken place as part of the standard FQT review activities above)
- Participation in visit: 3 hours on average
- Any follow-up activities: 1 hour

11. The hours set out above 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 a student quality reviewer is concerned about the amount of work they are undertaking, they should discuss this with the relevant FQT Chair in the first instance and may also raise this in confidence with the University (see the section on queries below).

### *Periodic Programme Review (PPR)*

12. Student quality reviewers may also be involved in PPRs if they are selected and are willing to do so. Selection will depend on the school and faculty in which each PPR is undertaken. The [PPR Guidelines](#) provide more detail on the process.
13. It is acknowledged that student quality reviewers may not be able to attend an entire PPR if this interferes with their timetable. They may however be able to contribute to the process by feeding in their views into the preparation for the review, or by participating in part of the review visit.
14. Student quality reviewers are paid a fee for each PPR they have participated in. The fee covers attendance at any PPR planning meetings, the preparation for the review (such as reading, reflecting on and feeding back on the materials provided), the review visit, and any subsequent work (such as contributing to draft reports). There should be no more than around a ten-hour overall commitment for each PPR. Student quality

reviewers who have contributed to the review but who have not been able to attend all of the relevant review activities will receive 50% of the standard review fee.

#### *Payment of fees*

15. The standard fees for student quality reviewers are as follows. An allowance for holiday pay (12.07%) is added to the fee and the figure in brackets shows the full amount that will be paid.
  - Standard FQT fee: £150 (£168.11)  
*The standard FQT fee will be paid in two parts. The first payment (£84.06) will be made in March 2019 and the second payment (£84.05) in May 2019.*
  - Participation in FQT school meetings: £20 (£22.41) per visit  
*The FQT school meeting fee will be paid following the completion of each visit.*
  - Participation in FQT school visits: £50 (£56.04) per visit  
*The FQT school visit fee will be paid following the completion of each visit.*
  - Periodic Programme Review: £100 (£112.07) per review  
*The PPR fee will be paid following the completion of each review.*
16. An extended fee may be arranged in exceptional cases where student quality reviewers have undertaken substantial work beyond the normal expectations and time limits set out in this agreement.
17. Reasonable travel expenses may be paid in exceptional cases where student quality reviewers are required to attend visits away from their normal place of study (e.g. if a student's place of study is in the main campus and attends a visit at another campus/site, or vice versa). Agreement of the FQT Chair and the Academic Quality and Policy Office (AQPO) is required in these cases. Receipts must be presented.
18. Fees will be paid through the University's Temporary Staffing Service (<http://www.bristol.ac.uk/temporary-staffing/>).

#### *Queries*

19. 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. Queries may also be addressed to the relevant FQT Chair or PPR Chair.
20. If student quality reviewers have any comments, queries or issues that they wish to raise with the University in confidence, they may contact Chris Walker in the Academic Quality and Policy Office ([christopher.walker@bristol.ac.uk](mailto:christopher.walker@bristol.ac.uk)).