

Student quality reviewer agreement

2024/25

Introduction

1. The student perspective is an integral part of the University's approach to ensuring the quality of the student experience and academic standards within the University. This is enabled by the appointment of student quality reviewers (SQRs) who work in partnership with staff across a range of quality review activities.
2. This agreement provides an overview of the responsibilities, expectations for student quality reviewers and the payment of fees. Any student who accepts appointment to the role is covered by this agreement.

Recruitment and appointment

3. The role of student quality reviewer is open to all students who are able to commit to undertaking the relevant activities associated with the role across the academic year. Applicants do not need any specific knowledge of a particular subject area or the internal workings of the University.
4. The appointment of SQRs will normally be for the duration of your time at the University so that you develop expertise over the course of your participation, subject to satisfactory engagement (see section on 'discontinuation'). You will be asked whether you wish to continue in the role at the end of each academic year.
5. The core activities that the SQRs are expected to undertake are set out in sections 14-16. One SQR will be act as a representative of the SQRs and undertake additional activities based on skills, experience and availability. Allocation to the activities will be undertaken in consultation with you to avoid conflict with your academic studies and in relation to your level of study and subject area.
6. Any restrictions on working hours for students must be taken into account when SQRs participate in quality review activities. This includes students who are studying at the University with a student visa, where there are [specific limits](#).
7. A recruitment and selection process for new SQRs will be held each year to ensure a full complement is in place that can be allocated to the scheduled quality review activities for the academic year.
8. The recruitment and induction of SQRs is jointly managed by the Bristol SU and the University.
9. The University values the contribution made by SQRs and a fee is paid for your participation in quality review activities (see 'payment of fees').
10. By accepting the role, SQRs agree to meet the expectations set out in the agreement.

Expectations

11. SQRs 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.
12. SQRs are expected to give their opinions based on your experience as a student and be prepared to discuss and share those experiences. SQRs will also be asked to seek, consider and report upon the experiences of other students through the quality review process.
13. SQRs are expected to commit to and fulfil the allocated activities. You should give as much notice as possible if you believe you will be unable to do so.

Core activities

14. SQRs are required to participate in an **annual training event** to ensure you are prepared for the role by introducing you to the University's quality review processes and the skills that you will need to carry out the role; the coverage of the training will depend upon the range of activities you will be carrying out. Both new and returning SQRs are expected to engage with the training.
15. SQRs will be members of the **University Quality Team (UQT)** and contribute to at least two reviews by a UQT panel of the quality and standards and student academic experience across a group of programmes within the cycle. There are a range of activities connected to the UQT process, including a paper-based review of documents from the University's Quality Framework, obtaining student feedback through the student representation system and in helping write the panel's report. The [UQT policy](#) provides more detail on the process.
16. SQRs are expected to contribute to a **feedback and evaluation session** at the end of the academic year.

Additional activities

17. A SQR will act as representative of the SQRs and be a member of the University's **Academic Quality and Standards Committee**. This will entail attending the scheduled meetings of the Committee across the academic year and therefore require a more significant level of commitment. The appointed SQR will be expected to review the meeting paperwork and contribute to discussion at the meeting, offering their perspective as a student and from their experience as a student quality reviewer. Please see the [terms of reference](#) for the Committee for more information. The SQR will also convene and oversee a peer support network to offer support and advice for the rest of the SQRs, as well as organise and report upon the SQR feedback and evaluation session.

Time commitment

18. The hours set out in this section 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 you are concerned about the amount of work you are undertaking, please raise this (see the section on queries). Please note that activities may be spread across an academic year.
19. Student quality reviewers are expected to contribute the following number of hours:

- UQT training / introductory event: up to 2.5 hours
- For each UQT review: up to 10 hours (normally across a two-week period)
- Feedback session: up to 2.5 hours

20. The time commitment for the additional quality review activities are:

- Member of the University Academic Quality and Standards Committee: 40 hours (5 hours associated with each meeting attended from the 7 meetings in the academic year between September-May)

Payment of fees

21. A fee is paid to student quality reviewers to acknowledge participation in quality activities based on the real living wage, as follows (an allowance for holiday pay of 12.07% will be added to the fee; the figure in brackets shows the full amount that will be paid).

Core activities

Induction and training event	£30 (£33.62)
Feedback session	£30 (£33.62)
For each UQT	£120 (£134.48)

Additional fees

UAQSC representative	£60 per meeting attended (£67.24)
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22. An extended fee may be arranged in exceptional cases where SQRs have undertaken substantial work beyond the normal expectations and time limits set out in this agreement, for example where a formal visit to the school or programme under review is required.

23. Fees will be processed by AQPO and paid through the University's Temporary Staffing Service (www.bristol.ac.uk/temporary-staffing/), normally in two instalments: one for work completed and a claim submitted by mid-December (exact date will be confirmed), which will be paid end of January, and one for work completed and a claim submitted by mid-May (exact date will be confirmed), which will be paid end of June. Any work completed after this will be processed and paid on a monthly basis.

Benefits

24. Students are a valued part of the University's quality activities, and participation in these activities will have real benefits for other students within the University.

25. The training and experience gained will enable SQRs to develop confidence and broader professional skills such as teamwork, planning, verbal communication and analysis, all of which will be beneficial during your studies and for your future professional career. Indeed, this will enhance your CV and could provide LinkedIn endorsement and a referee for future employment applications.

26. Undertaking work as an SQR contributes to achieving a [Bristol PLUS Award](#), which rewards and provides recognition of the extra-curricula work that students do.

27. SQRs will have access to the necessary training and support to undertake the role.

28. Finally, SQRs will get to learn about how the University works, different ways of learning across the University and work closely and get to know fellow SQRs and staff.

Discontinuation

29. The SQR role may be discontinued at any time where the student is unable to commit to the relevant activities or has not engaged with the designated activities, as set out in this agreement. In such cases, SQRs will be paid for the activities that they have undertaken up to the point of discontinuation.

Queries

30. If the query is related to a specific review activity, this should be raised with the relevant staff member involved in the activity, for example the Chair of the review panel.
31. Bristol Students' Union should be able to respond to queries from student quality reviewers on meeting with student course reps (bristolsu-representation@bristol.ac.uk).
32. If SQRs have any comments, queries or issues, these can be raised with the University in confidence via Sophie Billings in the Academic Quality and Policy Office (s.billings@bristol.ac.uk). Any queries regarding fees should be directed to aqpo-info@bristol.ac.uk.