

## School Quality and Enhancement Officer – Role Summary

**Duration: Fractional Appointment (normally 3 years in the first instance)**

### Role Summary

The School Quality & Enhancement Officer (SQ&EO) will advise the Head of School and School colleagues on matters relating to Quality Enhancement and Assurance for undergraduate and taught postgraduate provision. SQ&EO will work closely with the College Quality & Enhancement Officer (CQ&EO) and with the School's Convener of Learning and Teaching.

The postholder will:

- promote good practice and a culture of enhancement in quality assurance activity, building productive synergies across the School with reference to the University's Academic Quality Framework;
- facilitate the University's *Learning & Teaching* Enhancement Review process with a key focus on supporting, encouraging and monitoring actions arising from this process;
- be an active member of the School Learning & Teaching Committee and Staff-Student Liaison Committee, and other relevant committees such as the School Board of Studies;
- work with the School Learning and Teaching Convener and College Quality & Enhancement Officer to improve consistency of practice within and across the Schools within the College.

### Responsibilities will include:

1. To work with the School Learning and Teaching Convener on maintaining/improving quality enhancement and dissemination of good practice.
2. To work with the College Quality & Enhancement Officer and Senate Office to improve consistency of practice in relation to the Learning & Teaching Enhancement Review process within the School and College.
  - Manage the Learning & Teaching Enhancement Review process within the School, taking actions identified in the Process and Timescales Guidance. This includes: preparation of a School-level Report for consideration by the School Learning & Teaching Committee and submission to the College Quality & Enhancement Officer; dialogue with the School Learning & Teaching Convener and the College Learning & Teaching Officer to identify actions to be taken forward and feeding back to colleagues on agreed actions and monitoring progress through an action plan.
  - Prioritise staff engagement with the LTE Review process and emphasise to staff the importance of highlighting issues for College or University attention through referral to the appropriate committees for action.
  - Disseminate the progress report and update from College LTC and Academic Standards Committee (ASC) throughout the School reporting to School LTC and all local teaching staff.
3. To liaise with appropriate staff to identify areas requiring enhancement relating to student involvement in quality procedures within the School (e.g. student feedback, student representation and the effective operation of Staff Student Liaison Committees; engagement with the course Evaluation Questionnaire and other mechanisms for providing feedback to staff on their learning experience including Summary and Response Documents (SaRDs)).

4. To attend and contribute to University events such as:
  - the University's induction workshop for Quality & Enhancement Officers;
  - the Open Meeting on LTE Review, convened by the Vice Principal (Learning & Teaching).
5. To contribute to the preparations for periodic internal and external reviews as directed by the Head of School (e.g. Periodic Subject Review, Accreditation by Professional, Statutory and Regulatory Bodies (PSRBs)).

### Useful references

- University of Glasgow: Glasgow 2020 - A global vision  
[https://www.gla.ac.uk/media/Media\\_176004\\_smxx.pdf](https://www.gla.ac.uk/media/Media_176004_smxx.pdf)
- Learning & Teaching Strategy 2015-20  
[https://www.gla.ac.uk/media/Media\\_433176\\_smxx.pdf](https://www.gla.ac.uk/media/Media_433176_smxx.pdf)
- University of Glasgow: Academic Quality Framework  
[https://www.gla.ac.uk/media/Media\\_127773\\_smxx.pdf](https://www.gla.ac.uk/media/Media_127773_smxx.pdf)
- University of Glasgow: LTE Review  
<https://www.gla.ac.uk/myglasgow/senateoffice/qea/lter/>
- My Class Reps  
<https://frontdoor.spa.gla.ac.uk/StudentVoice/classRepsHome.aspx>

including

- University of Glasgow: Student Representation – staff toolkit  
<https://www.gla.ac.uk/myglasgow/students/studentrepresentationtoolkit/stafftoolkit>
- University of Glasgow: Course Evaluation Policy:  
<https://www.gla.ac.uk/myglasgow/senateoffice/qea/courseevaluation/#thepolicy>
- University of Glasgow, Enhancement-led Institutional Review (ELIR)  
<https://www.gla.ac.uk/myglasgow/senateoffice/qea/enhancement-ledinstitutionalreview/>  
including
  - Reflective Analysis [https://www.gla.ac.uk/media/Media\\_298619\\_smxx.pdf](https://www.gla.ac.uk/media/Media_298619_smxx.pdf)
  - ELIR Reports <https://www.qaa.ac.uk/reviewing-higher-education/quality-assurance-reports/provider?UKPRN=10007794>
- QAA Scotland <https://www.qaa.ac.uk/scotland/about-us>
- Enhancement Themes <https://www.enhancementthemes.ac.uk>