

University of Wolverhampton Educational Partnership Handbook

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CHAPTER 1

1 Introduction

1.1 Purpose of Handbook

Educational partnerships are formal arrangements in which two or more institutions or organisations work together to provide teaching, supervision, support and/or facilities for students as a formal element of a degree or course.

This handbook is applicable to **undergraduate and postgraduate (taught)** partnerships only and **does not cover postgraduate (research) partnerships**.

Educational partnerships can be high risk activities for the University. This handbook provides the processes and procedures required to set up and operate successful educational partnership activities.

The University of Wolverhampton (UoW) is responsible for the standard and quality of the partnership awards made (in its name) as well as the quality of the courses that lead to those awards.

UoW also holds ultimate responsibility for the way in which it manages its higher education provision with others and has to conform to the Office for Students (OfS) regulatory requirements as well as the Office of the Independent Adjudicator (OIA), UK Visas and Immigration (UKVI), and the Student Loans Company (SLC) etc.

The purpose of this handbook is therefore to provide a guide for the approval, operation, and contractual framework for educational partnerships with other institutions (home (UK) and overseas transnational education (TNE)) and provide a quality assurance framework for educational partnership appraisal, governance and risk management that will enable colleagues to focus efforts on sustainable and important educational partnerships.

UoW values the establishment of key, high-quality educational partnerships that clearly support the University's strategies as well as each faculty's future plans.

Educational partnerships can create routes for international research collaborations, promote international student recruitment, provide enhanced student experiences through exchanges, potentially enhance employability prospects, assist in internationalising the curriculum, facilitate shared research through split site provision, strengthen research developments and funding opportunities, and fundamentally enhance reputation and the UoW 'brand'.

1.2 Strategic Development of Partnerships

The principles underpinning the strategic development of educational partnerships are that:

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- educational partnerships should only be entered into where they clearly contribute to the strategic development and goals of the faculties and UoW including the University's 5-year growth plan and TNE and UK partnerships sub strategies
- quality of provision and student experience of educational partnerships are regularly monitored and reviewed
- all staff involved in partnership activity should be aware of their responsibilities in relation to partnership strategy.

1.3 Principles of Partnership Implementation

The principle underpinning the development and implementation of educational partnerships is that:

- staff/stakeholders have a sense of ownership, and that the educational expertise and administrative professionalism of staff based in the faculties and University is fundamental to the success of an educational partnership, including any review/renewal of a partnership by a faculty
- standard University Codes of Conduct also apply to educational partnership activity. As such, before engaging in any type of educational partnership, employees have a duty to ensure that their conduct does not create suspicion of any conflict between their official duty and their private interest. Their actions must not be influenced by a benefit (e.g., a gift or hospitality) to favour an organisation, and their actions must not induce or reward someone to perform a role or function improperly.

1.4 Contract Information and Repository

The Educational Partnership Unit (EPU) will maintain a formal Register of Agreements for all educational partnerships across UoW, recording the main details of each partnership with links to the formal legal agreements.

All parties should also read the onboarding contract and understand the obligations of the partner institution for onboarding as presented in the onboarding contract.

CHAPTER 2

2 Types of Educational Partnerships

2.1 Overview of the Different Types of Educational Partnerships

The following table provides a summary of the different types of educational partnerships on offer.

Type of Partnership	Information
Franchised	A programme that is delegated to another organisation to deliver on behalf of UoW. Students receive an award from UoW. The University must already have this course as part of their active portfolio. Assessments and learning and teaching activities have to adhere to UoW regulations.
Validation	A programme that is designed and delivered by a partner institution but is approved and awarded by UoW. For such a partnership, the students will be registered with the partner institution and not UoW.
Articulation	An agreement where provision offered by another institution is deemed suitable preparation for a student to transfer onto a UoW programme. This is usually at an advanced stage, such as direct entry to the second or third year of an undergraduate degree. Students may achieve an initial award at the partner institution and then achieve a UoW award. This agreement requires early discussion of entry requirements and mapping of learning outcomes, to ensure students can successfully study at both institutions. Acceptance onto a UoW programme is normally guaranteed through an articulation route.
Progression	A recruitment route into study at UoW for students from a partner institution, often with a fee discount and a fast-track application process. Students who have successfully completed a programme at the partner institution may be considered for entry (on an individual basis). There is no formal commitment of acceptance onto a UoW programme through a progression route.
Split-Site Programme	A programme where a significant contribution (e.g., teaching, facilities, knowledge, etc.), is made by the partner organisation (not necessarily a higher education institution). UoW will contribute to some of these activities, which may include flying faculty delivery. The award will be from UoW.

Type of Partnership	Information
Joint Degree	A single degree awarded jointly by UoW and a partner institution for one course. The course does not need to be part of the current validated provision at UoW, but will need to undergo a full validation process at both institutions due to the joint teaching and award. This is a fully integrated curriculum, collaboratively developed and delivered by UoW and a partner institution. Students may spend time at each institution as part of the programme structure. Graduates receive one degree certificate that includes the names and insignias of both participating institutions.
Dual Degree	Two awards (one from each partner) for one programme. Students are registered at both institutions. Each award is based on credit from both institutions and are not independent. The award will consist of elements from the partner institution as well as UoW. Both institutions must have the correct knowledge and expertise to quality assure the whole of the programme. Courses do not need to be part of the current validated provision at UoW, but will need to undergo a full validation process at both institutions due to the dual teaching and award.
Double Degree	Two awards for one programme of study. Each award is independent from the other. If one of the partners fails to award, the other retains the right to revert to a single degree. In this case the reference to the other institution should not be included on either certificate or transcript. Students are registered at both institutions and students must comply with the regulations from both institutions. It is usual for a bespoke student handbook to be created for such partnerships. Courses do not need to be part of the current validated provision at UoW, but will need to undergo a full validation process at both institutions due to the shared teaching and award.

CHAPTER 3

3 Establishing a New Partnership and Roles and Responsibilities

3.1 Introduction

This section briefly defines the roles, responsibilities, and expectations of all parties engaged in a UoW educational partnership. Its purpose is to establish, at the start of partnership communications with the University, a clear framework that ensures mutual understanding, effective communication, and alignment of standards and values between the University and its academic partners.

By outlining key aspects such as governance, quality assurance, compliance, and resource commitments, the document provides a structure to guide the partnership's successful initiation, maintenance, and growth, to ensure the delivery of high-quality education and student experiences.

It also emphasises mutual respect and equal collaboration as fundamental principles in the partnership. UoW recognises that successful partnerships are built on a foundation of cooperation, where both UoW's and the partner's governance practices are respected.

3.2 Exploration of a New Educational Partnership

UoW will work with educational institutions looking to establish a new partnership with the University, to determine the feasibility/likelihood of implementing the partnership.

Educational partners should look to submit an Expression of Interest (EoI) form to establish initial conversations.

- The University will expect from interested partners to provide information to the University including (but not limited to): student data relating to continuation, completion and progression (i.e., metrics relating to the OfS B3 Conditions of Registration) as part of this initial exploration process.
- For partners that are new to delivering education, and so do not have a record of student outcomes, to work with UoW staff to determine if this new partnership can be established.
- For partners to be aware of and in agreement to adhere to the University's:
 - educational performance key performance indicators (KPIs) for the duration of the partnership
 - due diligence for the duration of the partnership
 - recruitment and admissions policy for the duration of the partnership
 - management information for the duration of the partnership.

3.3 How to Become an Educational Partner: Onboarding and Approval Process

3.3.1 Expression of Interest (Eoi)

- This is the initial statement of intent, completed by the interested educational partner, to explore forming a partnership with UoW.
- Eois will be used by UoW to collate initial information from the interested partner, to help determine strategy and viability of the possible new partnership. Eois are not legally binding and should not include any specific commitments, although potential developments may be mentioned.
- The EPU will lead on reviewing the submitted documentation (liaising with subject matter experts) to understand the benefits, responsibilities, accountability, and level of support associated with the proposed partnership.
- The EPU will also lead on linking the interested external educational partner with the relevant University stakeholders to ensure the partner and UoW can fully explore the strategy and viability of potential partnership. The EPU will then work with relevant University stakeholders to assess the feasibility of the partnership.

3.3.2 Institutional Approval Process

- Following the Eoi submission, the EPU will next work with the external educational partner on supporting them through the institutional approval process. It is anticipated that each new partner will be designated an EPU business partner, who will be their designated UoW contact.
- This process is in two phases, the first will involve taking the Eoi information and the University undertaking some initial due diligence on the prospective partner. Once approved by the University, we will move into the full institutional approval process.
- The EPU and other relevant UoW staff will help support the educational partner in sourcing and submission of required due diligence documentation to ensure compliance with the UoW regulatory and academic standards.
- Once the initial due diligence is approved, the educational partner will be asked to submit a completed Institutional Approval document, this will be reviewed by the University.
- Successful assessment at this stage allows progression to the next phase of the onboarding process.
- Any memorandum of understanding (MoU) or non-disclosure agreement (NDA) will be implemented during this stage.
- The educational partner will not be able to publicise the subject matter or the negotiations of the onboarding discussions.

3.3.3 Developing the Partnership Proposal

- The EPU and other relevant UoW staff will work with the educational partner to finalise the partnership proposal. This includes:
 - agreeing the full academic portfolio (courses to be delivered)
 - agreeing the student numbers and minimum financial guarantees
 - agreeing the necessary resources, facilities, and student support mechanisms that the partner will need to have available to enable successful delivery of the academic portfolio
 - ensuring the educational partner is aware and compliant with UoW due diligence and contractual requirements.
- The EPU will work with the educational partner on developing the agreed partnership business case and will submit it for University approval. The EPU will keep the educational partner fully informed of required deadlines for submission and progress with approval.
- Where applicable, UoW will work with the external partner in supporting them with any required country-based educational approval processes.
- Upon approval of the partnership business case, the educational partner will be required to sign an onboarding contract confirming overarching details, such as minimum financial guarantee and commitment to the immediate next steps.
- The educational partner will not be able to publicise the subject matter or the negotiations of the onboarding agreement.

3.3.4 Validation and Implementation of New Educational Partnership (onboarding)

- The EPU will support the educational partner on the development of required documentation, quality, and due diligence processes to ensure smooth and timely course validation.
- Upon successful validation, the educational partner will need to sign the Partnership Agreement to confirm final agreement on the partnership, delivery of respective courses and to enable progression to preparation of course recruitment and delivery.
- The EPU will support the educational partner with preparation of course recruitment and delivery, ensuring the relevant UoW teams, such as admissions, quality & standards, and faculties work with the partner on ensuring a smooth and timely transition into course delivery. Key requirements will include (but not be limited to):

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- alignment of marketing and student recruitment practices with UoW standards
- integration of university policies and procedures into the educational partners teaching and support services
- availability of appropriate facilities and administrative support
- full integration of digital systems (where required)
- employment of suitably qualified and experienced teaching staff.
- The University will support the new educational partner to begin delivery of academic programmes in accordance with the approved curriculum, quality standards, commitments to student experience and UoW compliance requirements.
- The course and its contents cannot be marketed or publicised before a partnership agreement is agreed between UoW and the partner.

3.3.5 Ongoing Partnership Management and Review

- The EPU will be the partner's central point of contact throughout the partnership; however, it is expected that the partners will develop a number of relationships with key UoW stakeholders, with a particular focus on the relevant academic faculty/faculties where the approved courses are located.
- The EPU will establish a series of meetings with the educational partner to ensure sufficient support of the partner, whilst also monitoring the partner's performance and compliance.
- The educational partner will be required to operate in line with the Partnership Agreement and Collaborative Operational Handbook.
- UoW staff will regularly engage with the partner institution to maintain and support the success of the partnership.

3.4 Roles and Responsibilities When Establishing a Partnership

3.4.1 The Educational Partnership Unit

The EPU plays a central coordinating role throughout the partnership onboarding and maintenance of partner relationship. The EPU main remit is as follows:

a) Commence the partnership proposal

- Once a trigger occurs, they initiate the formal partnership proposal process.

b) Work with the partner to agree proposal details

- Collaborate with the potential or existing partner to define:

- Courses to be delivered
- Expected student numbers
- Minimum viable enrolments

c) Work with partner on signing the onboarding contract

- Share a draft or formal onboarding agreement for review and sign-off by the partner.
- Ensure legal and compliant exchange of necessary information between both institutions.

d) Coordinate proposal development

- Pull together inputs from faculties, finance, and quality teams.
- Work with the educational partners on completion any the required the partnership proposal documentation.
- Seek approval from Subject Matter Experts (faculties/Departments) to validate academic, operational, and strategic fit.
- Co-ordinate with the Quality & Standards (Q&S) for submission to the University Portfolio Planning & Review Committee for approval of the business case.
- Keep the partner informed of progress and address, with the partner, any issues.

e) Coordinate implementation and onboarding

- Confirm that the partner has signed off on recruitment targets and all contractual documentation.
- If approved and signed, lead the next phase of onboarding including operational setup.
- Develop and distribute a delivery and operational schedule, including course delivery timelines and resourcing needs.

f) Manage non-approvals

- If the proposal is not approved or if the partner hasn't signed, re-engage with the partner or revise the proposal.

g) Maintain partnership relationship

- Continue to act as the central point of contact for the partner, coordinating required UoW and partnership meetings.

- Co-ordinate the required training and support of partnership and UoW staff.
- Ensure the partner is aware of key UoW contacts they will need to work with to successfully deliver the agreed courses.
- Monitor, track and audit partnership performance and compliance, lead on addressing any issues where applicable.
- Monitor, track and audit partner's student support, performance and experience, working with relevant UoW faculty's on addressing any issues.
- Work with the partner and relevant UoW stakeholders to address any issues highlighted by the partner.
- Maintain the UoW repository, policies and process on educational partners.
- Be the university source and knowledge of the established UoW educational partnerships.
- Key contact for reporting to university senior leader on partnership performance and point of contact for escalation of issues to senior leaders, within UoW and the Educational Partner.

3.4.2 Faculty Roles and Responsibilities

The role of UoW faculties will be paramount in the successful delivery of an educational partner. faculties will be responsible for the academic and resource planning elements of the partnership, which will include:

a) Engaging with relevant stakeholders

- Providing academic insight and feasibility planning for the partnership and business case.

b) Provide key academic inputs

- Confirm curriculum alignment, academic staffing availability, and relevant student support services located within the faculty.

c) Support the business case

- Supply contextual data to support decisions around the portfolio's viability.

d) Support implementation and onboarding

- Work with the EPU and educational partner in ensuring all relevant documentation and processes are ready for any validation exercises.

- Work with the educational partner and relevant UoW stakeholders in ensuring the courses located within the faculty are ready for student recruitment and are aligned with agreed timelines.
- Work with the educational partner and relevant UoW stakeholders in ensuring the educational partner's students have access to the required support mechanisms to ensure a smooth transition into university study.

e) Maintain partnership relationship

Work jointly with the EPU and other UoW stakeholders to ensure that course delivery is viable, sustainable, and aligns with faculty capacity by:

- Providing contact details of the faculty senior leader(s) who can work with the equivalent senior leader within the educational partner on any specific faculty-based enquires/support.
- Providing academic support to the equivalent academic colleague at the educational partner to ensure the course and relevant modules are providing a high-quality education and addressing the required UoW student outcomes.
- Having oversight of the educational partner and partnership portfolio performance and compliance of the courses based within the faculty and working with the partner (supported by the EPU) in addressing any issues, including staff training.
- Having oversight of the student experience on faculty-based educational partners courses, including capturing of student voice and implementing changes to enhancing student experience on the respective courses/modules.
- Working with the Educational Partner, supported by the EPU, on ensuring all relevant UoW teaching quality enhancement process are undertaken at the partner, with relevant outcomes reported to the University.
- Working with the EPU and the educational partner on any amendments to a portfolio based within the faculty, whilst ensuring maintenance of excellent student experience and outcomes.

3.4.3 Finance

The UoW finance team supports the economic side of the proposal:

a) Provide costing data

- Develop cost models for the new and any amendments to existing provision (e.g., staffing, resources, revenue sharing).

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- Work with other stakeholders to ensure the business case is robust and sustainable.

b) Support the proposal

- Ensure the financial information aligns with university requirements and policy before submission.
- Have oversight of impact of any changes.

c) Maintain partnership relationship

- Work with the EPU, faculty and Records Unit to track student numbers enrolled at each partner.
- Manage the operational payments between the partner and the University, supporting the partner with any payment issues.
- Track partner payments and work with the EPU and faculty to address any issues related to payments.

3.4.4 Quality and Standards (Q&S)

The UoW Q&S team ensures the academic integrity and quality assurance of the proposed partnership by:

a) Supporting educational partnership approval and implementation

- Receive the partnership business case proposal submitted by the EPU. Conduct detailed checks to ensure all quality, validation, and academic standards are met. Determine timelines for processing.
- Submit to the University Portfolio Planning & Review Committee for formal approval, within agreed timelines, and working with the EPU and educational partner to address any queries/issues.

b) Supporting implementation and onboarding

- Lead on the educational partner validation process, within agreed timelines, and working with the EPU, faculty and other relevant UoW stakeholder to ensure any queries/issues are addressed within the agreed timelines.
- Upon successful validation work with the educational partner to ensuring all Q&S required academic content is provided, within agreed timelines, to ensure timely completion of onboarding.

c) Maintaining partnership relationship

- Support the EPU on monitoring partnership performance and compliance, working with the educational partner and faculty to address any issues.

- Lead on ensuring the relevant UoW teaching quality and enhancement processes, including Continuous Monitoring and Improvement (CMI), are adhered to by the educational partner.
- Lead on supporting the educational partner and faculty to address any course performance issues.

3.4.5 The Records Unit (Registry Services)

Responsible for ensuring that Partners, the courses, and associated students are set-up and maintained, by:

a) Supporting educational partnerships implementation

- **Course set-up.** Reflect the validated provision in master course records within the student record system.
- **Module set-up.** Reflect the validated provision in master module records in the student record system.
- **Module occurrences.** Reflect the agreed delivery calendars in module occurrences and running weeks within the student record system.
- **Module diets.** Create (where applicable) module diets for each agreed course intake.
- **Enrolment of students.** Ensure eligible students can enrol within e:Vision and that arrangements are in place for identification checking.
- **Management of changes.** Review, approve, and process all relevant student or provision changes within the University's student record system.
- **Assessment, progression and award.** Review and process assessment, module, progression, and award outcomes within the university's student record system.

b) Maintaining partnership relationship

- **Enrolment support.** Provide intake specific support and guidance for enrolment of students (e.g., through helpdesk/ email), and, where appropriate, weekly meetings and on-location sessions.
- **Regulations and policy advice and guidance.** Act as a source of guidance and advice for partners in understanding internal and external regulation requirements with respect to its students and courses.

- **Attendance and engagement.** Receive and process regular student attendance and engagement reports from partners, and provide advice or notification of action resulting from the information.
- **Examination boards.** Schedule and support any required examination boards for the processing of student progression and/or awards. Provide advice, guidance and notification to the partner with respect to student outcomes.

3.4.6 The UoW Directorate of Student Recruitment, Marketing and Admissions

Responsible for business development in relation to partnerships, ensuring recruitment and admissions entry requirements and processes are compliant and supporting partners and prospective students with the initial onboarding process of student recruitment to enrolment. This includes the following key areas:

a) Business development and expressions of interest

- Identifying new opportunities for partnerships and assessing partnership suitability, including the oversight of the expressions of interest process.

b) Student recruitment

- Ensure that both parties are clear on the recruitment practices being utilised to onboard new students and that these align to Universities UK (UUK) and OfS guidance.

c) Marketing

- Provide advice and guidance on marketing and brand guidelines to include appropriate assets (e.g., logo and templates) for use alongside review of website and social content in relation to the partnerships. Ensure compliance with Competition and Markets Authority (CMA) requirements with regards to the advertising of provision.

d) Admissions

- Responsible for jointly setting agreed entry requirements, criteria and process, including timelines of operations and deadlines of delivery, in line with the University Admissions Policy for Partnership activity:
<https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/partnership-admissions-policy-and-procedure/>.
- Provide advice and guidance for partners and prospective students on the admissions process.

e) Account management

- The UK and TNE Partnerships teams will work with the EPU on relationship management for partners, ensuring UoW stakeholders and the educational partners are consulted and kept abreast of key updates, regular meetings and check-ins are in place with partners.

CHAPTER 4

4 Governance of Educational Partnerships

Educational partnerships are governed by local and/or national frameworks that emphasise quality assurance, risk management, and strategic alignment and therefore UoW has developed policies that outline the objectives, structures, and management processes of partnerships. These policies align with the University's strategic goals and ensure clarity in roles and responsibilities.

All educational partners need to maintain academic standards as defined by UoW and the OfS and are expected to adhere to the UK Quality Code for Higher Education or equivalent. This will ensure that partnerships meet established academic standards and provide high-quality student experiences.

Effective risk assessment and management are essential throughout the entire lifecycle of an educational partnership. By continuously identifying, evaluating, and mitigating potential risks at each stage of the partnership lifecycle we can ensure that the partnership remains resilient and aligned with shared objectives.

UoW emphasises that identifying and mitigating potential risks in partnerships is crucial for ensuring the sustainability and integrity of all collaborative arrangements. This proactive approach fosters trust, operational stability, and adaptability, enabling collaborations to navigate challenges and seize opportunities effectively.

Regular monitoring and periodic reviews of partnerships help in assessing their effectiveness, compliance with agreements, and alignment with institutional objectives. This process facilitates continuous improvement and informed decision-making regarding the continuation or termination of partnerships.

Governance activities for all educational partnerships will be monitored by the EPU and various other departments/units within the University.

The educational partner is responsible for collaborating actively with UoW to ensure the University can monitor and audit the partner's ongoing compliance and performance as documented in this Educational Partnership Handbook and the Partnership Agreement.

The educational partner is responsible for implementing necessary measures, addressing any compliance risks, and taking prompt corrective action where required.

The educational partner will be held accountable for fulfilling its obligations to support UoW's regulatory adherence.

4.1 Educational Partnership Management (EPM) meetings

An EPM will be required for all partnerships and will oversee all programmes delivered through that partnership. The EPMs are responsible for the strategic management and ongoing quality assurance monitoring of the partnership.

EPM membership will consist of representatives from each institution in the partnership. Specific staff will be identified by the EPU and Terms of Reference agreed, bearing in mind the complexity and level of risk associated with the partnership. The level of involvement of other stakeholders will be determined according to level of risk and nature of the partnership. The EPM frequency will be determined by the type of educational partnership and level of associated risk and may be more frequent at the start of the relationship.

The EPM will be responsible for the oversight of the relationship, academic provision and student experience, which may include (but not limited to):

- a) Quality assurance of the partnership.
- b) Oversight of the programme(s) including monitoring and evaluation.
- c) Setting entry criteria for students.
- d) Admissions.
- e) Marketing.
- f) Student progression and attainment (e.g., communication to the students and monitoring student feedback).
- g) Ensuring resources and facilities are available and appropriate.
- h) Student voice and student experience.
- i) Partnership compliance.

All EPMs will be coordinated by the EPU and outcomes will be reported to the Educational Partnership Subcommittee (EPSC), which reports to the University Academic and Quality Standards Committee (AQSC).

The EPSC will have institutional oversight of UoW educational partners and partnership portfolio performance, reporting to University Executive Board, AQSC and Academic Board as required.

Annual reports on the performance of all UoW educational partners will be overseen by EPSC. The EPSC will lead on ensuring any agreed actions are implemented at the UoW and/or educational partner.

4.2 Student Experience

4.2.1 Student Handbooks

- A Student Handbook must be provided by partners to all students at the start of each cohort and annually thereafter.
- The University will supply details of the University's role and responsibilities within the partnership.
- The rights and responsibilities of students and all partner institutions regarding student records, mentoring, complaints, appeals and disciplinary matters, must be clearly described in the relevant educational partner's Student handbook.
- If a standard Handbook is already used by the partner, then any variations due to the partnership with the UoW must be clearly identified.
- The EPU, in collaboration with the faculty, will support the partner in producing the respective Student Handbook.

4.2.2 Student Voice

Student feedback is essential for enhancing students' learning experiences, and it is therefore important for students to have a voice.

It is assumed that all educational partners will hold Staff-Student Consultative Meetings (SSCM) on a termly basis. These meetings provide a structured platform for students to voice concerns, give feedback, and contribute to the development of their academic experience. By ensuring a dialogue between both parties, SSCMs support continuous improvement in teaching, learning, and overall student satisfaction. Implementing effective SSCMs for partnerships is crucial to maintaining quality assurance and enhancing the student experience across diverse educational settings.

SSCM compliance will be overseen by the EPU in conjugation with the faculty and outcomes will be reported via the EPM.

4.2.2.1 National Student Survey (NSS)

All final year students on UK-based partnerships will have the opportunity to take part in the NSS. It will be the responsibility of UK partners to ensure students are encouraged to fill in the NSS and develop action plans following release of results. These action plans should be developed and implemented in collaboration with faculty and overseen by the EPU.

For TNE partners a survey similar to NSS should be carried out.

4.2.3 Student support

4.2.3.1 Financial Support

The educational partner must have in place mechanisms for students to raise concerns about any financial hardship they are experiencing and adequate information and sources of support (both financial and advice) available for students experiencing financial hardship.

4.2.3.2 Mental Health and Wellbeing

The educational partner must have in place mental health support provision for students, and this should follow principles of ensuring:

- that support services are appropriately resourced with appropriately qualified/experienced staff.
- that support services are responsive, effective, safe, and confidential
- that support services are equally accessible to all students and well governed

4.2.3.3 Accessibility, Disability and Inclusion Support

Section 91 of the Equality Act clearly sets out the provisions around admission and treatment of Higher Education students. It is the responsibility of the educational partner to ensure any provision of such support is adequately quality assured and effective. Such provision is likely to include specialist one to one tuition, assistive technology, specialist mentoring, scribes, note takers, and British Sign Language Interpreters.

Where a student does not have the recourse to public funding (e.g., Disabled Students Allowance) the obligation of support costs falls with the partner.

The University have an allocated Accessibility, Disability and Inclusion Advisor aligned to partnerships who should be used as a source of advice and expertise.

4.2.3.4 Safeguarding

The educational partner will not breach safeguarding legislation, and to this end will:

- Always Comply with the Safeguarding Policy and associated frameworks (e.g. personal relationships policy, sexual harassment) and will ensure that its officers, employees, agents, sub-contractors and any other persons who perform services for or on behalf of it in connection with the partnership contract will always comply with the same.
- Conduct proper and adequate safer recruitment checks on any agency or person used by the educational partner to provide labour, employees, contractors or other persons to undertake tasks for the educational partner (in each case whether on a permanent or temporary basis) to ensure that any such agency or person does not breach the terms of the Safeguarding Policy.

CHAPTER 5

5 Review and Renewal or Termination

5.1 The Review Process

Each partnership agreement must include an end date to the formal relationship and should include a timescale for the review of the relationship in order to determine whether it is renewed.

Where no timescale for review is included in the partnership agreement, it is recommended that reviews commence three years after the start of the partnership and for more complex arrangements, reviews should be carried out annually.

A full review and consideration of the programme and partner must take place before the agreement can be renewed.

The EPU in conjunction with relevant stakeholders will need to review the relationship and activities and determine whether the partnership should be continued. The review should consider the following:

- The purpose of the partnership and how successful it has been in achieving its goals.
- Student performance and outcomes.
- Whether the quality and reputation of the partner continues to be appropriate.
- The commitment of the partner to the relationship.
- The faculty's ability to make future commitments to the partnership, bearing in mind the associated costs and risks.
- Whether a variation to the partnership or additional activity should be discussed with the partner.

5.2 The Process for Renewal

Following a formal review of the partnership performance, if the University/ faculty wishes to continue the relationship, then the EPU will work with the relevant UoW stakeholders and partners on the new renewal process.

5.3 Ending a Partnership

A partnership may be ended either during the period of the Agreement, in accordance with the conditions, procedures and notice period defined in the Agreement, or at the end of the Agreement when it expires.

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Whenever the partnership is terminated, the commitment to, and interests of, the students involved in the partnership must be protected so that they are able to successfully complete their programme.

For agreements that are terminated during the period of operation, a termination letter is drafted to confirm that the partnership is ending. This details any specific matters and actions required to protect the students. Termination letters are written by the Legal Services team, working with the relevant EPU and faculty staff. They are signed at University senior management level, and this is normally at the same level as the original legal agreement. The detailed action plan is developed, agreed and collaboratively worked through, overseen by the EPU.

For agreements that will not be renewed after the expiration date, a letter is sent to the partner informing them that the agreement will not be renewed and confirming the date when it will end. This letter also clarifies the responsibilities of all partners to any remaining students.

Termination letters may not be required for Agreements relating to an individual for partnerships that have been inactive for three years.