ACADEMIC BOARD
Agenda Papers

13 February, 2018

ACADEMIC BOARD MEMBERSHIP 2018

CHAIR Executive Dean (Academic)	Merran Davis
DEANS	
Bridgepoint	Nick Sheppard
Business, Enterprise and Technology	Murray Bain
Construction, Infrastructure and Engineering	Mark McNeill
Health & Community and Environmental & Animal Sciences	Debra Robertson-Welsh
Research and Enterprise	Marcus Williams
Teaching and Learning (Mātauranga Māori)	Teorongonui Josie Keelan
OTHER MEMBERS	
Head of Practice Pathway Representative - Bridgepoint	Chris King
Head of Practice Pathway Representative - Creative Industries	Vanessa Byrnes
Head of Practice Pathway Representative - Construction and Infrastructure	Daniel Fuemana
Academic Service Centre Manager	To be appointed
Library Director	Moira Fraser
Interim Chief Executive	Alastair Carruthers
Elected Student Representative	To be appointed
Elected Student Representative	Matalena O'Mara
General Manager Benefits Realisation	To be appointed
General Manager International	Josephine Kinsella
General Manager Student Experience	Verity Jade
General Manager Workforce Industry Development Representative	Heather Stonyer
Director of Pacific Success	Falaniko Tominiko
The Mind Lab by Unitec Representative	Craig Hilton
Academic Quality Director	Shirley Wilson
EX-OFFICIO MEMBERS	
Manager Academic Administration	Marion Macneil
IN ATTENDANCE	
General Manager Governance & External Relations	Jo Alexander
Head of Business Intelligence Capability Centre	Kay Bramley
Programme Development Partner	Steve Marshall
Executive Director – Partnerships	David Glover

agenda

Academic Board

Tuesday 13 February 2018 at **9.00am**
Building 180-2043

HE RITENGA ME NGĀ PĀRONGO/PROCEDURAL PAPERS

WHAKAWHITI KŌRERO/DISCUSSION PAPERS

NGĀ RŌPŪ TUARUA PŪRONGO/SUBCOMMITTEE REPORTS   27

10. Academic Board Standing Committee

   Minutes of the meeting(s) of 18-20 December, 2017 and 23-25 January & 31 January-7 February, 2018

11. Research Committee

   Minutes of the meeting(s) of 14 December, 2017

12. Research Ethics Committee

   Minutes of the meeting(s) of 15 November, 2017

AGENDA ITEM 3

PITOPITO KŌRERO O NGĀ HUI/MINUTES OF THE PREVIOUS MEETING

RECOMMENDATION:

That Academic Board approves the Minutes of the meeting of 28 November, 2017.

Academic Board

Tuesday 28 November 2017 at 9.00am
Wharekai Building 177

MEMA POĀRI TAE Ā—TINANA/BOARD MEMBERS IN ATTENDANCE

Merran Davis (Chair)	Nick Sheppard	Chris King
Vanessa Byrnes	Murray Bain	James Ruhfus
David Glover	Marcus Williams	Falaniko Tominiko
Moira Fraser	Rick Ede	Craig Hilton
Josephine Kinsella	Josephine Kinsella	Mark McNeill
Shirley Wilson		

HUNGA MAHI/IN ATTENDANCE

Steve Marshall   *Karen Miller (Secretary)*

GUESTS
Melissa Miller (Insights Business Partner, Business Intelligence)
Alastair Carruthers (Interim Chief Executive)

The Chair welcomed new member Mark McNeill (Interim Dean, Construction, Infrastructure and Engineering) to the meeting.

1. ## KARAKIA

2. ## NGĀ WHAKAPĀHA/APOLOGIES

   Moved: James Ruhfus
   Seconded: Chris King

   That Academic Board notes the apologies for the meeting.

Debra Robertson-Welsh	Kay Bramley	Verity Jade
Annette Pitovao		

   MOTION CARRIED

3. ## PITOPITO KŌRERO O NGĀ HUI/MINUTES OF PREVIOUS MEETING

   Moved: Marcus Williams
   Seconded: Nick Sheppard

   That Academic Board approves the Minutes of the meeting of 17 October, 2017.

   MOTION CARRIED

4.   ACTION AND REPORTING REQUIREMENTS FOR COMMITTEES

Action and Reporting Requirements for Committees

To Committee	From Committee	Action/Communication/Notes	Status
AB	AB (17/10/17)	Network Deans to give a full presentation to the Board about the comprehensive assessment of Unitec's strategic portfolio direction	Update to be provided at meeting; overview included in Academic Service Delivery for Student Success
AB	AB (5/9/17)	General Manager Student Experience to provide final report to the Board re aware of qualifications process	Completed and moved to Academic Targeted Operating Model (ATOM) 1
AB	AB (5/9/17)	Programme Development Partner to report back to AB re the Moderation Practice Compliance Audit	This is now covered under the Academic Quality Dashboard.
AB	AB (5/9/17)	Chair, AB and Executive Director, People & Safety to discuss induction issue and report back to the Board	Deferred to the 13 February 2018 Academic Board meeting
AB	AB (5/9/17)	Discuss drop in success rates for Pacific and Māori students at next AB	This is covered under the Academic Quality Dashboard and feedback given as below*

Actions for Individuals

To	From	Action/ Communication/Notes	Status
Programme Development Partner	AB (5/9/17)	Programme Development Partner to update the Academic Statute	Deferred to 2018 pending completion of the new Quality Management System policy

*The Director of Pacific Success advised that the low completion for Pacific students in a wide range of individual courses was notable and had been raised in a report two months ago that was distributed to Network Deans and discussed at the Qualification Alignment Board (QAB). He also noted that it is crucial to look at Pacific student performance in the first weeks of study so any problems can be identified and the necessary support provided.

The Dean, Teaching and Learning (Mātauranga Māori) advised that overall academic achievement for Māori students remained constant in 2016-2017, which is a concern. A positive outcome was that every network had created action plans to address improvement to Māori student success.

All available data must be looked at, not only EPIs, and she noted that we usually do not focus on retention but retention can mean that students are failing courses and are therefore having to pay to retake a course, so this needs to be considered as it may be contributing to student loan debt.

Members gave the following feedback:
- There have been ongoing course pass rate-related problems with trades programmes and those programmes that have been replaced by new programmes through NZQA's Mandatory Review of Qualifications (MROQ) need to be looked at to ensure that the rhetoric in the new programme documents meets stakeholder requirements.
- The burden of responsibility for generating data on Māori and Pacific student success should not be with the mātauranga Māori and Pacific Success teams only but should be shared.

5.   THE FUTURE OF ACADEMIC BOARD

The Chair welcomed the current Chief Executive Rick Ede to his last Board meeting and the future Interim Chief Executive, Alastair Carruthers to his first Board meeting.

The future Interim Chief Executive said he had been a Council member for the last three years and he would be taking leave from his Council role from 31 December 2017 to take over as Interim Chief Executive and will become a member of the Executive Leadership Team (ELT). He was excited about his new role and was looking forward to taking on current challenges brought about by political and policy changes and addressing issues, such as, the drop in Equivalent Full Time Student (EFTS) numbers and the market perception of the value of Unitec.

He said he believes in free education because studying without debt is the way forward. He saluted the Chief Executive's passion and contribution to Unitec.

The Chair acknowledged the Chief Executive's contribution as it had been very useful to have his support.

The Chief Executive reiterated the need to be very clear as to the role of Academic Board. It is a statutory instrument that every public institution is required to have as per the Education Act 1989 and is about the right of New Zealanders to have access to education without political influence. The role of Academic Board is to work on behalf of Council which then enables Council to do its job to provide institutional direction and the delivery of high quality education. It was very important that every Board member has individual responsibility, but also to work as a team, on how to achieve the best results for stakeholders, students and staff.

6.   ACADEMIC BOARD: NGĀ HĒ ME TO ĀPITI WHAI ARA PŪRONGO/ OVERSIGHT, REPORTING AND TRACKING AND ACADEMIC QUALITY COMPLIANCE RISK REGISTER

6.1 Regular Reporting
The annual reporting for next year will be reviewed by the Academic Quality Director and submitted to the 13 February 2018 meeting.

Action: Academic Quality Director Due Date: 5 February 2018

6.2 Risks and Issues Register
The Academic Service Centre Manager advised that there were no significant issues outstanding although a number of issues would stay on the register until completely finalised and reviewed, including Nursing, Social Practice and Engineering.

6.3 Programme Development Report
The Academic Service Centre Manager advised that yesterday six programmes had been approved by NZQA which was a very positive outcome. They were the New Zealand Diploma in Business (Level 5), the New Zealand Certificate in Skills for Living and Working (Level 1), the New Zealand Certificate in Plumbing, Gasfitting and Drainlaying (Pre-Apprenticeship) (Level 3), the New Zealand Certificate in Light Automotive Engineering (Level 4), the New Zealand Certificate in Automotive Electrical Engineering (Level 4) and the New Zealand Certificate in Study and Career Preparation (Level 4).

He also noted that the Bachelor of Health and Social Development programme's panel visit had gone very well.

7.   MAHIA ATU/MATTERS ARISING

7.1 Academic Calendars – Addition of More Process Dates
The Academic Service Centre Manager advised that it had been suggested in a recent Academic Board Standing Committee that future Academic Calendars should be more comprehensive and should also include other key process dates. The QAB endorsed the idea and now further consultation with groups with key dates needs to be done to determine which dates should be included from now on. During discussion, the following points were raised:
*   Adding such dates will provide more flexibility as we are working less in semester timeframes
*   Graduation ceremony dates may have to be reviewed as current timing may no longer be appropriate and students, especially international students, have to wait a long time

to graduate so it was suggested that graduation ceremonies held at the end of each semester would be more convenient for students.

The Academic Service Centre Manager was tasked to progress the required consultation and report back to the next Board meeting.

Action: Academic Service Centre Manager Due Date: 31 January 2018

7.2 Agenda Item 6.2: Item 3: Future of the Academic Board
The Chair advised that the discussion about Academic Portfolio mapping is to be deferred to the next Board meeting due to time constraints.

Action: Chair, Academic Board Due Date: 13 February 2018

7.3 Agenda Item 6.5: Item 5.8: Item 5.6: Item 4.9: Item 6: Award of Qualifications
The Dean, Bridgepoint and Te Miro advised that the work around the issues regarding timing of results and the mismatch with graduation processes had been completed and would be included in ATOM 1.

7.4 Agenda Item 11: Education Performance Indicator (EPI) Reports
The Interim Dean, Construction, Infrastructure and Engineering advised that he had received the EPI report from the outgoing Dean and would disseminate it to the Board accordingly.

Action: Interim Dean, Construction, Infrastructure and Engineering Due Date: 15 January 2018

7.5 Agenda Item 12: 2018 Grade Ratification Timeline Discussion
The Academic Service Centre Manager advised that the issue around timeliness and reasonable expectations around marking of exams and reporting of final grades had been discussed at the latest Qualification Alignment Board meeting and it was agreed that a change to the policy now would be too soon to implement the change. However, it was decided that the three-week turnaround be changed to a ten-day turnaround and a draft of the updated policy would be submitted at the February Board meeting for consideration.

Action: Academic Service Centre Manager Due Date: 31 January 2018

HE RITENGA ME NGĀ PĀRONGO/PROCEDURAL PAPERS

8. WHAKAWHIWHINGA I NGĀ TOHU MĀTAURANGA/ AWARD OF QUALIFICATIONS

Moved: Teorongonui Josie Keelan
Seconded: Mark McNeill

That the Academic Board confers or awards qualifications to the students as listed at the following Unitec H: Drive location: H:\4. Non-Academic Services\Business and Marketing\Graduation Office\Reference Lists\Lists for Academic Board\2017\2017-11-28 ABMtg 28 Nov 2017

MOTION CARRIED

9. CORRECTIONS TO AWARD OF QUALIFICATIONS – NATIONAL CERTIFICATE IN AUTOMOTIVE ENGINEERING (NCAEN) AND NATIONAL CERTIFICATE IN AUTOMOTIVE ELECTRICAL ENGINEERING (NCAEE)

Moved: Mark McNeill
Seconded: Shirley Wilson

That the Academic Board approves the following corrections to the National Certificate in Automotive Engineering (NCAEN) Graduants list of Semesters 1162 and 1172 and the National Certificate in Automotive Electrical Engineering(NCAEE) Graduants lists of Semester 1162 approved at the Academic Board meeting of 5 September 2017:

  • *Removal of following students from the completion sheet:*
NCAEN

1162	1352473	1382563	1277435	1409069	1385831
	1433709				
1172	1369521				

NCAEE

1162	1409902

- *Correction of incorrect name and student ID for the following students:*

NCAEN

1162	1419502	1337163	1295131	1408037	1438434	
	1385244	1418120				
1172	1118251	1424035	1439313	1472099	1431020	
	1379016	1409291	1406063	1358035	1470729	

MOTION CARRIED

The Chair reiterated that any proposals for corrections to the award of qualifications to Academic Board must include reference to any steps put in place to the checking process to ensure that such errors do not occur again in the future.

10. PROGRAMME DEVELOPMENT DUE DATES FOR 2018

Moved: James Ruhfus
Seconded: Shirley Wilson

1. *That the Academic Board endorses the due dates for the major approval milestones for the planned programme developments in 2018 for 2019 delivery:*

		Sem 1A 2019 delivery	Sem 1B 2019 delivery	Sem 2A 2019 delivery	Sem 2B 2019 delivery
Approval Dates	16/3/2018	Business Case Approvals due			
	18/5/2018	Programme Documents Due			
	15/6/2018		Business Case Approvals due		
	22/6/2018	Academic Board Approvals Due			
	17/8/18		Programme Documents Due		
	14/9/2018	NZQA/TEC Approvals due		Business Case Approvals due	
	21/9/2018		Academic Board Approvals Due		
	16/11/2018			Programme Documents Due	
	14/12/2018		NZQA/TEC Approvals due		Business Case Approvals due
	21/12/2018			Academic Board Approvals Due	

2. *That the Academic Board endorses the Academic Quality Director's authority to defer developments to the next delivery semester when proposed due dates are not met.*

The Board agreed with the proposed development due dates but it was suggested that the responsibility for deferring developments be authorised by someone in a higher position than the Programme Development Co-ordinator as was originally proposed. The Board agreed that this role be assigned to the Academic Quality Director and the recommendation was updated to reflect this change.

11. ADMISSION REQUIREMENTS POLICY – APPENDIX B UPDATE

Moved: Shirley Wilson
Seconded: James Ruhfus

That the Academic Board approves an addition to Appendix B of the Admission Requirements Policy:

"This policy provides standard requirements for entry into Programmes. Programmes may choose to specify entry requirements or selection criteria other than those stated here and these must be specified in the Programme <u>Regulations and be compliant with NZQA's and any relevant regulatory body's standards and regulations.</u>"

MOTION CARRIED

The Academic Service Centre Manager advised that this change was recommended by Unitec's Risk and Audit Office to clarify that all programmes must comply with NZQA's entry requirement standards for programmes.

WHAKAWHITI KŌRERO/DISCUSSION PAPERS

12. INTERIM ACADEMIC QUALITY DASHBOARD – PATHWAY QUARTERLY REPORTS

That Academic Board receives pathway interim academic dashboard reports for information and action quarterly.

The Academic Quality Director advised that the tabled paper was a prototype and a dashboard had been created for each practice pathway to show all relevant data pertaining to academic performance and capability in self-assessment. She thanked the Deans and Heads of Practice Pathways for their contribution at a busy time of the year and acknowledged the input from the Business Intelligence Capability Centre. The aim is to add all relevant data needed for self-assessment requirements to the dashboard so there is no need to gather data from other sources. This can be used to facilitate continuous assessment, for example, for the External Evaluation and Review (EER) and annual programme reviews.

Currently, the dashboard data is mostly at practice pathway level and some is available for annual and semester information.

When existing data was reviewed it was decided that quarterly reporting should be done to better meet the focus on academic quality, self-assessment and evaluation. The Educational Performance Rating has been added and this and academic compliance will be given its own separate focus.

During discussion, the following points were raised:
- Using the existing 'traffic light' reporting format was empowering and was a tremendous tool for encouraging creativity and innovation and for tapping into latent potential at programme level so it would a shame to lose it.
- It is critical that the data is transparent and widely disseminated to get an overall picture.
- The General Manager International suggested to NZQA that it use this model for self-review for International and it would also be good for staff engagement.
- The tool shows that the 'green' areas are those that have had support from student services, for example, the library so levels of support can be identified for those that need it the most.
- Qualitative data is as important as quantitative data.
- There should be more focus on the things that are working well and good practice should be shared.
- The Dean, Teaching and Learning (Mātauranga Māori) requested that more comprehensive and pertinent narrative needs to be included in reports for Māori and Pacific and not just generic statements.

The Academic Quality Director suggested that a working group be convened to discuss how to create a more innovative approach to reporting rather than monitoring. The Board agreed and

the Dean, Teaching and Learning (Mātauranga Māori), the General Manage International, the Dean, Bridgepoint and Te Miro, the Head of Language Studies, the Head of Creative Industries, the Director of Pacific Success, the Dean, Research and Enterprise, the Mind Lab by Unitec Representative volunteered for the working group. A report from the working group will be submitted at the next Board meeting.

Action: Academic Quality Director Due Date: 5 December 2017

13. ACADEMIC SERVICE DELIVERY FOR STUDENT SUCCESS

That Academic Board receives the Academic Service Delivery for Student Success Concept Paper.

MOTION DEFERRED

The Chair advised that due to meeting time restraints that this agenda item would be deferred to the next Board meeting. She noted that the ATOM 1 was to be completed before the end of the year and the scope and process timelines needed to be determined over the next two weeks.

14. SELF-EVALUATION OF ACADEMIC SERVICE CENTRE UPDATE

Moved: Murray Bain
Seconded: Shirley Wilson

That Academic Board receives the new proposed model for the Academic Service Centre.

MOTION CARRIED

The Academic Service Centre Manager advised that original attempts to get feedback on the proposal had not been successful as the timing was not right but feedback is now needed to set the scene for next year. It was agreed that the proposal be taken to the QAB for feedback.

Action: Academic Service Centre Manager Due Date: 31 January 2018

It was suggested that resourcing be included in the proposal to ensure that relevant capability and staff can be sourced.

15. STUDENT NET PROMOTER SCORE

The Chair welcomed Melissa Miller (Insights Business Partner, Business Intelligence) to the meeting to speak to this paper. Melissa advised that this information was an overview and more analysis was to be done at practice pathway and programme level. She said the Student Net Promoter Score (NPS) survey used to be run twice a year in May and October but a decision was made in 2017 to run it once in October this year.

Key findings were:
- The overall NPS has dropped from +10 in October 2016 to +3 in October 2017. This is being driven by both an increase in Detractors and a decrease in Promoters.
- Despite experiencing a drop in NPS, Bridgepoint is still the top performing network and Health and Community is the only network to have increased its NPS score since October 2016.
- While NPS scores for most pathways have dropped, Social Practice has had a substantial increase, as has Vehicle Systems and Materials. Community Development and Architecture also have improved scores.
- Of concern are the large decreases in NPS score for Environmental and Animal Science, Postgraduate, Engineering and Building and Construction pathways.
- Promoters of Unitec appreciate the supportive, inclusive culture, services provided and having friendly, responsive, helpful teachers. While not classed as Promoters, another one-in-five students rate Unitec with an '8' and are generally positive about their experience here.
- Detractors feel negatively impacted by difficult enrolment experiences, lack of communication, course disorganisation and inconsistent teaching quality.

- From previous research we know a poor enrolment experience negatively impacts on subsequent NPS ratings so continuing to improve the enrolment experience and starting students off on the right foot is absolutely essential. On a positive note, many of the enrolment issues students are still experiencing should be mitigated by the planned return of key enrolment functions to Unitec.

Members gave the following feedback during the presentation:

- The re-enrolment experience should be covered as well as new enrolment.
- A breakdown of data should be provided for international students
- It was noted that the NPS was directly related to the Academic Quality Dashboard and the Academic Quality Director advised that she is co-business owner of the Academic Quality Dashboard with the Head of the Business Intelligence Capability Centre so she would collaborate with her accordingly.

Action: Academic Quality Director Due Date: 21 December 2017

Melissa advised that the next step was to run reports for practice pathways so they can be discussed with their teams to identify what issues can be fixed within their area and what issues they need external help to solve.

- It was agreed that the verbatim NPS survey responses be sent out to Deans, Heads of Practice Pathways (HOPPs), Library Director, Student Services and other relevant staff immediately without further analysis so action plans can be created as soon as possible.

Action: Head of Business Intelligence Capability Centre Due Date: 6 December 2017

- The future Interim Chief Executive requested that the Student NPS survey be added to the ELT agenda so the ELT could contribute to the action plan as it was an issue that requires shared accountability. He said it was a good opportunity to create an action plan that will greatly improve the NPS results by the time the next survey was run.

NGĀ RŌPŪ TUARUA PŪRONGO/SUBCOMMITTEE REPORTS

Moved: Chris King
Seconded: Mark McNeill

16. ACADEMIC BOARD STANDING COMMITTEE

That Academic Board receives the Minutes of the meeting(s) 20-24 & 26-27 October, 9-13 & 13-15 November, 2017.

17. AKO AHIMURA LEARNING AND TEACHING COMMITTEE

That Academic Board receives the Minutes of the meeting(s) 9 November, 2017.

18. QUALIFICATION ALIGNMENT BOARD

That Academic Board receives the Minutes of the meeting(s) 31 October, 2017.

19. RESEARCH COMMITTEE

That Academic Board receives the Minutes of the meeting(s) of 9 November, 2017.

20. RESEARCH ETHICS COMMITTEE

That Academic Board receives the Minutes of the meeting(s) of 15 October, 2017.

MOTIONS CARRIED

21. ADMISSION AND FEES POLICY – AMENDMENTS (TABLED PAPER)

Moved: Josephine Kinsella
Seconded: James Ruhfus

That the Academic Board approves changes to the Admission, Enrolment and Fees Policy, subject to compliance with the rest of the Admission Policy:

1. *Updated changes to the International in section 2.8 of the Admissions and Fee's Policy.*

2. ***Approve minor changes to an increase in cancellations fee amounts and dates around when refunds can be submitted.***

MOTION CARRIED

The General Manager International advised that a review of administration fees for International students revealed that Unitec's fee of $200 was significantly less than other institutions (most of which charged $1,000) and did not adequately cover the processing costs for international students. Therefore, the fee has been increased to $500 as this was considered to be fair and reasonable and it covers processing costs.

ĒTAHI KAUPAPA ANŌ/GENERAL BUSINESS

The Library Director advised the Board that a number of books that haven't been issued in the last three years were being moved into basement storage to allow for more social spaces to be created. She noted that 95% of the usage of materials was electronic so this change would not be problematic for students.

The Chair was commended on her innovative changes made to the Board meetings and its agenda.

There being no further business the meeting closed at 12.06pm.

Agenda papers are available on the H Drive at the following location: H:\2. Academic Development\E-Academic Library\Committees\ACADEMIC BOARD COMMITTEE\Agenda Papers - Individual

NEXT MEETING DATE

Tuesday 13 February, 2018 at 9.00a.m. in **Building 180-2043**.

The agenda deadline for the next meeting is 5pm Monday 5 February, 2018.

These minutes are a true and accurate record of this meeting.

Signed: …………………………............……. Merran Davis (Chair, Academic Board)

ACTION AND REPORTING REQUIREMENTS FOR COMMITTEES

Name of Committee the action is assigned to	Name of Committee that assigned the action	Description of Required Action	Date for completion of Action	Status of Action to Date
Academic Board	Academic Board 17 October 2017	Network Deans to give a full presentation to the Board about the comprehensive assessment of Unitec's strategic portfolio direction	Update to be provided at meeting; overview included in Academic Service Delivery for Student Success	Deferred to the Academic Board meeting of 27 March 2018
Academic Board	Academic Board 5 September 2017	Chair, AB and Executive Director, People & Safety to discuss induction issue and report back to the Board	Deferred to the 13 February 2018 Academic Board meeting	Verbal update to be given by the Academic Board Chair at 13 February 2018 meeting

ACTION AND REPORTING REQUIREMENTS FOR INDIVIDUALS

Name of Individual the action is assigned to	Name of Committee that assigned the action	Description of Required Action	Date for completion of Action	Status of Action to Date
Programme Development Partner	Academic Board 5 September 2017	Programme Development Partner to update the Academic Statute	Deferred to 2018 pending completion of the new Quality Management System policy	Deferred to 2018 pending completion of the new Quality Management System policy

AGENDA ITEM 5

**Academic Quality and External Evaluation
and Review 2018**
(Discussion at Meeting)

ISSUES REGISTER

ID	Issue Description	Priority	Assigned to Owner	Expected Resolution Date	Escalation Required (Y/N)?	Impact Summary	Action Steps	Actual Resolution Date	Final Resolution & Rationale	Current Status
	Concerns were raised by NZQA and the Social Worker Registration Board following a routine Bachelor of Social Practice Monitor visit. The issues noted included: • Concerns regarding the effectiveness of the common semester • Staff numbers, qualifications, professional development, mentoring of new staff and research activity. • Assessment tasks and schedule • Lack of resources both human and physical Insufficient clinical placements • Lack of external moderation • Apparent issues with sexism and racism in the teaching team and underqualified staff.	Medium	Debra Robertson-Welsh, Dean Innovation and Development HCS Network	August 31st	No	It is imperative for Unitec programmes to comply with all registration board (or similar) requirements. Failure to meet regulatory standards can lead to a withdrawal of accreditation.	The issues noted are all manageable within the programme's BAU. A meeting was held with NZQA and the SWRB in July, a formal notification following this meeting has been received and no further action, aprt from those alreayd underway, was required. Ongoing actions include: •Update on 2018 delivery and plan of courses replacing the now-redundant common semester. • Data gathering of staff quals, PD, Research Activity and Mentoring of new staff. Produce resource report and resourcing plan. Produce data /practicum planning. Re-establish Moderation agreement with MITor partner with another provider. Work with HR business partner to establish plan and response			Work In Progress
	Since Semester 1, 2016 Unitec had been inadvertently breaching NZQA's Rule 18, which relates to English Language entry requirements for international students. This was due to an internal staff training oversight that allowed discretionary entry to students based on an academic assessment of the student's capability to succeed in study. Upon discovery of the breach in March 2017, the International Office immediately rectified its processes and withdrew offers that breached Rule 18 for prospective Semester 2, 2017 students. NZQA and Immigration New Zealand were notified of the situation and an associated mitigation plan. Approximately 350 students were granted incorrect entry, which was a serious breach; NZQA requested a significant amount of reporting be submitted, including: •A list of all students who have not passed all of their courses including copies of their individual learning plans. •A copy of a report and next steps following the examination of a sample of student assessments submitted by students whose English language abilities were not proven. •A copy of an external review for the compliance and operational risk management of enrolments •A copy of an internal audit of international processes including NZQA compliance requirements	Critical	David Glover and Merran Davis	August 31st	No	Breaches of Programme Approval Rules are taken very seriously be NZQA and could lead to Statutory Actions being implemented and severe disruption to the planned study of students. Such breaches also negatively impact the perception that NZQA has of Unitec and therefore the overall confidence that the regulator has during an EER evaluation period. If not addressed correctly, unwanted media attention and a negative impact on Unitec's reputation would result.	Unitec has submitted all material to NZQA within the timeframe that was requested, further to this: •The monitoring of the academic performance of all students incorrectly granted discretionary entry is ongoing (the course pass rate of these students is 84%). •New enrolment systems are in place to prevent any further such breaches	August 31st (NZQA) All students will be monitored until completion of their study.	On Friday 18 August a letter from NZQA confirmed receipt of all material and noted the following: "NZQA has reviewed the documentation provided and nothing further is required. NZQA is satisfied that Unitec is making progress relating to improving its compliance practices and putting in place appropriate measures to reduce the risk of future Rule 18 breaches. However, should any similar non-compliance be identified in the future NZQA will take this history into consideration when determining any action, it may take." This issue will remain open until all students granted entry in breach of Rule 18 have graduated from their respective programmes.	Work In Progress
	On May 2 2017, NZQA contacted Unitec following allegations made regarding the awarding of grades to 7 students undertaking the course ETEC 4928 Electrical Fundamentals B. The allegation claimed that the students had their grades altered to a passing grade following external pressure from an advocate.	High	Renee Davies, Dean Innovation and Development CIE Network	August 31st	No	This issue received media attention and contributed to a narrative in the media around poor academic integrity practices within higher education, specifically related to international students.	Unitec responded to NZQA in June 2017, on July 3 a communication was received that stated that NZQA were satisfied that Unitec had thoroughly investigated the matter, identified areas of improvement and instigated reviews of policies and procedures as a result the matter was considered closed by NZQA. The following actions remain to be completed: • Staff training on the management of Academic Integrity cases • An audit and review of current statute, policy and processes is now being undertaken by an independent assessor (Jan Roodt) with expertise in this area with recommendations for any changes and/or additional systems improvements to be made.		NZQA has reviewed the documentation provided and nothing further is required. NZQ	Work In Progress
	The Osteopathy Council has raised concerns with Unitec and NZQA regarding Unitec's two Osteopathy-related programmes. An accreditation visit will be held on October 12th. The concerns relate to: • The attrition rate of programmes • Low Student Net Promoter score • External Moderation • The External Monitoring Schedule	High	Debra Robertson-Welsh, Dean Innovation and Development HCS Network	October 31st	No	It is imperative for Unitec programmes to comply with all registration board (or similar) requirements. Failure to meet regulatory standards can lead to a withdrawal of accreditation.	Most issues noted are all manageable within the programme's BAU activities. The programmes will be undergoing significant redeveloped with an signed an MoU agreement with ARA for Osteopathy programmes.			Work In Progress
	Unitec was non-compliant with the requirements of the Computing L1-4 Unit Standard Moderation System. The respective Unit Standards were embedded within a different discipline to computing (Surveying and Electrotechnology), which made compliance difficult. In 2016 NZQA enforced a Statutory Action the result of which was Unitec voluntarily withdrawing the Unit Standards.	High	James Ruftus, Manager Academic Service Centre	June 30th	No	This non-compliance had an effect on our 2016 EER rating. NZQA had noted that the non-compliance could lead to a withdrawal of Programme Approval.	The Unit Standards in question were attached to programmes that were no longer offered and had been replaced by updated offerings. Due diligence was conducted and the Unit Standards voluntarily withdrawn.	July 31st	NZQA has confirmed that this matter is closed. Unitec has an opportunity to achieve full Unit Standard Moderation compliance in 2017.	Closed

Description	Priority	Owner	Date	Status	Detail	Date	Actions	Status
On May 2 2017, NZQA contacted Unitec following allegations made regarding the awarding of grades to 7 students undertaking the course ETEC 4928 Electrical Fundamentals B. The allegation claimed that the students had their grades altered to a passing grade following external pressure from an advocate.	High	Renee Davies, Dean Innovation and Development CIE Network	August 31st	No	This issue received media attention and contributed to a narrative in the media around poor academic integrity practices within higher education, specifically related to international students.		Unitec responded to NZQA in June 2017, on July 3 a communication was received that stated that NZQA were satisfied that Unitec had thoroughly investigated the matter, identified areas of improvement and instigated reviews of policies and procedures as a result the matter was considered closed by NZQA. The following actions remain to be completed: * Staff training on the management of Academic Integrity cases * An audit and review of current statute, policy and processes is now being undertaken by an independent assessor (Jan Roodt) with expertise in this area with recommendations for any changes and/or additional systems improvements to be made.	Work In Progress
The Nursing Council has determined that the Bachelor of Nursing has not met all compliance standards. This issue has been reported to Council throughout 2017.	High		July 31st		It is imperative for Unitec programmes to comply with all registration board (or similar) requirements. Failure to meet regulatory standards can lead to a withdrawal of accreditation.	July 31st	Staff in the HealthCare Practice Pathway have worked closely with the Nursing Council-appointed Monitor on fulfilling the requirements and actions that were devised as a response to the areas of non-compliance. A one-day audit took place on June 29th, with two auditors present. Compliance with the Nursing Council requirements was confirmed on the 26th of July. As part of the agreed-upon actions to create a sustainably compliant programme, Unitec has purchased the Nursing curriculum from Ara Polytechnic and used it as a basis for a new Nursing programme. This will be submitted to NZQA for approval in August. The Nursing Council require monitoring reports in October 017, February 2018 and June 2018. A full monitoring visit against all the NCNZ standards will occur in April 2018.	The specific issue relating to Nursing Council non-compliance is closed. Ongoing monitoring of the programme will take place. Work In Progress
The Medical Radiation Technologists Board (MRTB) has determined that the Bachelor of Health Science (Medical Imaging) has not met all Accreditation Standards. A corrective action for each non-compliant standard has been mandated by the MRTB. The programme has kept its accreditation for the next 12 months but the MRTB has required that: Unitec provides 3-monthly progress reports to the Board; and that there is sufficient evidence at the point of submitting the second (6-month) report that Unitec is consistently and adequately addressing the corrective actions contained in the report.	High		December 30, 2017		It is imperative for Unitec programmes to comply with all registration board (or similar) requirements. Failure to meet regulatory standards can lead to a withdrawal of accreditation.	July 31st, 2018	16 Action Steps have been devised by the programme team to address the respective Accreditation Standards. 8 of these steps have been completed since July 2017 and will be reported in the September update to MRTB. All activity will be reported to the Ako Ahinura Learning and Teaching Committee HCS Network and the Qualification Alignment Board.	Work In Progress

Programme	Practice Pathway	Expected Delivery Semester	% Completion	Previous RAG	Current RAG	Programme Comment
NZ Certificate in English (Level 3) (Applied)	Language Studies	Semester 1 2018	100%			Set up complete
NZ Certificate in English (Level 4) (General)	Language Studies	Semester 1 2018	100%			Set up complete
NZ Certificate in English Language (Level 2)	Language Studies	Semester 1 2018	100%			Set up complete
NZ Certificate in English Language (Level 3) (General)	Language Studies	Semester 1 2018	100%			Set up complete
NZ Certificate in English Language (Level 4) (Academic)	Language Studies	Semester 1 2018	100%			Set up complete
NZ Certificate in English Language (Level 5)	Language Studies	Semester 1 2018	100%			Set up complete
NZ Certificate in Information Technology (Essentials)	Computer Science	Semester 1 2018	100%			Set up complete
NZ Diploma in Business Level 5	Business Practice	Semester 1 2018	92%			Small timetabling issue - being resolved
NZ Certificate in Study and Career Prep L4	Bridging Education	Semester 1 2018	85%			Set up complete
Bachelor of Nursing	Health Care	Semester 1 2018	81%			Set up complete
NZ Certificate in Real Estate (Salesperson)	Business Practice	Semester 1 2018	88%			TEC approval pending
NZ Certificate in Light Automotive Engineering	Vehicle Systems and Materials	Semester 1 2018	81%			TEC approval confirmation pending
NZ Certificate in Automotive Electrical Engineering	Vehicle Systems and Materials	Semester 1 2018	77%			TEC approval confirmation pending
NZ Certificate in Skills for Living and Working	Bridging Education	Semester 1 2018	77%			TEC approval pending
NZ Certificate in Plumbing, Gasfitting and Drainlaying	Building Construction and Services	Semester 1 2018	73%			Timetabling issues
NZ Certificate in Drainlaying	Building Construction and Services	Semester 1 2018	35%			Status improved due to contingency plan developed, however still pending Academic Board approval
NZ Certificate in Gasfitting	Building Construction and Services	Semester 1 2018	35%			Status improved due to contingency plan developed, however still pending Academic Board approval
NZ Certificate in Plumbing	Building Construction and Services	Semester 1 2018	35%			Status improved due to contingency plan developed, however still pending Academic Board approval
Master of Contemporary Education	Postgraduate	Semester 1 2018	65%			NZQA approval pending

AGENDA ITEM 7

MAHIA ATU/MATTERS ARISING

To	Academic Board	**From**	Chrishanthi de Costa
			Academic Development Advisor, Academic Service Centre
Title	Academic Quality Dashboard	**Date**	05 Feb, 2018

Purpose:

To provide Academic Board with the outcome of the working group meeting on the development of a 'live' academic dashboard to generate reports on educational performance and self-assessment capability including compliance obligations at pathway, network and Academic Board levels.

Background: The Academic Board held on the 28th November 2017 received a report on the proposed 'live' academic dashboard from the Academic Quality Director. The Board agreed that a working group be convened to discuss creating a more innovative approach to reporting rather than a monitoring approach. The Dean, Teaching and Learning (Mātauranga Māori), the General Manager International, the Dean, Bridgepoint and Te Miro, the Head of Language Studies, the Head of Creative Industries, the Director of Pacific Success, the Dean, Research and Enterprise, and the Mind Lab by Unitec Representative volunteered to be on the working group.

Progress: The following members of staff attended a meeting organized by Morag Colston, the project manager for Academic Quality Dashboard project, on the 5th December 2017.

Shirley Wilson - Academic Quality Director

Morag Colston – Senior Project Manager, PMO

Kay Bramley –Director Planning and Market Insights, Market Insights

Chrishanthi De Costa - Academic Development Advisor, Academic Service Centre

Josephine Kinsella – General Manager International

Nick Sheppard – Dean Bridgepoint

Vanessa Byrnes – Head of Creative Industries

Emma Skellern – Research Advisor

Josie Keelan – Dean Teaching and Learning, Mātauranga Māori

James Ruhfus – Academic Service Centre Manager

Falaniko Tominiko – Principal Academic Advisor, Pacific Centre

Summary of Feedback on the dashboard:

All attendees agreed and commended this initiative and made the following positive comments;
- It gives a good instant health snapshot at Network and Pathway level so risk areas can be quickly identified and addressed.
- It provides one source of truth and removes the' biased lens' view which will stop debate about the accuracy of data so the focus stays on the issues.
- It can be used as a Leadership tool but can also provide detailed data that can be used as a management tool.
- .
- It aligns well with the Operational plans of pathways.
- It is valuable for research as it identifies the four research goals and providesa good tool for Heads of Practice Pathway and research leaders to utilise.

The working group made the following suggestions for improvement:

- add narratives to show academic success.
- need to be able to drill down to course level in order to provide support to those who need it.
- need a way to show highs/lows and at the reasons for such extremes, for example, there was only one student in the measurement.
- need to change the Unitec culture so staff proactively search for the data themselves instead of waiting for the data to be provided to them.
- one year's statistics is not enough as ideally at least two years of data is required to allow useful analysis and to show trends.
- international data should be included.
- Networks and Pathways should take ownership and responsibility.
- The Executive Leadership Team must set realistic targets as unrealistic targets set previously impacted negatively on the last External Evaluation and Review report.

Programme Evaluation Plan Alignment to the Academic Dashboard

Further to the Academic Dashboard, the Academic Quality Director queried about alignment of the dashboard to Programme Evaluation Plans (PEP). The group made the following comments on this aspect:

- This is new ground and we have three months to get this connection in place using the data from the February 2018 dashboard.
- Regularity is critical as is common language and the overlap of daily/weekly reports submitted by staff for inclusion in the quarterly reports needs to be looked at to ensure duplication does not occur.
- Can this be used to track staff capability so we could identify shared needs. e.g. Pacific and Maori capability - make Te Reo compulsory and report on the dashboard? What about Partnerships?
- Can this be used to report on the current work on stakeholder engagement (four key areas)
- Can we roll this up into an overall stakeholder rating i.e. green, amber, red?
- Other than ADEP could we target other focus areas.
- Can we use a "Happy Days" approach and focus areas – narrative boxes help us populate the PEP
- International have to report on academic monitoring (i.e. student failing a programme) – they have to report this to immigration – is this something that could be added?

Conclusion: All above suggestions were taken forward into the live dashboard work. They will be monitored as part of the Academic Dashboard project and be reported to Academic Board on a quarterly basis.

Recommendation: That Academic Board receives the report on the outcome of the working party established by Academic Board on Academic Quality Dashboard.

HE RITENGA ME NGĀ PĀRONGO/PROCEDURAL PAPERS

Award of Qualifications

That Academic Board confers or awards qualifications to the students as listed at the following Unitec H: Drive location: H:\4. Non-Academic Services\Business and Marketing\Graduation Office\Reference Lists\Lists for Academic Board\2018\2018-02-13 ABMtg 13 Feb 2018

WHAKAWHITI KŌRERO/DISCUSSION PAPERS

To	Academic Board	**From**	Steve Marshall
			Programme Development Partner
Title	Moderation Audit Project Report	**Date**	01 Feb, 2018

That Academic Board receives the Moderation Audit Project Report.

Academic Board approved the implementation of the Moderation Practice Compliance Audit at their meeting 2nd May, 2017. The purpose of the audit was to gather data and evidence of compliance for moderation practices across the portfolio. This data and evidence was to be used in planning remediation and ongoing improvements for moderation practices. The project sought to begin to address the following NZQA EER report recommendation:

- *Ensure that Unitec academic policies around moderation, including specific rates of sampling and a more consistent proportion of internal and external post-assessment moderation, are communicated, monitored and actively enforced more generally across the ITP.*

Specific actions associated with the audit that were part of the approval included the following:

a. Following completion of the audit, each Programme will negotiate an improvement (remediation) plan with Academic Service Centre to ensure that all moderation activities and practices meet the required compliance standard;
b. The Qualification Alignment Board will be responsible for monitoring the results of the audit and reporting back to Academic Board with performance improvement and remediation plans for each programme;
c. Heads of Practice Pathways will, in collaboration with Ako Ahimura Network Teaching and Learning Committees, be responsible to QAB for ensuring improvement plans are implemented and that effective moderation practices are taking place;
d. The QAB will maintain an ongoing controlled watch on progress of improvements in Moderation practices.

Additional points that were raised during the discussion at the Academic Board are as follows:

- The intention of the audit was also to create a central database for moderation and to provide actionable data to assist good decision-making;
- Good examples of moderation should be shared and having legitimacy is essential;
- If it is found that staff are not fulfilling their responsibilities around moderation, then this must be addressed through performance management.

Following approval to proceed from Academic Board, the tasks associated with the moderation audit were formally communicated via Network Ako Ahimura Committees and HoPP's were charged with ensuring that the audit was completed and that action plans for remediation and future improvement were established for the 2018 Academic Year.

Findings

The Moderation Audit was finally completed in late November 2017 with interim data provided to Academic Board at the meeting of 28 November, 2017 as part of the Dashboard presentation. A Table summary of those results is included at the end of this report. The main findings from the audit are as follows:

1. A large number of courses across the Institution have not been moderated and are in breach of the Moderation Policy;
2. Moderation Planning is not consistent and evidence of completion of Moderation is not consistent with those plans;
3. Evidence of completion of Moderation (both Internal and External) and follow-up action planning is not well documented;
4. Moderation artifacts (Assessment samples, Moderator responses, Teacher/Academic Leader responses to feedback) are difficult to locate and storage of such is a challenge. This presents a risk with regard to meeting records management requirements;
5. Moderation processes are cumbersome and are generally paper based, relying on non-electronic forms of communication. Processes of scanning, printing, and storing moderation materials, as well as sending (often via mail) moderation materials externally requires high levels of staff intervention;
6. Courses which contain unit standards are not being externally moderated for the whole course, but are rather only reviewed according to the individual standards. The Moderation Policy is not clear as to the validity of this approach for external moderation.

The above findings do not come as any surprise and were indeed forecast in the original request to establish the Moderation Audit. What the audit did manage to do was to provide a self-evaluative project for Practice Pathway and Academic Leaders to bring poor results and practices into the open in a 'no blame' environment, which in turn allowed them to address the identified issues through remedial action and improvement planning.

Next Steps

The following describes activities that have been put in place to address the issues raised above, as well as suggested activities that should also be established to contribute to improvement. They are:

Remediation Planning
HoPP's and their Academic Leaders are currently preparing Moderation Plans for 2018 which address the identified issues. An overview of their response to the audit was reported via the Interim Dashboard to Academic Board at the 28th November, 2017 meeting (included in table in Appendix).

Planning for 2018 will include remediation of past issues for courses which have not been moderated sufficiently in compliance with the moderation policy as well as establishing processes for ongoing management of moderation practices to meet policy requirements. It is suggested that the final date for submission of Moderation Plans for 2018 be set as Thursday 15th March, at which point they will be reviewed and amended if required. This

date should not inhibit pre-moderation to occur in a timely manner prior to the beginning of the new teaching term.

A decision tree is being prepared for HoPP's and Academic Leaders to assist them in their moderation planning. This decision tree will set out the conditions under which a course and its associated assessment elements must be moderated as well as the frequency of moderation moving forward. This will be similar in look and feel to the decision tree that was created for the audit.

Staff Training
A project is currently underway which includes the advice of a touchstone group of Academic Leaders to set the agenda for training for Unitec staff for moderation practices and processes. This will involve both local and central contribution to increasing staff awareness of best practice around the processes associated with Moderation and will also enhance staff understanding of the practice of moderation and its benefits for continuous improvement of teaching and learning and teacher capability.

HoPP's will be requested to set aside quality time in staff workloads to ensure that Moderation activities are supported. This may involve individual or group workshop situations. Support from both ASC and TPA will be provided and a dedicated supporting Moodle site is currently under construction.

Record Keeping
A pilot in Bridgepoint has established a 'best practice' model of minimum documentary standards (including templates and associated processes) to ensure compliance with record management requirements. This pilot is currently being reviewed and the results will be incorporated into a model for a whole of Unitec approach to moderation record keeping.

Moderation Evidence Templates
Moderation templates are currently under review to ensure that the information being gathered is both valid and useful for continuous improvement. The focus of the templates will shift from only compliance, to improvement and development which meets compliance.

Moderation Administrative Practices
Further study is required to establish the best approach for administrative practices associated with Moderation. A full process mapping is required to establish where the flash points are located and to ensure that there is adequate resource (both physical and financial) to support the requirements of moderation. This may be completed under the ATOM1 project, or as a sub-project.

Conclusion

The Moderation Audit has provided significant data regarding the current state of Moderation Practice at Unitec and has allowed a series of action plans to be developed that will address the issues raised.

Targeted support will need to be provided for some environments to ensure that they are able to both remedy current deficits and to attain future improvement. Academic Service Centre and Te Puna Ako will continue to provide support and assistance to these and all programme teams to enact their improvement actions.

Table presenting data commentary relating to November Dashboard reporting.

Practice Pathway	Internal Moderation		External Moderation		Comments
	2016	2017	2016	2017	
Bridgepoint	Green	Green	Green	Green	Good evidence of compliance. Small improvements to be made in the processes surrounding the completion of Moderation tasks and the lodging of electronic evidence packs.
Language Studies	Green	Green	Green	Green	Good evidence of compliance.
Creative Industries	Amber	Green	Amber	Amber	Poor evidence of prior moderation activity. Planning for 2018 will include a number of remediation activities to bring the programmes into compliance.
Business Practice	Amber	Amber	Amber	Amber	Development of a number of initiatives to improve academic quality processes in the pathway is underway, with an initial focus on course moderation. The NZDB's NZQA moderation performance has improved in the last 12 months.
Building Construction & Services	Amber	Amber	Amber	Amber	External moderation - planning for 2018 to address legacy issues Unit standard and ITO moderation - large number with only some issues. Generally improving
Architecture	Green	Green	Green	Green	Good evidence of compliance. Evidence kept locally and needs to be centrally located in future.
Engineering	Green	Green	Green	Green	Good evidence of compliance. Unit standard and ITO moderation - working closely with ITO's to improve performance.
Vehicle Systems	Red	Red	Red	Red	Poor evidence of prior moderation practices. Remedial plan required to address issues in 2018. Legacy issues have resulted in poor documentation of moderation in the past. Remedial work is being prepared through and action plan for moderation for 2018 to address any discrepancies. Moderation of ITO standards also require remedial work to bring the processes and results up to a higher standard. These will form part of the remedial 2018 plan.

Environmental & Animal Science	Blue	Green	Blue	Green	Good evidence of compliance.
Health Care	Green	Green	Green	Amber	Good evidence of compliance for internal moderation. Arrangements for External moderation needs to be strengthened. This will be completed as part of the 2018 planning.
Social Practice	Blue	Green	Blue	Green	Good evidence of compliance, however there are improvements to be made in Internal moderation practices.
Community Development	Blue	Green	Amber	Green	External moderation: BHSD has plan in 2017. Internal moderation: Green for BHSD and BTECE. More strategic approach for whole of Practice Pathway required for 2018.
Computing	Amber	Amber	Amber	Amber	Inconsistent evidence of compliance. 2017 plan only partially completed. Remedial plan required for 2018.
Te Miro	Green	Green	Green	Green	Good evidence of compliance.

SUBCOMMITTEE REPORTS

RECOMMENDATIONS

❖ **Academic Board Standing Committee**
  That Academic Board receives the Minutes of the meeting(s) of 18-20 December, 2017 and 23-25 January and 31 January-7 February, 2018.
  Merran Davis (Chair)

❖ **Research Committee**
  That Academic Board receives the Minutes of the meeting(s) of 14 December, 2017.
  Marcus Williams (Chair)

❖ **Research Ethics Committee**
  That Academic Board receives the Minutes of the meeting(s) of 15 November, 2017.
  Nigel Adams (Deputy Chair)