EXTERNAL STAKEHOLDER ENGAGEMENT PROCEDURE

1 Purpose

This procedure supports outcomes through effective engagement with stakeholders to ensure academic provision meets identified needs.

2 Scope

This procedure applies to all academic provision.

3 Procedure

3.1 Engagement and improvement

Engagement and improvement activities are led by the relevant Te Komiti o ngā Hotaka | Programme Academic Quality Committee (PAQC). As part of this role, PAQCs work through the following process.

1. Establish and maintain a list of key external stakeholders.

2. Develop and use mechanisms for formal and informal engagement with external stakeholders for the purpose of engaging in evaluative conversations about: stakeholders' needs; academic provision; and outcomes.

3. Record findings from evaluative/engagement events/activities, identifying areas of success and/or excellence and required improvement actions.

4. Undertake improvement actions and, using a range of objective evaluative measures, monitor progress.

5. Record completed improvement actions, noting the effectiveness of results and further opportunities for improvement.

3.2 Recording, reporting, and evaluation

Recording of findings and reporting on actions arising and improvements (see item 3 above) takes place within the existing processes for Programme Evaluation Plan reporting.

Periodically, Heads of School and Academic Programme Managers or groups thereof evaluate the effectiveness of stakeholder engagements; effectiveness is a matter for evaluative questioning during programme review.

4 Responsibilities

Role	Responsibilities
Te Komiti o ngā Hotaka | Programme Academic Quality Committee	• Undertaking engagement and improvement processes. • Reporting findings to the relevant HoS.
Academic Programme Manager	• Report findings of engagement and improvement processes to the relevant HoS and the Te Poari Whai Kounga | Quality Alignment Board (QAB). • Evaluate the effectiveness of stakeholder engagement activities.
Heads of School	• Reviews findings of engagement and improvement processes and reports these to the QAB. • Evaluate the effectiveness of stakeholder engagement activities.
Te Poari Whai Kounga | Quality Alignment Board (QAB)	• Reviews findings of engagement and improvement processes and reports these to the Academic Board.
Te Komiti Mātauranga | Academic Committee	• Reviews findings of institutional engagement and improvement processes. • Monitors long-term effectiveness of engagement and improvement processes and implements improvements to those processes as required.
Te Korowai Kahurangi	• Provides advice and guidance on engagement, improvement, and review processes.

5 Definitions

Unless otherwise specified the definitions in the *Policy Framework Glossary* (to be completed) apply. If a definition is not listed in that resource, ask the Policy Framework Manager to consider adding it.

6 Reference Documents

- *Academic Evaluation, Review, and Improvements Policy*;
- *Programme Review Guidelines*;
- *Programme Evaluation Plan* template.

7 Document Details

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