
To	Te Poari Mātauranga Academic Board	From	Simon Tries, Manager, Te Korowai Kahurangi
Title	Programme and course setup – next steps	Date	4 November 2019

Purpose: To provide Te Poari Mātauranga with an update on the approach taken to address the ‘course durations’ issue and to outline agreed next steps.

Recommendations:

That Te Poari Mātauranga note:

- this memorandum focusses on *course duration* issues rather than the associated timetabling challenges
- the work which has been undertaken to-date, and which remains ongoing
- that a final report on the process and outcomes will be provided as soon as possible
- that the New Zealand Qualifications Authority has been verbally notified of the issue
- that the Executive Leadership Team have approved the actions outlined in this memo to address the issues noted

Commentary

In 16 August 2019 the Executive Leadership Team was provided with a *Report on programme and course setup and delivery concerns*, with a further *Update on issues relating to programme and course setup and delivery* on 30 August 2019. Academic Board was notified of the issue on 11 September. Since this time Te Korowai Kahurangi has been working with Academic Operations, Finance and Schools to address the immediate issues noted in those memos with the aim of ensuring Unitec is as compliant as is practicable within the timeframe available for opening the enrolment cart.

In brief, the issues being addressed are:

- Programmes were not necessarily being setup to be delivered as they were approved, noting there are, in some instances, inconsistent data available about what is approved.
- Courses were not being setup in PeopleSoft (which is where data for SDR reporting is drawn) as they were approved due to misinterpretation of requirements by academic staff and the requirement to re-setup annually, potentially putting those programmes in breach of NZQA and TEC requirements
- The learning hours (10 notional hours per credit) were not necessarily being delivered over the full duration of the course, contrary to NZQA and TEC requirements

To address the issues, a series of meetings were set up with programme teams to confirm the above details. This process is nearly complete with just a few durations yet to be confirmed.

Process

Face to face meetings were held with all programme teams to determine:

- The duration of each course in each programme
- The activity duration (the duration over which onsite face to face learning occurs)
- The number of face to face hours being taught¹
- The week in which the final assessment for each course was due.

Meetings involved the Head of School and Academic Programme Managers, representatives of Te Korowai Kahurangi, Timetabling and the School Operations Manager. Where relevant, Finance has also been involved in these discussions.

Where 2020 timetabling information was available, this information was extracted, sent to the School prior, and formed the basis of the information to be confirmed. The overarching process (which continues to be) followed is:

1. Extract most recent course information and send to School
2. Meet with School to confirm accuracy of information, including:
 - a. Programme duration
 - b. Course durations
 - c. Delivery patterns
 - d. Week in which final assessment occurs
 - e. Number of face to face delivery hours
3. Input information from School back into PeopleSoft and the Timetabling system if required
4. Extract the information input which was then confirmed as correct* by the School and Te Korowai Kahurangi
5. This information was then used as basis for obtaining and timetabling individual classes (days/times, teacher, etc) in conjunction with the Timetabling information given direct to Timetabling Office.
6. Information was input into the Timetabling system, then extracted and send to School for final confirmation
7. School confirmation received and course dates adjusted in PeopleSoft.
8. Programme able to be open for enrolment.

*correct = as compliant as possible within the constraints of the process.

A more fulsome report on the process, including findings/results will be provided as soon as it is available.

It should be noted that there has been much ongoing communication between Schools, the Timetabling Office and Te Korowai Kahurangi. However, the work has been hampered in many instances by key staff being away (i.e., due to semester break), the complexity of

¹ From the third Schools meeting

some programmes and how to ensure compliance regarding the systems setup (i.e., programmes with clinical placements, modern apprenticeship programmes), and changes being made by programme teams to timetabling which has already been completed. Some of these continue to challenge the completion of the process.

Contributing factors

A full analysis of the contributing factors leading to this situation has not been completed. However, it is apparent from the work undertaken to-date that the following are significant contributors to the current state:

- Out of date Programme documentation
- Historic, and to a lesser extent, current quality processes (e.g., identification of distribution of Learning Hours) which do or do not align with NZQA and/or TEC requirements
- Inconsistent understanding of programme management processes across the institute (School and support areas)
- Corrective actions not being undertaken when issues have been noted.
- Understanding in setting up of timetabling/class setup (e.g. course duration vs activity dates)

To avoid this situation occurring in the future and to ensure we are compliant with both NZQA and TEC requirements, the following actions are proposed:

Action	Purpose
Review and update programme documentation for all programmes intended for ongoing delivery to match what is actually being, or needs to be, delivered	Ensure there is a clear documented understanding of what the programme is and what is being delivered to students. Compliance with legislated requirements
Introduction of more detailed Programme Information Sheets (still being developed)	Captures all relevant details for the set up of programmes, courses and assessments within PeopleSoft May also be useful for workload allocation
Introduction of a process (including documentation) to detail the distribution of learning hours within each course and across each programme.	Compliance with NZQA and TEC requirements. May also be useful for workload allocation
Strict adherence to the <i>Programme Change and Improvement Procedure</i>	Assurance of compliance and prevention of future related issues.
Revised processes and guidelines for Timetabling related actions	To clarify responsibilities and accountabilities To remove the option of Schools amending course durations or timetabled teaching hours without following the relevant approval process

The extent of resource required to complete the actions noted above is not clear. At this point, it is hope/anticipated that the majority of the resources required to address the above will be from Te Korowai Kahurangi, Te Puna Ako and Schools. The impact of the work required to be undertaken will depend on the extent to which change is required but is expected to flow through to Kaihautū, Academic Operations, Finance and Marketing. Ideally, the above work would be completed no later than mid-2020

Update to the New Zealand Qualifications Authority

On Friday 25 October NZQA was informed of the course duration and learning hours issues currently being addressed. The conversation with NZQA was constructive and covered the identification of the issues, the work being done to address those issues, the constraints under which the work is being completed (i.e., to open the enrolment cart), and the possible next steps.

The conversation also covered the likelihood of potential ongoing non-compliance in the short term. No specific information was provided to NZQA in terms of the number of programmes / non-compliances which have been identified or how many have been subsequently addressed.

Questions were raised by NZQA regarding the impact on students, in particular whether we believed that students' attainment of their graduate outcomes had been compromised as a result of the issues identified. From the work completed to date, there is not expected to be any impact on the attainment of the graduate profile.

NZQA also queried the historic impact of the issues (not yet investigated), whether StudyLink had been informed (no, but any changes were being made to ensure alignment with requirements).

It was agreed that a report would be provided to NZQA over the next few weeks on the process and outcomes of the work being undertaken. The conversation closed with NZQA's willingness to support Unitec as required but also noting that once the report was received by NZQA then the issue would become 'official'.