

Degree Monitoring Process

Monitoring is a process which

- provides assurance to NZQA and stakeholders that our Level 7 programmes are being delivered to the approved criteria
- determines whether the programmes are of an acceptable standard to remain accredited

Programme Teams, with the support of their Programme Leadership are responsible for ensuring that all programmes at Level 7 and above are monitored on an annual basis in accordance with the approved Monitoring Guidelines.

Programme Teams are also responsible for ensuring that all degree and related programmes are monitored according to a schedule agreed with NZQA.

Schools are responsible for ensuring that the monitoring process is carried out for each programme each year with support from the Academic Centre.

NZQA Guidelines

Degree monitoring aligns with the guidelines provided on the NZQA web page: [Guidelines for diplomas, degrees and related qualifications monitoring](#)

Specific support documents include:

[Guidelines for monitoring programmes leading to degrees and related qualifications at levels 7 to 10.pdf](#)

[NZQA annual monitoring report template.pdf](#)

When to use The processes included in this document will be used for all scheduled Degree and related programme (i.e., at level 7+) monitoring activity.

All degree monitoring is to be undertaken in accordance with the following process steps:

Process Steps	Who	Activity
1. Nominating a Monitor Typically, a Monitor is appointed for an initial one year period with the opportunity to extend to a maximum of three years. In exceptional circumstances, a Monitor may be appointed for a fourth year with approval.		
Nominating a Monitor	Head of School (HoS) General Manager Schools	For initial monitoring: When a programme is new, NZQA are responsible for appointing the Monitor. In this case the HoS/General Manager Schools endorses two nominees to be sent to NZQA via the Academic Quality Office for approval. Note: NZQA at its discretion may appoint an observer to attend all meetings of a Monitor event. This generally

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		<p>only occurs for a new Monitor's first visit.</p> <p>For subsequent monitoring: When a new Monitor is required the HOS/General Manager Schools endorses nominees with their full Curriculum Vitae (including research) via the Academic Quality Office for approval.</p>
2. Scheduling a monitoring event		
Monitoring Details	Academic Quality Office (AQO) Advisor	<p>Advise the School that they need to confirm Monitor details by the specified deadline including the following:</p> <ul style="list-style-type: none"> Name of Monitor Planned monitoring event dates Monitor contract is in progress
	School/Programme Leadership	<ul style="list-style-type: none"> Assign Programme Delegate(s) to undertake the following process activities (may be more than one delegate depending on the activity. For example and admin delegate and quality delegate).
	Programme Delegate	<ul style="list-style-type: none"> Advise AQO of the Monitor's details Communicate with the Monitor to establish the monitoring visit date at least two months before the event Advise AQO of the date/s of the visit (actual or proposed) Facilitate the contract with the Monitor and confirm when complete (for self-monitoring only. NZQA contract the Monitor for NZQA monitoring activity)

Monitor Events

Process Steps	Who	Activity
<p>1. Preparing for a monitoring event</p> <p>A monitoring event may take place in-person, on-line or in a blended combination of the two by arrangement with Academic Quality Office (and NZQA for NZQA monitoring). Each of the following steps will be modified accordingly to meet the requirements of the event.</p> <p><i>Note: The School is responsible for any payments for the monitoring visit, including fees, travel, accommodation and NZQA costs.</i></p>		
Agenda	Academic Quality Office (AQO) Advisor	Provide the monitoring visit agenda template to School
	Programme Delegate	<p>Prepare the agenda in accordance with NZQA guidelines (Guidelines for monitoring programmes leading to degrees and related qualifications at levels 7 to 10)</p> <p>Confirm arrangements with Te Korowai Kahurangi</p> <p>Confirm arrangement with NZQA (NZQA monitoring only)</p>
	Programme Delegate	Schedule the following meetings and invite required participants to occur during the monitoring event:

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		<ul style="list-style-type: none"> • formal welcome including mihi whakatau • governance team • programme leadership/management • lecturers/teaching staff • research staff • resource managers (e.g. librarians, learner support) • ākongā (learners) • recent graduates • external advisory committee members and/or external stakeholders. <p>If a programme is approved for delivery at more than one site, representatives from those sites should be included in the above meetings as appropriate.</p> <p>Off-site representatives may attend virtually.</p>
Document Preparation	AQO Advisor	Advise School/Programme Leadership what specific documentation will be required for the monitoring event
	Programme Delegate (with programme admin assistance)	<p>Schools are responsible for preparing the documentation for the event and ensuring it is filed in the specified storage location at least eight (8) weeks prior to the event.</p> <p>Documentation includes:</p> <ul style="list-style-type: none"> • Last Monitor's report and programme response/action plan (including progress against any actions) • Most current Programme Evaluation Report (PER) • Summary of external moderation reports • Current Programme document (PAD) (including course descriptors and programme regulations) • Research and staffing-related information • Summary of industry engagement • Student course survey results, EPI data, and graduate survey data <ul style="list-style-type: none"> • Current Monitor's Report template • Policy and process for Degree Monitoring • Policies and procedures for Recognition of Prior Knowledge and Skills (RPKS).
	AQO Advisor will supply	
	AQO Advisor	<p>Once documents confirmed as available in the relevant storage location.</p> <p>Provide a hyperlink to the relevant storage location in an email to the Monitor (and NZQA for initial monitoring), at least six weeks prior to the scheduled visit.</p>

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Logistics	School/Programme Leadership	Prepare governance briefing paper for the Executive Leadership Team (provide at least five working days prior to the visit)
	Programme Delegate (with administrative assistance)	<ul style="list-style-type: none"> • Confirm all scheduled meetings and their attendees as per the approved agenda (incl. on-line links if required) • Confirm meeting rooms and online technology requirements with parties and communicate locations to attendees • Confirm flights, accommodation, meals, transport, etc. with parties • Confirm parking with parties • Arrange purchase order for Monitor's invoice

2. Conducting an in-person or on-line monitoring event

Schools are responsible for hosting the Monitor and implementing any virtual meeting spaces on the scheduled day. Monitoring will generally take place over one day, or two days, depending on the scale of the delivery.

A monitoring event may take place in-person, or on-line or in a blended combination of the two by arrangement with Academic Quality Office (and NZQA for NZQA monitoring).

Each of the following steps will be modified accordingly to meet the requirements of the event.

Logistics	Programme Delegate (with administrative assistance)	Prepare meeting rooms and online technology requirements for the event.
Welcome and overview	School/Programme Leadership and Governance Team	Formal welcome including mihi whakatau.
Meetings	Participants as scheduled	Participants attend meetings as scheduled in the agenda.
	Programme Delegate	Monitors progress of the event and assists with any programme related requests from the monitor.
	Programme Delegate AQO Advisor	Assist with any logistic requests from the Monitor during the visit. This may include additional information, or other requirements.
Exit meeting and feedback	Participants as scheduled	Meeting with the Monitor to close the event and to hear broad feedback in advance of the final report being prepared.

Outcomes of Monitoring Events

Process Steps	Who	Activity
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1. The Monitoring Report		
Report	Monitor	Provide a draft report within ten working days of the visit as noted in the report template (to the Academic Quality Office for self-monitoring, or to NZQA for NZQA monitoring).
	NZQA (for NZQA monitoring)	Send the draft monitoring report to the institution within 10 days of receiving it from the Monitor
	TKK (for Self-monitoring)	Send the draft monitoring report to the School following receipt from the Monitor
	Programme Delegate AQO Advisor	Confirm the factual accuracy of the report (within ten working days of receipt of draft monitoring report) or request changes Communicate directly with the Monitor regarding changes as required
	AQO Advisor	Send the confirmed report back to the Monitor (within ten working days of receipt of draft report)
	Monitor	Provide the final signed report within ten working days of the visit as noted in the report template (to the Academic Quality Office for self-monitoring, or to NZQA for NZQA monitoring).
	AQO Advisor	Communicates the outcome and distributes the final report to: <ul style="list-style-type: none"> • School/Programme Leadership • Programme Committee (PC) Chair • PC Secretary
	School/Programme Leadership	<ul style="list-style-type: none"> • Review the final report • Present outcomes and discuss with all relevant programme teaching (or other) staff • Create a SMART action plan using the action planning template • Present outcomes and action plan to the PC for approval and ongoing monitoring
Programme Committee Secretary	<ul style="list-style-type: none"> • Publish the final report in the appropriate library using the standard naming conventions 	
2. Follow-up of a Monitoring event		
Rating	Programme Committee	<ul style="list-style-type: none"> • Consider and rate the final report using the Degree Monitoring Rubric • Approve and rate the action plan using the Degree Monitoring Rubric • Forward report of Monitor outcomes to Academic Quality Committee for their review

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Report on Actions	School/Programme Leadership	Report on actions and outcome of Monitoring in Programme PER
Monitor Actions	School/Programme Leadership Programme Committee	At least six-monthly, and until all actions are complete, the PC will: <ul style="list-style-type: none"> • Receive an update on the progress of the action plan • Rate the progress against the action plan • Advise Academic Quality Office of the any changes in ratings

Institutional Equivalences

School/Programme Leadership	Head of School, Academic Lead Quality, Academic Programme Leader, Academic Leader
Programme Delegate	Academic Lead Quality, Academic Programme Leader, Academic Leader
Administrative Support	Senior Quality Administrator (SQA), School Administrator, PC Secretary, School Business Administrator (BA)
Academic Quality Office (AQO)	Academic Centre, Te Korowai Kahurangi
AQO Advisor	Quality Advisor, TKK Advisor
Programme Evaluation Report	PER, PEP
Programme Committee (PC)	PC, PAQC
Academic Quality Committee	SAER, QAB