

Quality Manual: Quality Assurance Approach For Work Learning Provision

This document provides guidance on the approach to quality assurance for work learning provision, including work-based learning and work-related learning

Contents

1. INTRODUCTION	2
2. CATEGORIES OF WORK LEARNING PROVISION	2
3. PRINCIPLES FOR QUALITY MANAGEMENT OF WORK LEARNING	3
4. COURSE APPROVAL/RE-APPROVAL/PERIODIC REVIEW	4
5. GOVERNANCE AND RISK MANAGEMENT	4

1. INTRODUCTION

- 1.1. Canterbury Christ Church University (CCCU) is committed to supporting students to achieve academic excellence through all activities within the curricula, including Work Learning which adds value to student learning and enhances their employability.
- 1.2. Across the University, there is a range of Work Learning provision requiring different levels of management and monitoring. It is essential that these activities are considered in a holistic and coherent manner.
- 1.3. The quality assurance approach aims to provide general guidance on the approach to quality assurance for all work learning provision and should be considered alongside more detailed specific policy, procedure and guidelines. The approach will aim to provide a common understanding of this type of provision to ensure appropriate and coherent practice.
- 1.4. The quality assurance approach is informed by the QAA's Advice and Guidance on Work-Based Learning (2018)¹.

2. CATEGORIES OF WORK LEARNING PROVISION

- 2.1 Work Learning encompasses Work-based Learning and Work-Related Learning:
 - 2.1.1. **Work-based Learning** encompasses all learning that takes place through engagement in real work activity in a workplace environment, in-person or remotely. This includes placements, practice-based learning, some simulated clinical practice, employment-based courses (such as Foundation Degrees), internships, apprenticeships, field trips, company site visits, and work experience.
 - 2.1.2. **Work-related Learning** encompasses all learning where the focus is on understanding of work and professional practice but does not usually take place in the workplace. Instead, work-related learning opportunities are usually delivered in the University, or by the University's partner organisations, or in other educational settings. Live briefs related to work undertaken in a teaching setting are work-related learning, for example the Industry, Careers and Enterprise Innovation Challenge and Client Project modules.
- 2.2 Work-based Learning and Work-related Learning are deliberately high-level definitions that encompass diverse and varied provision across the University.
- 2.3 To support Schools in ensuring that appropriate management arrangements are put in place, the University is developing a matrix of Work Learning characteristics and a diagnostic tool for future implementation.

¹ <https://www.qaa.ac.uk/the-quality-code/advice-and-guidance/work-based-learning> (accessed 17 Feb 2023)

- 2.4 Study abroad is not Work Learning unless the activity being undertaken meets the definition of either Work-based Learning or Work-related Learning.

3. PRINCIPLES FOR QUALITY MANAGEMENT OF WORK LEARNING

- 3.1. For its awards, the University has a responsibility and obligation to ensure that all Work Learning processes are managed and monitored according to high standards, whether taught by the University, or taught by a partner delivering a franchised or validated University award.
- 3.2. In view of the diverse range of Work Learning provision, appropriate levels of scrutiny should be put in place which do not present unnecessary barriers while ensuring that high academic standards are maintained and support an excellent student experience.
- 3.3. Where a course includes Work Learning, the University has obligations to ensure that opportunities are appropriate to the needs of the students and the requirements of the course, and that students are support throughout the Work Learning. This is managed by the Schools. Where there are PSRB requirements, those with PSRB expertise will be involved in the management. Where required, central University teams, such as Placements Management and Graduate Futures, will also be involved in providing management and/or support.
- 3.4. All Work Learning provision must adhere to University policy and procedures for Work Learning and requirements within course documentation.
- 3.5. Where applicable, Work Learning provision must adhere to PSRB requirements as stipulated in the PSRB standards.
- 3.6. In order to protect students and the University, Work Learning needs to be monitored, regularly evaluated and reviewed. It is expected that Work Learning elements are considered within Continuous Course Improvement procedures including module evaluations, Boards of Studies, Student Forums, Course Performance Plans and periodic reviews. Students and stakeholders should provide feedback used in the monitoring, reviews, and enhancement.
- 3.7. Where the Work Learning occurs within an Apprenticeship course, the monitoring, evaluation and review will also include the evaluation of employer partnerships, apprentice progress and achievement, workplace learning experiences, regulatory compliance and outcomes. This is to ensure that provision remains responsive to industry needs and delivers high-quality educational and occupational value. Employers and other Apprenticeship-related stakeholders will be integral to driving continuous improvement and excellence.
- 3.8. Schools will scrutinise proposed Work Learning arrangements through course approval, course change, Course Performance Plans and Periodic Course Review processes. In addition, Schools will ensure registers are in place of Work Learning arrangements, and maintain oversight of the operation of Work Learning through a School PSRB and Work Learning Sub-Committee, which reports to the University's PSRB and Apprenticeship Monitoring and Compliance Sub-Committee .

4. COURSE APPROVAL/RE-APPROVAL/PERIODIC REVIEW

- 4.1. It is important that regardless of the type of Work Learning, at course design and development stage, the Work Learning is articulated and there is clear planning for the support for students. Course approval/re-approval/periodic review should ensure that there is appropriate planning for delivery of any Work Learning which will adhere to the policies and procedures, including:
 - 4.1.1. Clear responsibility for identifying Work Learning opportunities and student engagement with these.
 - 4.1.2. Provision of resources for supervision, monitoring and engagement of Work Learning.
 - 4.1.3. Defined responsibilities of staff, students and any relevant external organisation in adherence to the relevant policy and procedures.
 - 4.1.4. Alignment to any requirements including PSRB standards (where relevant and the management of risk (appropriately accounting for the nature of the Work Learning opportunity)
 - 4.1.5. Arrangements for Work Learning evaluation.

5. GOVERNANCE AND RISK MANAGEMENT

- 5.1. The governance and management of Work Learning must be sufficient to address the level of risk and complexity of the specific Work Learning arrangements.
- 5.2. The School maintains responsibility for ensuring quality delivery and the School for oversight. However, each School should be aware of who will coordinate Work Learning and liaise with the University central structures and the placement centres.
- 5.3. The individual coordinating Work Learning will identify Work Learning opportunities and ensure effective arrangements for preparing and placing students..
- 5.4. Where students are responsible for identifying their own Work Learning opportunities, the Work Learning coordinator and employability partners will still ensure that the Work Learning and the activity that the student will undertake are appropriate, and all processes are duly put in place.
- 5.5. Except where alternate arrangements are required for PSRB regulated Work Learning, the monitoring of Work Learning activities should be undertaken at course and school levels, and activity reported to Boards of Studies. Each course will report on Work Learning activities and produce an updated register of Work Learning, which will be presented to the school level committee.
- 5.6. The overall responsibility for all Work Learning activities rests with the school. This oversight responsibility will be delivered through the School PSRB and Work Learning Sub-committee reporting to the University PSRBA Committee.

The School will be responsible for reporting any significant Work Learning issues to PSRBA and for providing an annual risk-based report on the management and enhancement of Work Learning.



Document Information	Description of Document Information
Document Title	Quality Assurance Approach for Work Learning Provision
Department Owner	Quality Assurance and Enhancement
Date of Commencement	September 2026
Version	3
History of revisions of the Document	Version 1, approved by Academic Board, 24 March 2023 Version 2, updated in line with University changes Version 3, updated to reflect characteristics of University Work Learning provision
Web Address	https://www.canterbury.ac.uk/services/quality-assurance-and-enhancement#ApprenticeshipsQAE