TQAE Connect (v1.2)

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Version History

Author	Date	Changes	Status
Kate Davies	14/3/2019	1 st Draft	V0.1
Kate Davies	18/3/2019	Published via TQAE comms	V1.1
Kate Davies	12/4/2019	Amended to include v1.2 changes	V1.2

Overview

The TQAE Connect portal is intended for two separate user groups:-

- For External Examiner use when the External Examiner (EE) is nominated, they will be sent a link to the TQAE Connect portal so that they can check their nomination details, attach a CV and provide required information as part of a complete, paperless process.
- For College use College staff from both PS and Academic areas can access the External Examiner Dashboard within the TQAE Connect portal in order to check on, approve/reject, and otherwise add information to, electronic forms as they move through the approval process.

The functions available through the TQAE Connect portal (v1.2) are:-

- Nominations for new or existing External Examiners (EEN);
- Extensions to existing EE contracts (EEE);
- The addition of programmes to an existing EE contract (EEAP);
- The generation and completion of an APAC Report (EER);
- The generation of finance forms for expenses and payments (PD94, PD98, PAYU, PAYP);
- The generation of the required Induction material for new EEs (EEI).

As the form passes through the approval process, automatic emails are generated and dispatched to the appropriate personnel for each stage. For speed and efficiency, the email contains an appropriate link to take the recipient directly to the form that requires actioning. In addition, an authorised person can log in and view the EE Dashboard, which will provide a real-time view of the status of any forms that are in progress.

All forms carry a unique identifier composed of their form-type prefix, and a sequential number automatically allocated by the system – e.g., EEN-246, or EEI-42.

Dashboards

There are a number of 'views' or Dashboards that summarise and present the headline activity currently in progress, with an indication of the type and status of the form, and who it relates to. Any record currently locked (in use and potentially open elsewhere) is shown in red. Records in locked state can be viewed but not edited.

The **External Examiner Dashboard** is most likely to be used by University staff – it presents a high-level picture of which Nomination, Extension, Additional Programme and Finance forms are in progress, and who the current action resides with.

The **External Examiner Por**tal is the repository for information, and method of submission, for External Examiners throughout their contract with the University.

The **Annual Report Dashboard** allows the creation, search and status display specifically relating to Annual Reports – in the same way that the EE Dashboard does for the Nomination, Extension and Additional Programme forms.

Nomination, Extension and Additional Programme Process

- The form prefix for Nominations is EEN; for Extensions EEE; and for Additional Programmes EEAP.
- The Nomination process can be used both for new examiners, who have not so far held any appointment with the University; or alternatively a new nomination can be made for any existing examiner.
- An Extension or Additional Programme can only be processed against an existing EE.

The complete Nomination, Extension and Additional Programme workflow is as follows:

Draft: Q&S or Discipline creates a new form.

Status 1: EE reviews form, attaches CV and accepts Nomination/Extension/Additional

Programme.

Status 2: Q&S review form.

Status 3: [Optional] Discipline Contact adds supporting statement if not present.

Status 4: ADR reviews form if Research appointment.

Status 5: ADE reviews form if UG/PG appointment.

Status 6: [Optional] PI reviews form if appropriate.

Status 7: Q&S adds recommendation to approve/reject.

Status 8: ADS approves or rejects.

Status 9: EE accepts contract terms.

Status 10: Complete.

Note: If a form is rejected at any stage, it returns directly to the Q&S team for review and action.

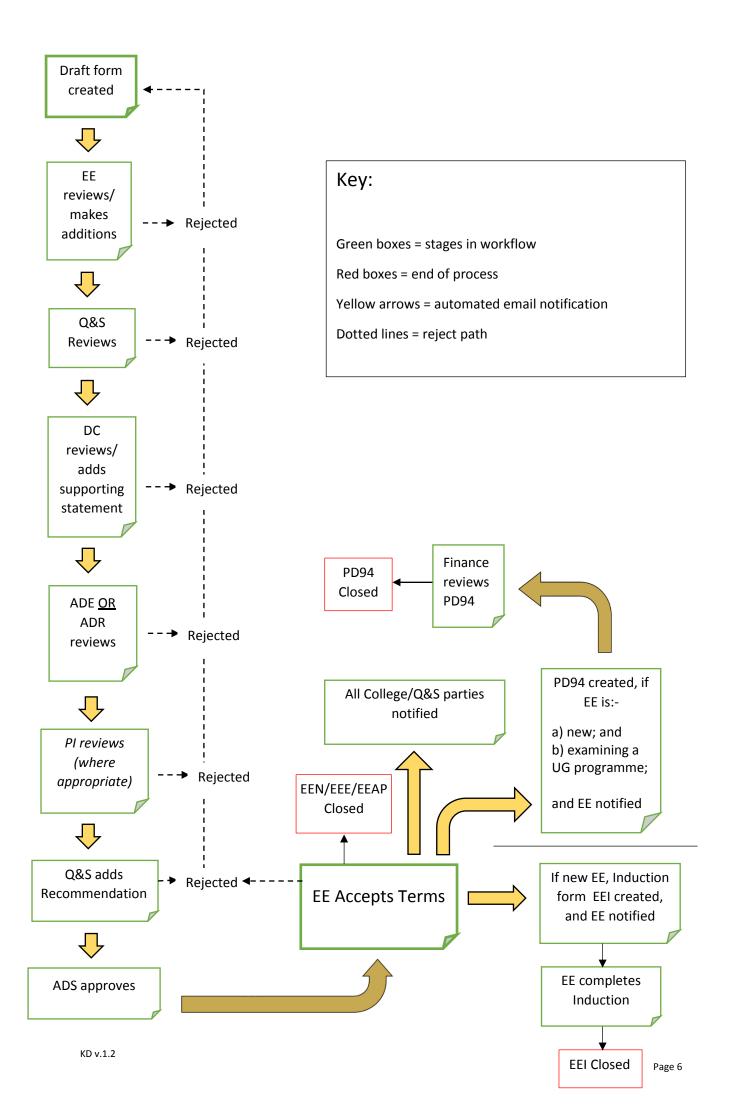
Downstream Processes

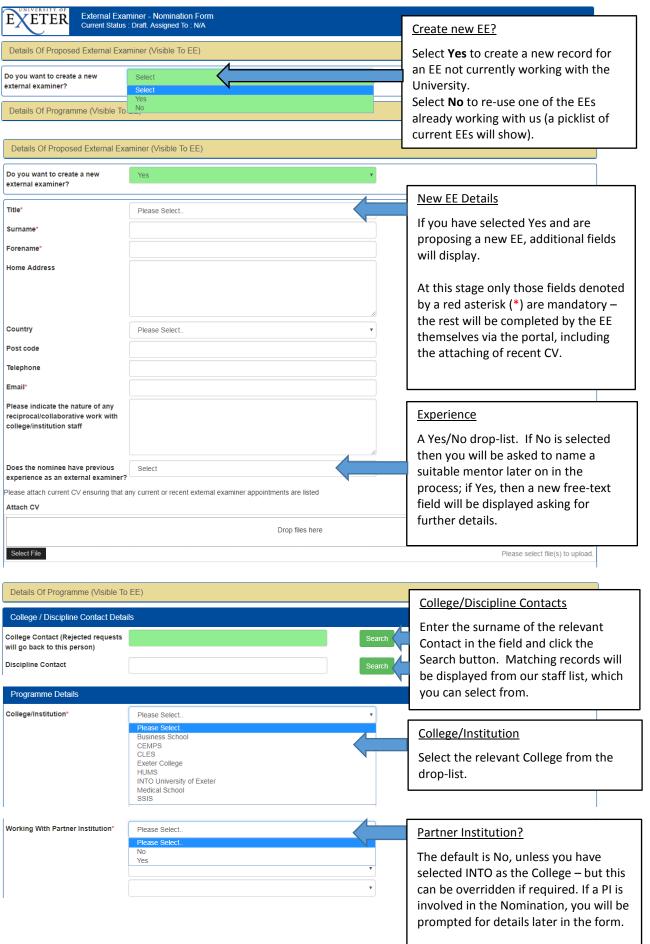
When an EE accepts terms at Stage 9, this one action triggers a number of events:

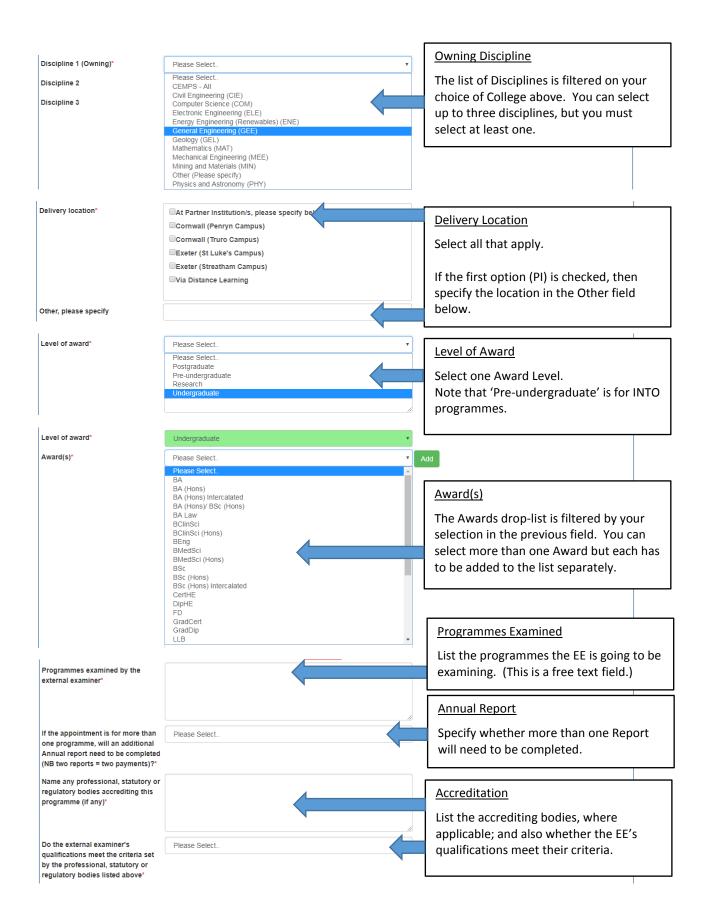
- The EEN/EEE/EEAP form reaches Stage 10 (Complete) and can be archived from the EE Dashboard by selecting the Close option from within the form.
- For the Nomination process, if the nomination is for a new EE examining an undergraduate programme, a PD 94 form will be generated automatically, and an automated email will be sent to the EE containing a link to the relevant form, requesting them to complete it via the TQAE Connect portal.
- An induction form, prefixed EEI, will also be generated automatically, and an automated email
 will be sent to the EE containing a link to the form and a request for them to complete it via the
 TQAE Connect portal.
- All interested parties in the College and the Q&S team (plus any other party specified in the form itself) will also be informed by automated email that the nomination process for this EE is complete.

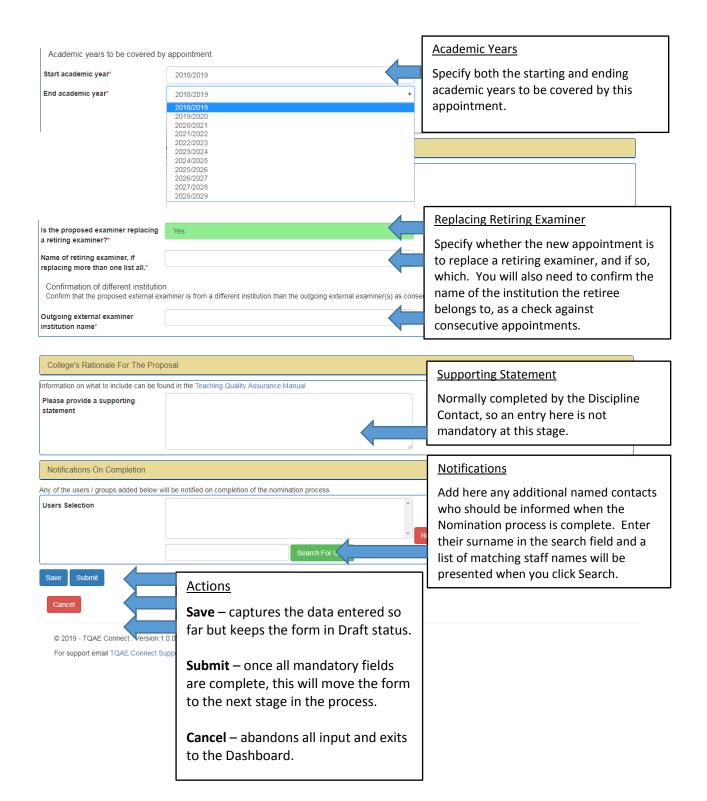
Workflow

The complete workflow for a Nomination, Extension or Additional Programme is captured in the following flow-chart.



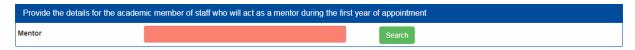






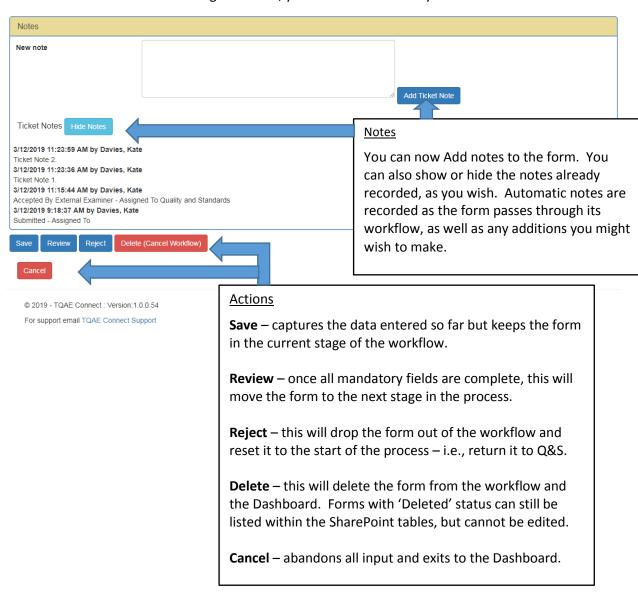
Once the Nomination form has been accepted by the External Examiner, it returns to the Q&S team for review of the information added by the EE.

The form layout is fundamentally the same, with the possible addition of a Mentor field IF the EE has specified that they don't have previous examining experience. The Mentor field appears within the College Rationale section:



Simply add the appropriate Mentor by searching for their Surname. This is a mandatory field, if it's displayed.

You will also see that from this stage onwards, you now have the ability to add notes to the form:

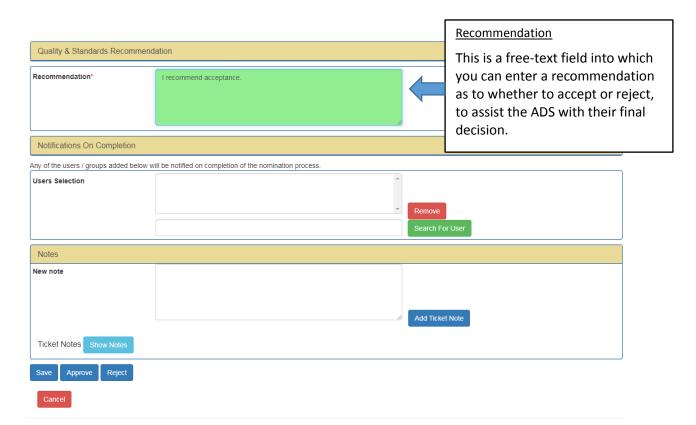


Nomination Form – Q&S Recommendation Stage 7

When the Nomination form has been approved by either the ADE or ADR, depending on the programme, and also has been approved by any Partner Institution involved with the programme, it will return to the Q&S team for one final step prior to going on to the ADS.

At this point the Q&S team will need to record a recommendation as to whether the Nomination should be accepted or rejected. The ADS will base their decision on this recommendation.

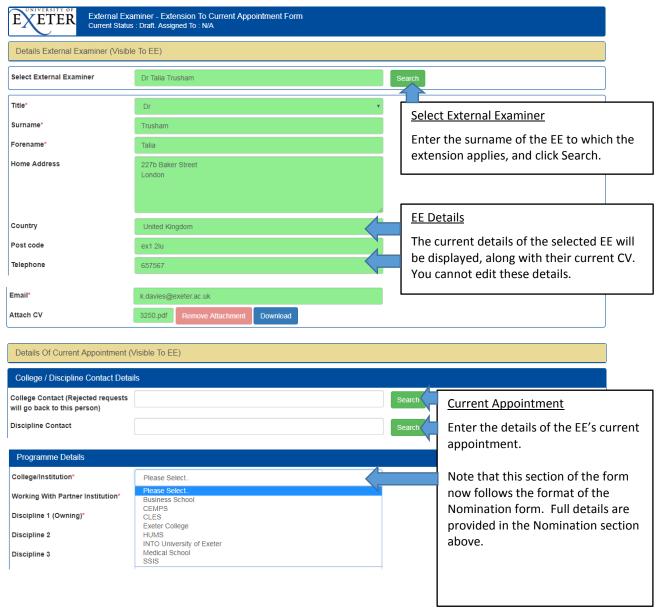
The Recommendation is a free-text field into which the Q&S team can enter any details relevant to their choice:



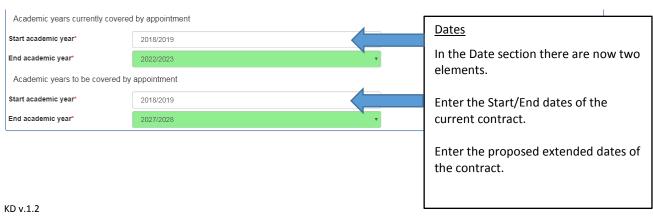
Note that this recommendation is in addition to the normal option to reject any form not meeting standards, by choosing Reject at the foot of the form. However, in order for the ADS to have sight of the Recommendation made by Q&S, the form must be Approved, even if the Recommendation is to reject the Nomination itself.

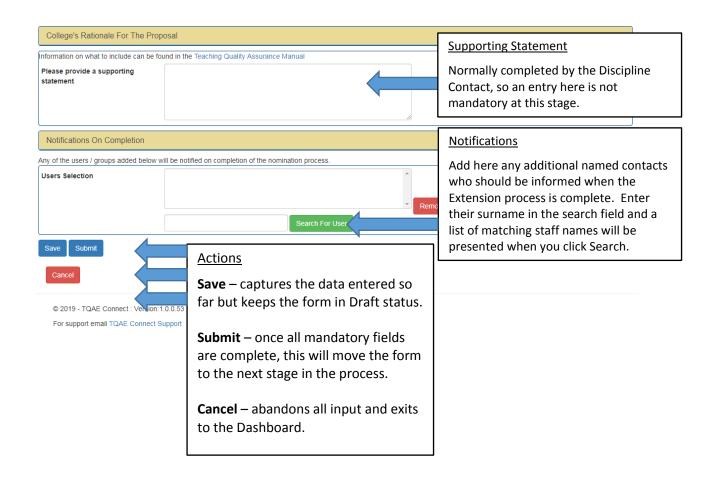
Extension Form - Initial Creation (DC or Q&S)

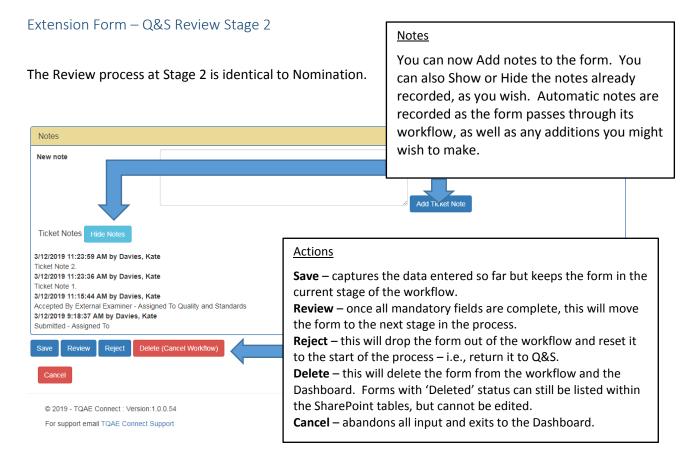
The layout of the Extension form is very similar to the Nomination form, and follows the same workflow. However, an Extension can only be processed against an existing External Examiner.



Form continues as per Nomination......

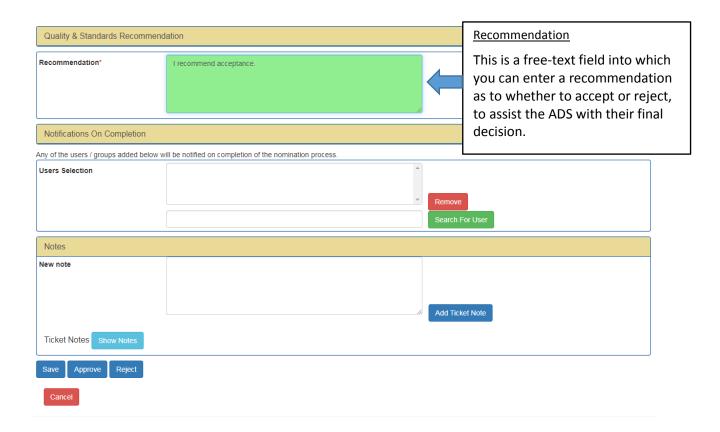






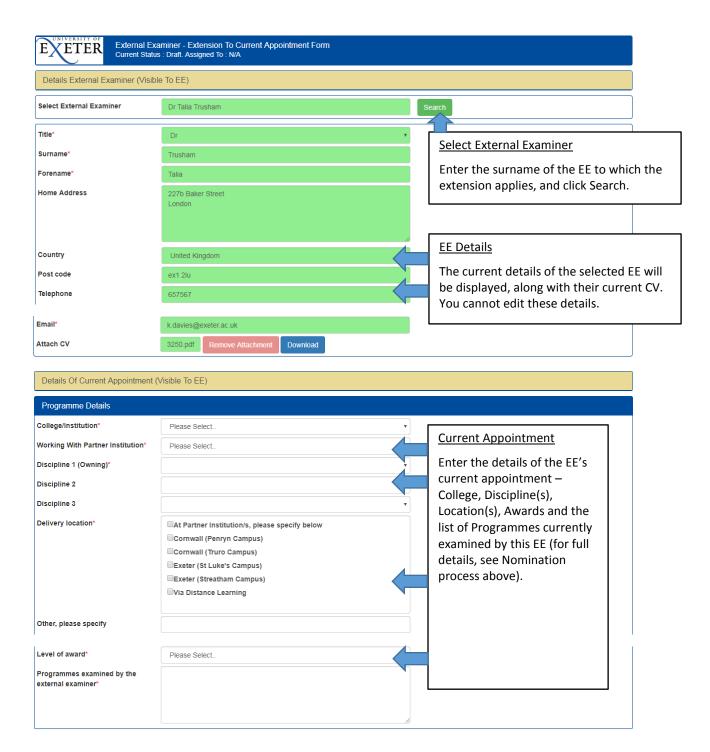
Extension Form – Q&S Recommendation Stage 7

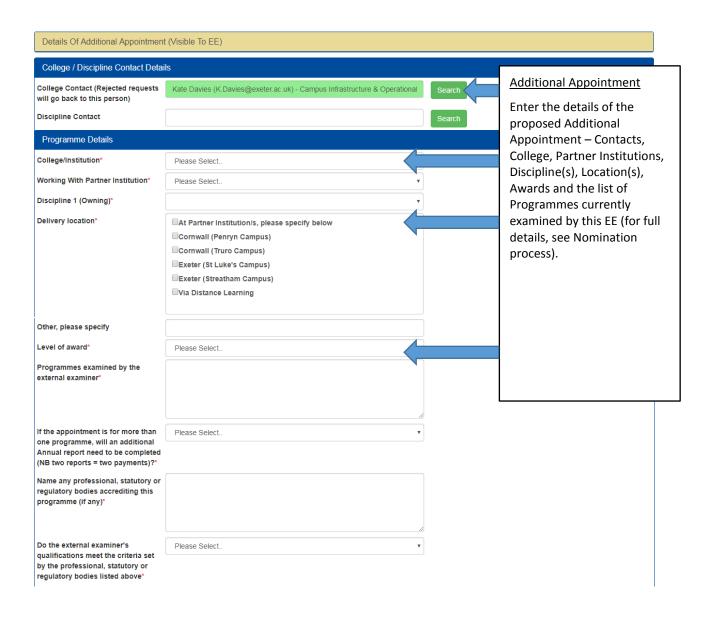
The Recommendation step at Stage 7 is identical to Nomination:



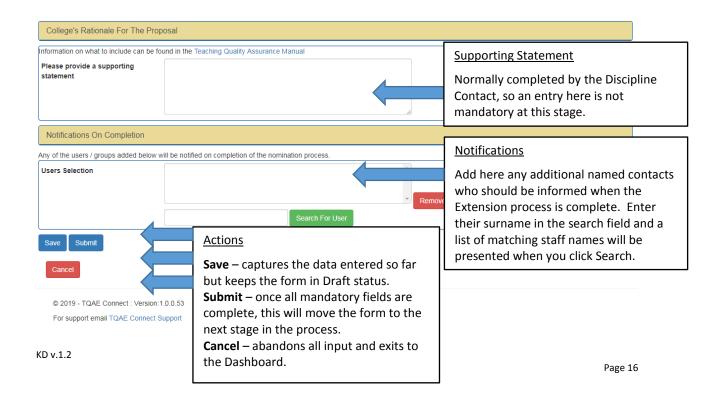
Additional Programme Form – Initial Creation (DC or Q&S)

The Additional Programme form has the same basic layout as the Nomination and Extension forms. Like the Extension, it can only be raised against an existing EE.

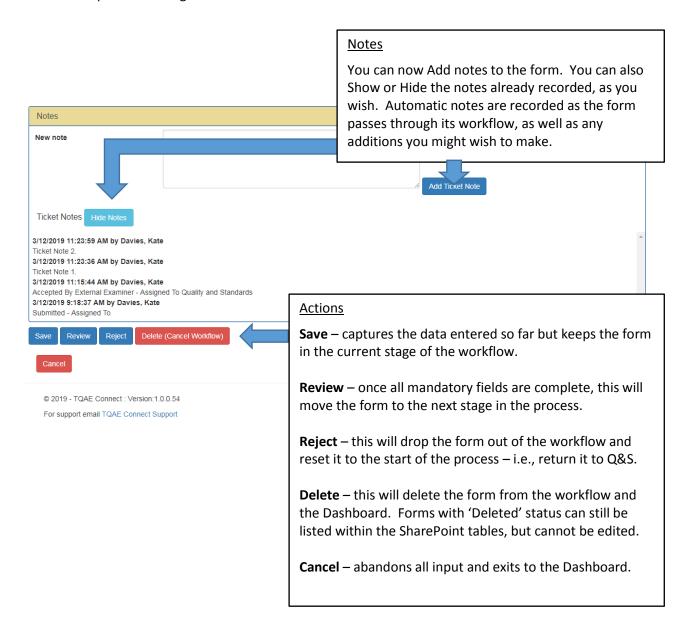




.....From this point forward, the Additional Programmes form is identical to the Nomination form....



The Review process at Stage 2 is identical to Nomination and Extension.



Additional Programme Form – Q&S Recommendation Stage 7

The Recommendation step at Stage 7 is identical to Nomination:

Quality & Standards Recommend	dation	Recommendation			
Recommendation* I recommend acceptance. Notifications On Completion		This is a free-text field into which you can enter a recommendation as to whether to accept or reject, to assist the ADS with their final decision.			
Any of the users / groups added below will be notified on completion of the nomination process. Users Selection					
	Remo	re n For User			
Notes					
New note	Add T	cket Note			
Ticket Notes Show Notes					
Save Approve Reject					
Cancel					

External Examiner Views

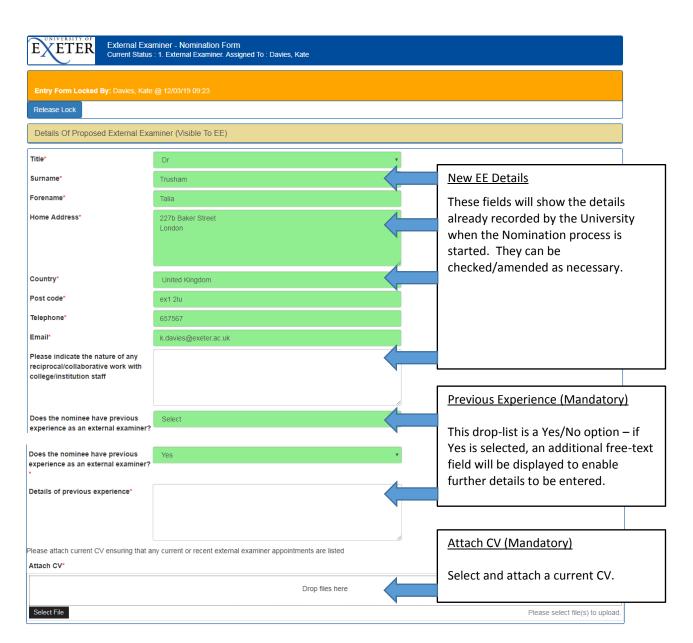
The External Examiner is involved at two stages of the process to create a Nomination, Extension or Additional Programme:

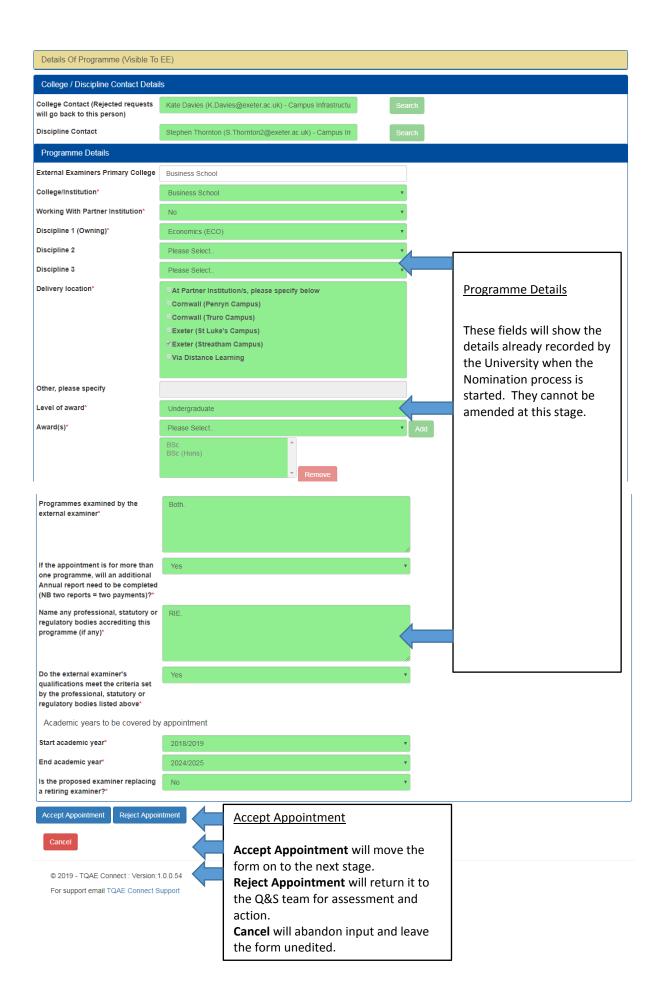
- Stage 1: Review the initial form content, attach a current CV, and accept the nomination.
- Stage 9: Accept the Contract terms.

Accepting the contract terms will then trigger two further process:

- Creation of a PD94 to capture current bank details to enable electronic payment via Payroll if the programme is an Undergraduate programme;
- Creation of a PD98 form to enable ad-hoc payment if the programme is a Postgraduate programme;
- Creation of an Induction form IF the examiner is new to the University.

Review Initial Nomination Form Content

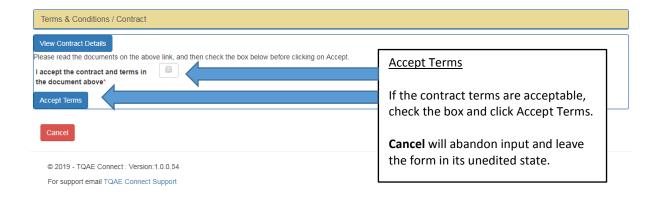




Accept Contract Terms

Once the form has passed through the University's approval process, it will be returned to the nominee at Stage 9, to accept or reject the terms of the appointment.

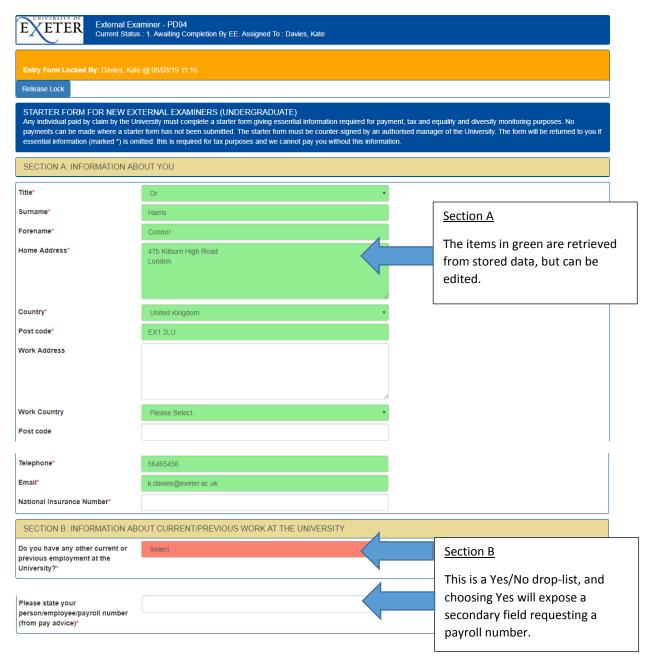
The content of the form cannot be changed at this stage; however, a new declaration section is now displayed at the foot of the form, which also contains a link to the nominee's contract details:

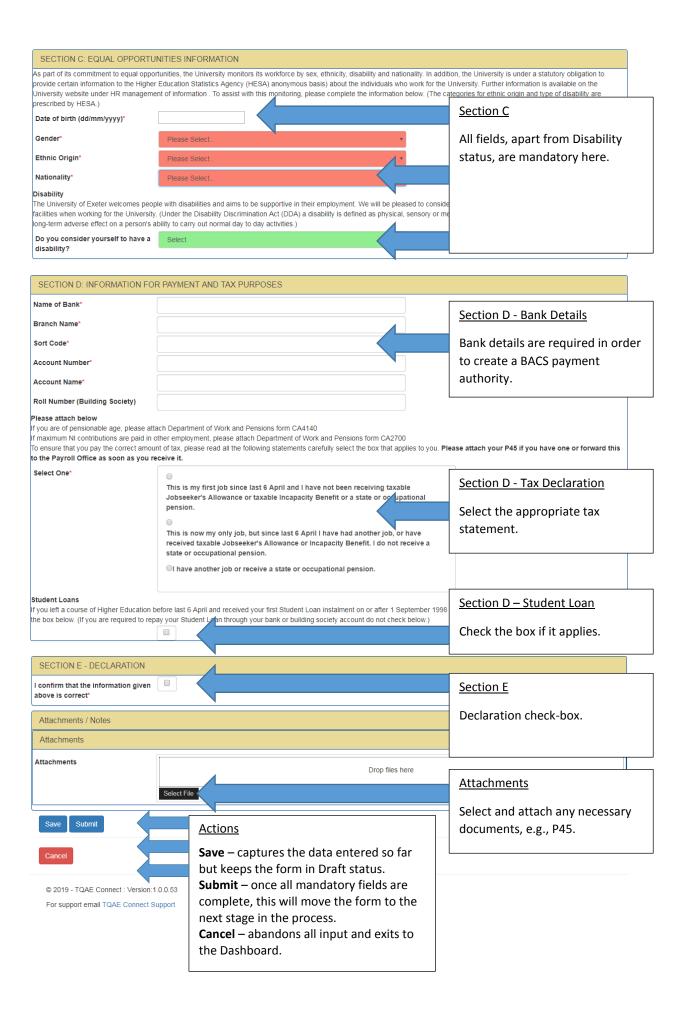


PD94 Form (Undergraduate Programmes, payroll entry)

- The PD94 will request all relevant personal data from the External Examiner, including bank details, in order to make BACS payments. It must be completed and digitally signed by the EE themselves.
- The PD94 will also ask for ethnic/gender monitoring data, a declaration of tax status, and will provide the opportunity to attach documentation (e.g. a P45).
- When the EE submits their completed PD94, an automated email will be generated to notify the
 Finance team that this is now available. Finance can then create payment details in University
 systems. Once Finance have actioned this, the form can be closed and archived from the
 Dashboard.
- If Finance find any issues with the PD94, they will return the form to Q&S for investigation.

PD94 form on screen:





PD98 Form (Postgraduate Programmes, APACs Payments only)

- The PD98 will request all relevant personal data from the EE, including their bank details, in order to make a one-off BACS payment. It must be completed and digitally signed by the EE themselves.
- When the EE submits their completed PD98, an automated email will be generated to notify the Finance team that this is now available.
- If Finance find any issues with the PD98, they will return the form to Q&S for investigation.

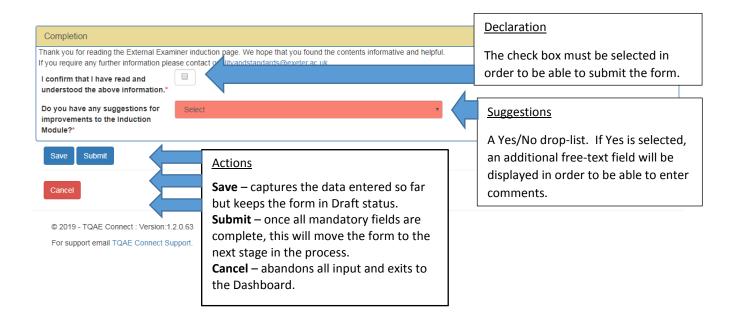
PD98 form on screen:

External Examiner - PD98 Current Status : 1. Awaiting Completion By EE. Assigned To : Davies, Kate							
Entry Form Locked By: Davies, Kate @ 08/03/19 11:09							
Release Lock	Release Lock						
BANK ACCOUNT FORM FOR EXTERNAL EXAMINERS (POSTGRADUATE) 1. The University prefers to make payment to external suppliers through BACS. This ensures that the payment reaches your bank account more quickly and there is no risk of a cheque being lost or delayed in the post. 2. Please complete all sections of the form below. Incomplete forms may lead to a delay in you receiving your payment.							
SECTION A: INFORMATION AB	OUT YOU						
Title*	Miss						
Surname*	Patterson						
Forename*	Polly						
Home Address*	12 Peyton Place						
Country*	United Kingdom •						
Post code*	EX1 2LU						
Work Address							
Work Country	Please Select v						
Post code							
Telephone*	347635645						
Email*	k.davies@exeter.ac.uk						
BANK DETAILS							
Name of Bank*							
Branch Name*							
Sort Code*							
Account Number*							
Account Name*							
Roll Number (Building Society)							
DECLARATION							
I confirm that the information given above is correct*							
Save Submit							
Cancel							

Induction Form

- Once a new External Examiner has Accepted Terms on their contract, a new starter Induction form will be generated automatically, and an email invite sent to the EE with a link to their form. If an EE already has a contract with the University, no Induction form will be generated.
- The Induction form provides essential information on working for the University, and requires the EE to confirm their agreement and acceptance by ticking a confirmation checkbox.

Induction form declaration on screen:



Discipline Contact Views

The Discipline Contact is involved at one stage of the process to create a new Nomination, add an Extension, or add an Additional programme. However, this involvement may come into play at either of two possible points:

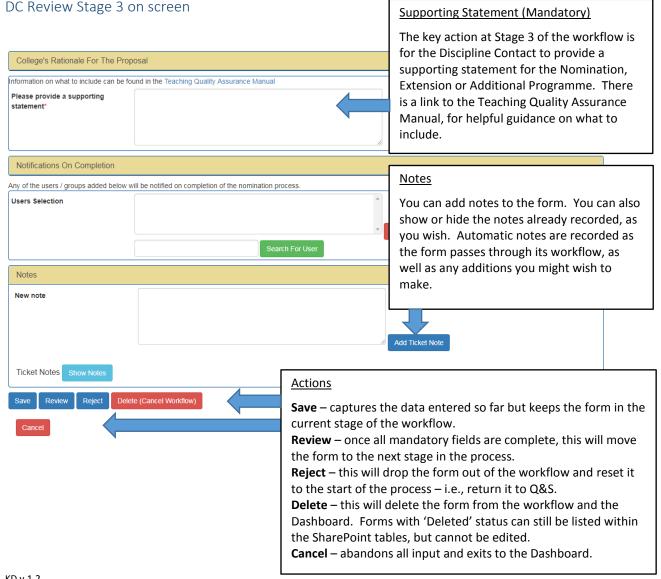
Either:-

Stage 0 (Draft): If the Discipline contact is themselves creating the process form for an EE, then as part of that form creation, they will add a Supporting Statement to the form at the same time as creating it. For details on how to initiate the workflow and complete a Draft form from scratch for any of the three forms, please see Page 7 of this guide.

Or:-

Stage 3 (DC Review): If the process form has been created by the Q&S team, then the Discipline Contact will only be required to add a Supporting Statement at Stage 3, and review the content of the form. Note that for all three forms, the action to complete the Supporting Statement looks identical.

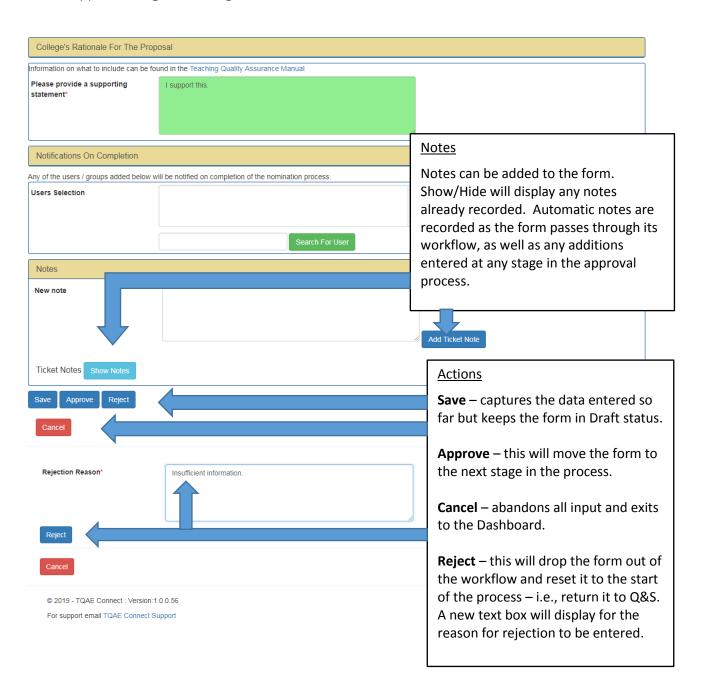
(See flowchart on Page 6)



ADE/ADR Views

The ADE/ADR is involved at a single stage of the process to create a new Nomination, add an Extension, or add an Additional programme. If the form concerns a Research programme, it will be passed to the ADR for review/approval at Stage 4; if the form concerns a Taught programme – UG or PG – then it will be passed to the ADE for review/approval at Stage 5. Note that EITHER Stage 4 OR Stage 5 will be used, not both (see flowchart on Page 6). In either case, the ADE/R's role is to review the information on the form, and either Approve it or Reject it. Note that for all three forms, the action to Approve the form at this stage is identical.

ADR/E Approval Stage 4 OR Stage 5 on screen



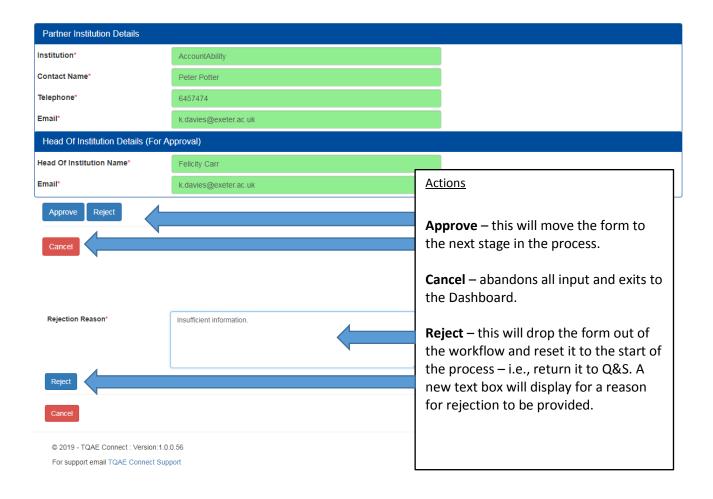
Partner Institution Views

If a Partner Institution is involved, they will be asked to review/approve the form at Stage 6 (see flowchart on Page 6).

Note that the action to Approve at Stage 6 is identical regardless of whether the form being approved is a Nomination, Extension or Additional Programme form.

For full details and explanation of the complete form as it appears on screen, please refer to the main Nomination process that appears earlier in this guide.

PI Approval Stage 6 on screen



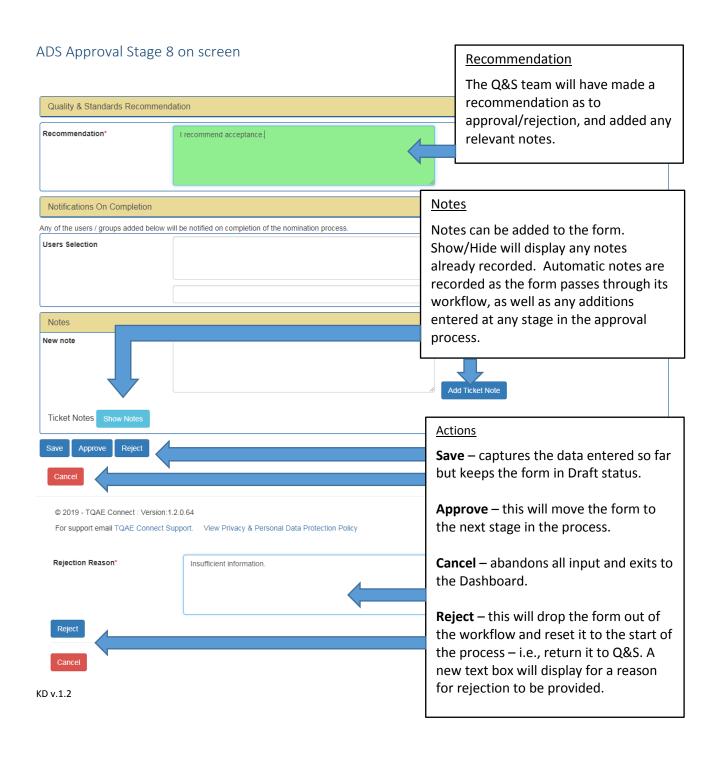
ADS Views

The ADS is involved at a single stage of the process to create a new Nomination, add an Extension, or add an Additional programme. The ADS's role is to review the information on the form, and either Approve it or Reject it, at Stage 8 of the form's workflow (see flowchart on Page 6).

To assist the ADS with their decision, the Q&S team will have made a recommendation as to whether the form to be reviewed should be accepted or rejected, based on key requirements having been met.

Note that the action to Approve at Stage 8 is identical regardless of whether the form being approved is a Nomination, Extension or Additional Programme form.

For full details and explanation of the complete form as it appears on screen, please refer to the main Nomination process that appears earlier in this guide.



APAC Reports

- The form prefix for APAC Reports is AR.
- APAC Reports in progress appear in the Annual Report Management Dashboard.
- An APAC report record is generated by a College Hub team, who also set the date for the Report.
- The APAC date is the trigger for all downstream processes.
- The complete APAC workflow is as follows:

Draft: Hub Team creates an APAC record.

Awaiting Date: Hub Team sets APAC date; date triggers workflow.

Status 2: EE completes report.

Status 3: Q&S review report

Status 4: [Optional] If Q&S have made changes, EE reviews them.

Status 5: Discipline Contact reviews.

Status 8: ADR/ADE reviews report.

Status 9: ADS reviews form.

Status 10: Complete.

Note: If a form is rejected at any stage, it returns directly to the Q&S team for review and action.

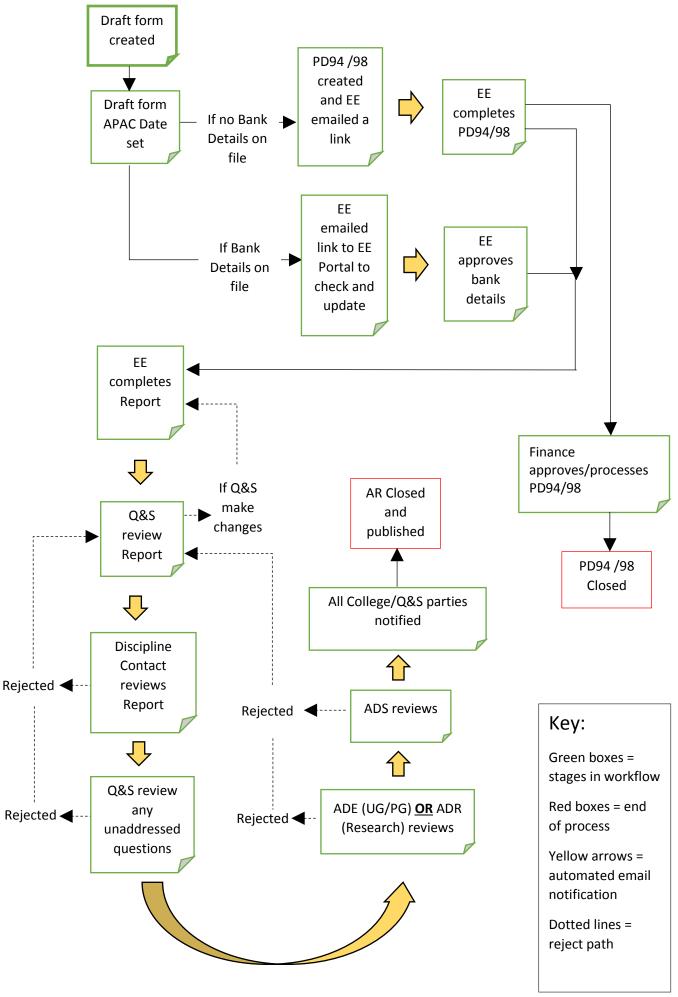
Downstream Processes

When an EE is sent the invite to complete an APAC Report, a background process will trigger a number of actions:

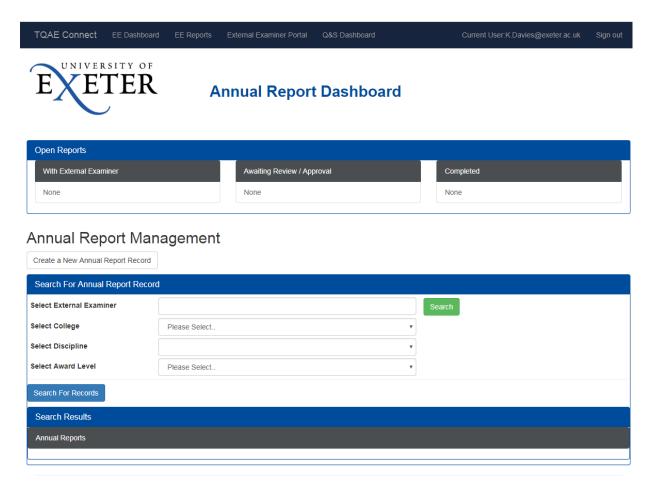
- If the University already holds payment details for the examiner, the examiner will be reminded to check and update them if necessary via the EE Portal, and confirm that they have done so.
- If the University does not hold payment details for the examiner, an appropriate PD form will be automatically generated for them to complete via the EE portal. They will not be able to submit their report until this form has been completed and submitted by them.
- Once the Report process is complete, all interested parties in the College and the Q&S team will be informed by automated email.

Workflow

The complete workflow for an APAC Report is captured in the following flow-chart.

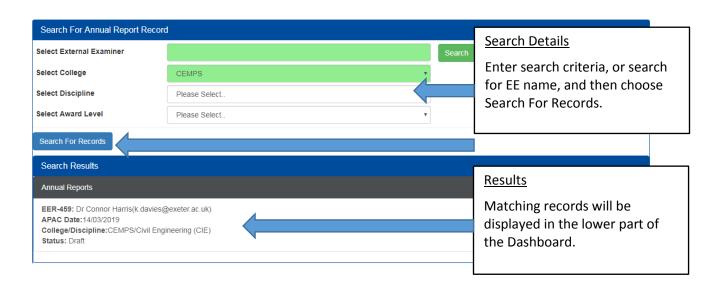


Annual Report Dashboard

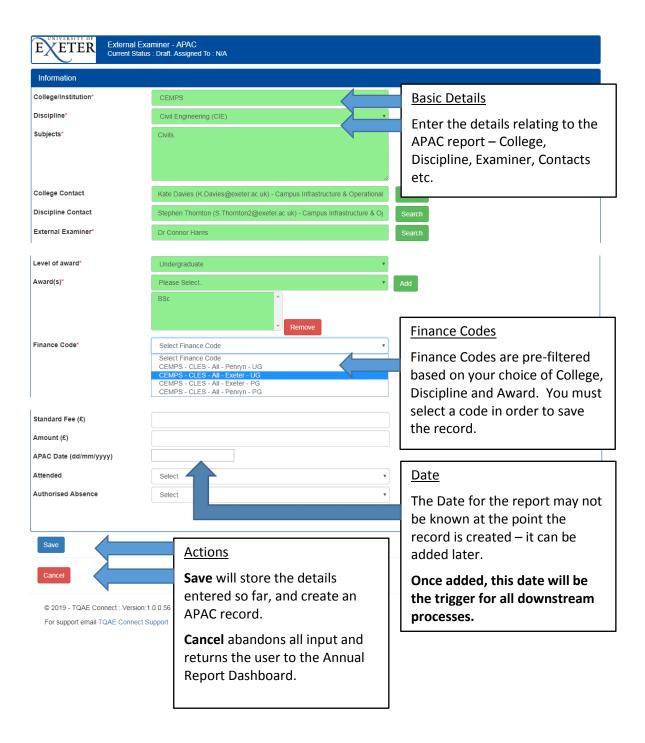


The Dashboard allows users to create new Annual Report records, and also to search for existing records, by EE name, College, Discipline or Award Level.

Searching for APAC Records



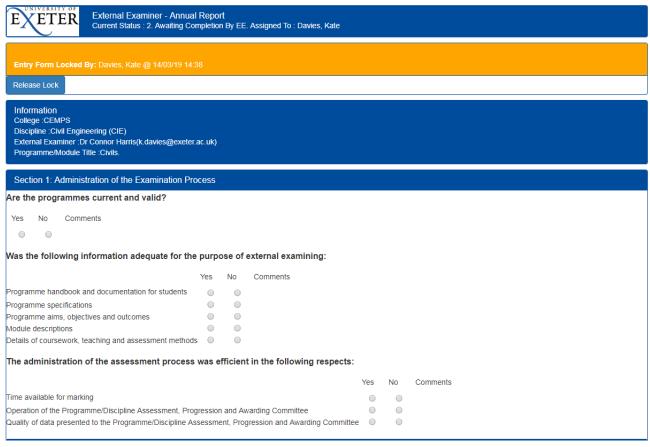
Click on Create a New Annual Report Record, and the following screen will display. Items denoted with a red asterisk (*) are mandatory at this stage.

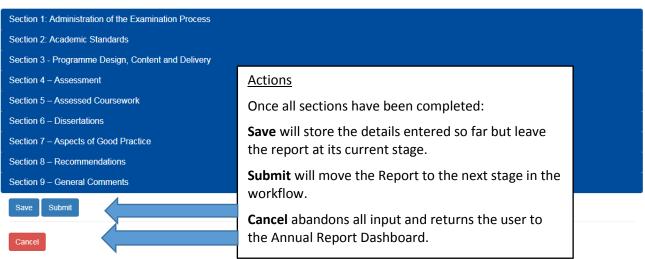


External Examiner View

The APAC Report is a multi-part form, with each section expanding or collapsing when clicked on. There are nine sections in total, and all have to be completed in order to be able to Submit the report. Many of the required responses are in the form of radio-buttons, but there are also free-text fields that will display on demand, to enable comments to be entered.

APAC Report on screen

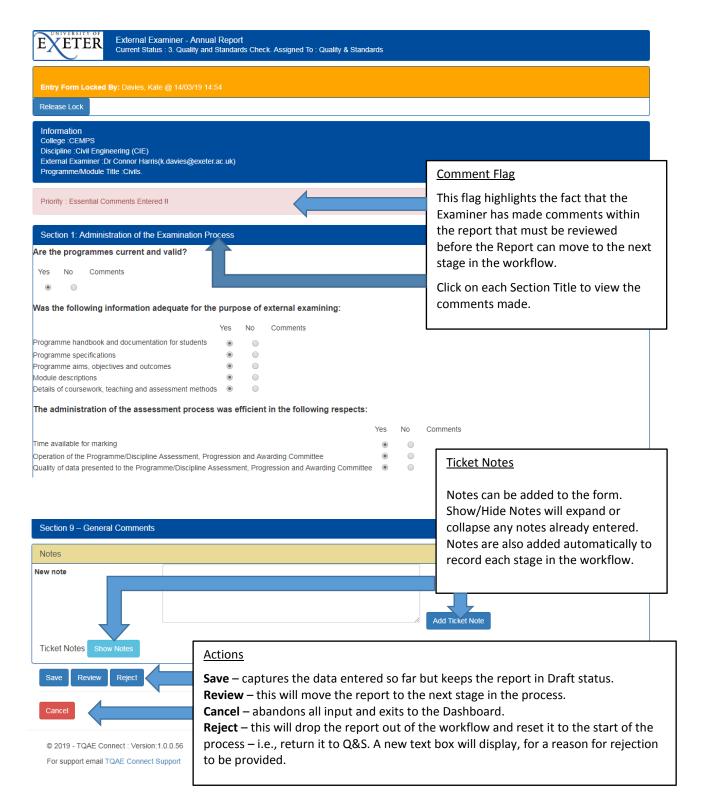




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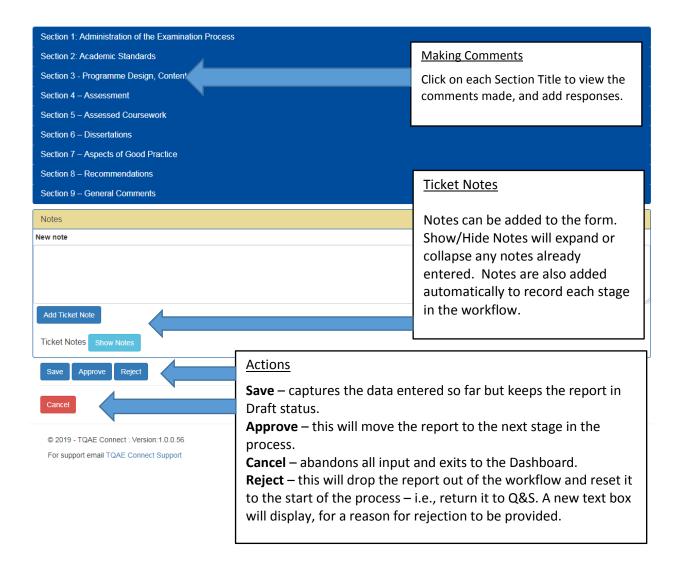
Q&S Review

Once the EE has completed and submitted the report, the Q&S team will review the comments made, to make sure they meet standards for publication. Each section can be expanded by clicking on its title. Note that if the Q&S team make any amendments to the Examiner's comments, the form will automatically be returned to the Examiner in order for them to check the amendments and submit the form again if they agree with the changes.



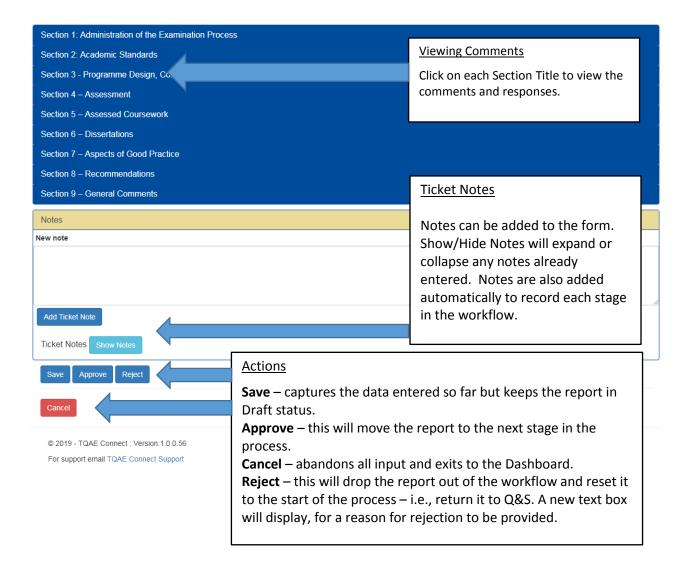
Discipline Contact (DC) Review

The Discipline Contact will review the report contents, and add their own responses to each of the Examiner's comments. Each section can be expanded by clicking on its title. **Note that by default all report sections are hidden, and must be expanded in order to view the Examiner's comments and add responses.**



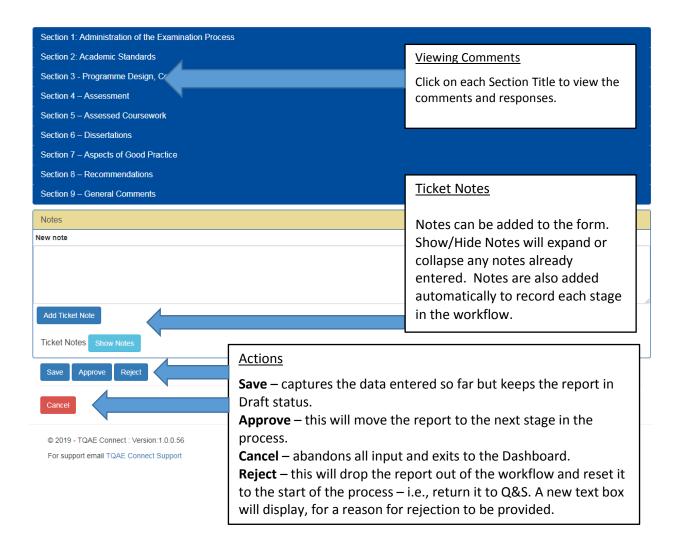
Final Q&S Review

The Q&S Team will review the Report one final time, and have the opportunity to Reject it if necessary.



ADR/E Approval

The ADE/ADR now has the opportunity to review the Report. If the Report concerns a Research programme, it will be passed to the ADR for review/approval; if the Report concerns a taught programme – UG or PG – then it will be passed to the ADE for review/approval.



ADS Approval

The ADS now has the opportunity to review the Report, and either Approve or Reject. **Note that this** is the final opportunity to reject the Report.

