



Operations Manual: Roles and Responsibilities

Franchise Partnerships

Checklist of responsibilities – Franchise partnerships

	The Partner	YSJ
Local management	<i>provide</i>	<i>approve</i>
Liaison	<i>Programme Manager</i>	<i>Collaborative Partner Rep</i>
Programme Team members	<i>recruit; recommend</i>	<i>approve</i>
Academic Tutor	<i>provide</i>	
Staff induction and development	<i>provide</i>	<i>provide</i>
Potential students	<i>recruit</i>	
Student admission documentation	<i>obtain</i>	
IELTS score	<i>provide</i>	<i>verify</i>
Student admission decisions	<i>recommend</i>	<i>approve</i>
Admission offer letters		<i>Issue, provide</i>
Student admission data		<i>issue student ID</i>
Student induction	<i>provide</i>	<i>assure</i>
Programme and student handbooks	<i>customise</i>	<i>assure</i>
Electronic student record		<i>input, assure</i>
Assessment	<i>operate, report</i>	<i>assure</i>
External examiners	<i>liaise</i>	<i>appoint, liaise</i>
Learning materials	<i>provide</i>	<i>specify, approve</i>
Physical learning resources	<i>provide</i>	<i>assure</i>
Library and IT facilities	<i>provide</i>	<i>provide (subject to agreement), assure</i>
Student services	<i>provide</i>	<i>assure</i>
Publicity and marketing materials	<i>write, submit</i>	<i>approve</i>
Assessment Panels	<i>attend</i>	<i>hold</i>
Progress & Award (PAEP)	<i>attend</i>	<i>hold</i>
Transcript		<i>provide</i>
Certificate		<i>provide</i>
Annual Monitoring	<i>contribute</i>	<i>write, consider, approve</i>

Contents

1	Introduction.....	4
2	University and Programme Documentation	4
3	Management of the Partnership	4
4	Academic provision.....	5
5	Overview of Roles and Responsibilities: Franchise.....	6
6	Calendar of Activities.....	20
7	Frequently Asked Questions.....	21

1 Introduction

The purpose of this Operations Manual is to define the respective roles and responsibilities of York St John University (“YSJ”, “the University”) and The Partner (“The Partner”) in managing the successful delivery of the programmes approved by YSJ for delivery by The Partner that are listed on the cover page of the Franchise Partnership Agreement.

It sets out the process for the management of the collaborative partnership and programme delivery. This manual outlines the roles and responsibilities of each organisation, reflecting the Partnership Agreement which governs this collaboration.

2 University and Programme Documentation

The Operations Manual is not intended as an exhaustive statement of the relationship or of the rules and regulations governing the programme. It must be read in conjunction with University and programme documentation, including:

- Partnership Agreement between YSJ and The Partner setting out the formal conditions of the Partnership.
- The University’s academic regulations: [Regulations | York St John University \(yorks.ac.uk\)](https://www.yorks.ac.uk/academic-regulations)
- Other specific regulations and provisions including those governing the programme, in particular the assessment procedures: [Policies and documents | York St John University \(yorks.ac.uk\)](https://www.yorks.ac.uk/policies-and-documents)
- Programme Specific Documentation including:
 - the Programme Specification
 - the Design Narrative
 - the Module Specifications

All YSJ documents are available from the YSJ website through the Quality Gateway “Partnerships” link:

[Quality gateway | York St John University \(yorks.ac.uk\)](https://www.yorks.ac.uk/quality-gateway)

Partnership specific documents at:

[Collaborative provision | York St John University \(yorks.ac.uk\)](https://www.yorks.ac.uk/collaborative-provision)

3 Management of the Partnership

To optimise effective communications, it is important that appropriate mechanisms are in place for contacting relevant staff and to resolve issues in a timely manner.

A Collaborative Programme Representative (CPR) will act as the initial contact person in exercising YSJ’s responsibilities for oversight of academic standards and the student experience on programmes. The CPR will facilitate contact with other staff at YSJ as appropriate and act as the liaison between the Dean/Head of School (YSJ) and the Partner Programme Manager.

The Partner will specify nominated contacts, normally the Partner Programme Manager to act as the liaison person on behalf of the partner in respect of the programme(s) covered by the Partnership Agreement. The Partner Programme Manager will be responsible for the local management of the programme(s) at The Partner and the students’ overall learning experience.

4 Academic provision

The agreed programme(s), as listed on the cover page of the partnership agreement and defined by the relevant programme specification and module specifications approved by YSJ, will be offered at The Partner.

The Partner is responsible for the local management of the programme and the delivery of the student experience for students enrolled on the programme.

Assessment of the provision will be conducted by YSJ and The Partner staff in accordance with University guidelines and policies.

The programme will be taught and assessed entirely in English.

The Partner must not deliver the programme at any other premises without the prior written consent of YSJ, either as additional to or in substitution for those listed on the cover page of the partnership agreement.

Acronym	
CPR	Collaborative Partner Representative
CPSC	Collaborative Partnerships Sub-Committee
HOS	Head of School
PAEP	Progress and Award Examination Panel
QSC	Quality and Standards Committee
RPL	Recognition of Prior Learning
SAP	Subject Assessment Panel
SAB	Subject Assessment Board
SPC	Strategic Portfolio Committee
SQP	School Quality Panel
YSJ	York St John University

5 Overview of Collaborative Partnership Roles and Responsibilities: Franchise

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Oversight of Partnership	<p>Oversee quality and standards of the partnership and programmes delivered under it; ensure the programme is managed in line with UK Quality Code and The University's regulations.</p> <p>Monitor the partnership periodically through the CPSC.</p>	<p>In consultation Registry: Quality ensure that all collaborative and programme approvals have been completed prior to delivery of the programme(s)</p>	<p>Update YSJ on any material changes likely to affect the Partnership Agreement, including change of staff, organisational changes, including title, legal status or financial arrangements.</p> <p>Provide necessary updates directly to key contacts at The University; ensure the programme is managed in line with UK Quality Code and The University's regulations.</p>
Programme Franchise Approval	<p>Approve the franchise of the Programme to be offered via an approval event of QSC.</p> <p>Nominate external panel members for the Franchise approval event.</p>	<p>Support the School and partner at the approval event</p>	<p>Attend a programme franchise approval event; input into discussions.</p>
Programme Development	<p>Consider requests for additional programmes once the collaborative partnership is operative. CPSC to approve additional requests where</p>	<p>In consultation with SQP, advise the Partner as appropriate, on proposals for new programme developments relating to collaborative provision with YSJ; Support the School in completion</p>	

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
	<p>the proposed provision lies within the parameters of the partnership agreement.</p> <p>Discuss future plans for programme development and submit Partner Programme Business Case to SQP for review in line with programme approval timeline.</p>	<p>of Partner Programme Business Case & submit to SQP for review, prior to SCP Approval</p>	
Annual Review	<p>Review the collaborative provision in terms of the management of the partnership and the delivery of the Programmes through the Annual Monitoring process submitted to CPSC and QSC</p> <p>Produce the Programme Review and Enhancement report and review the Partnership Annual Monitoring report.</p>	<p>Visit/meet with the Partner to discuss delivery, successes, issues, assessment processes, delivery preparation on an annual basis to include a visit at the end of the academic year to review the year and to discuss actions for the next academic year.</p> <p>Support the School in the production and timely submission of the Programme Review and Enhancement report and Partnership Annual Monitoring Report.</p>	<p>Throughout the year provide opportunities for and review student feedback on the learning and teaching opportunities and services provided by The Partner and to take corrective actions where necessary.</p> <p>Contribute to the production of the Partnership Annual Monitoring Report</p>

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Programme or Module Amendments <i>NB: no amendments may be made to the programme or modules without the approval of YSJ</i>	Discuss and approve any amendments to the programme or module documents.	<p>Liaise with the partner in respect of any amendments the School is proposing to the franchise programme.</p> <p>Work with the partner in the implementation of the necessary programme / module amendments in line with the SQP and QSC schedule and ensure that these have been formally approved prior to delivery.</p>	Ensure that any amendments to the validated programme or validated modules are implemented into the programme in an agreed schedule in consultation with CPR.
Regulations	<p>Inform Partners of Regulations and update partner of any material changes.</p> <p>Provide links to the relevant sections of the University website</p>	With support from Associate Head, interpret for the Partner, as necessary, YSJ's Regulatory Framework as it applies to the collaborative provision	<p>Adhere to all the University's regulations in relation to Assessment; Equality; Disability; Academic Misconduct; Complaints and Appeals</p> <p>Ensure that University regulations are adhered to in the development of local policies and procedures; ensure students have access to local and University documentation</p>
Policies	<p>Inform Partner of Policies and update partner of any material changes.</p> <p>Provide links to the relevant sections of the University website</p>	With support from Associate Head, support the Partner in applying policies appropriate to the partner's context	<p>Adhere to all the University's policies in relation to penalties; late work; marking schedules; reasonable adjustment; mitigating circumstances; over-length work.</p> <p>Ensure students have access to local and university documentation</p>

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Procedures	Inform partner of procedures and update partner on any material changes	With support from Associate Head, support the Partner in applying policies and developing procedures appropriate to the partner's context	Develop and document appropriate local procedures that are consistent with YSJ regulations and policies. Ensure students have access to local documentation
Data: Documentation	Through Registry co-ordinate the reporting of data required by various authorities on an annual basis or from time to time	Support the partner when necessary in the presentation of data as required annually or from time to time	Ensure that data is submitted in accordance with the schedule or from time to time as required by YSJ or the appropriate authorities. Assist in preparing documentation and to submit required information to comply with the requirements of YSJ and the appropriate authorities
Resources: Staffing (Academic & Administrative)	Review and approve staff CVs annually through the SQP. Approve staffing for Programme Franchise Approval Events Arrange for appropriate support from YSJ administrators(s) in setting up administrative systems. Where appropriate, an administrative staff development training session may be arranged.	Support the partner in the recruitment of appropriate staff, if required. To secure the approval of Associate Tutors by SQP prior to engagement with the programme.	The appointment of appropriately qualified staff (who will normally have achieved a Level 7 award) with appropriate subject knowledge and appropriate teaching experience. Support staff development in research and registration for higher awards Identify a Programme Leader (or equivalent) and a Programme team for the delivery of (each of) the Programme(s) Ensure that programme related academic and administrative staff carry out their responsibilities effectively.

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
			To liaise with the CPR and the Partner Administrative team to ensure that administrative processes are effectively completed in a timely manner
Resources: Staff Induction and Development	<p>Inform Partners of University, School and other Staff Development opportunities</p> <p>Provide central or local staff development as appropriate in negotiation with the Partner</p>	<p>Liaise with the Partner to identify and arrange delivery of appropriate staff induction / staff development activities at the start of the partnership and in response to issues arising from on-going monitoring and evaluation.</p>	<p>Document and implement a staff development strategy to assure and enhance the quality of learning, teaching and assessment on the programme(s)</p> <p>Ensure that staff induction materials are made available to all staff and reviewed annually</p>
Resources: Venue <i>NB: only premises approved by YSJ may be utilised for delivery by the Partner</i>	<p>Approve the venue (including those additional to the main venue) for delivery of the specified programme(s) [SQP/QSC]</p>	<p>Monitor venue(s) and discuss with Partner and notify SQP of any potential issues.</p> <p>Undertake site visit and report to School for any potential new venues</p>	<p>Notify YSJ of any intention to consider a different or additional venue at least 4 months in advance and facilitate an accompanied site visit by the CPR and/or other University representative.</p>
Resources: Facilities	<p>Approve facilities for teaching and learning and student support offered by the Partner and confirm that they are suitable for the delivery of the Programme via the SQP</p>	<p>Monitor and report to CPSC on the continued adequacy of facilities for delivery of the programme(s)</p>	<p>Provide appropriate teaching accommodation, learning resources and equipment for the delivery of Programme.</p>

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Resources: Library	Provide any agreed access to the YSJ library services as documented in the partnership agreement via Information Learning Services	Monitor and report to SQP on the continued adequacy of resources for delivery of the programme(s)	Secure appropriate library and IT facilities, including an appropriate VLE. Ensure that resources are regularly updated
Marketing <i>NB: All marketing materials in all media platforms referring to YSJ must be approved by YSJ prior to publication</i>	Support the development of and approve publicity and marketing material in line with University guidelines.	Facilitate the annual approval of partner marketing materials by the Marketing team.	Ensure that all marketing materials have been approved by YSJ Marketing & Communications Department prior to use and annually. Provide local and/or national promotion of the programme as appropriate.
Quality Assurance: oversight of the collaborative partnership	Monitor partnership renewal points, notifying partner, Operations Manager, HOS, SQP one year in advance of partnership renewal process and documentation,	With Associate Head, support the Partner on all matters relating to approval, monitoring, and review procedures for the collaborative provision to assure the quality of the student experience. Any concerns will be discussed with the Partner and reported to SQP/CPSC	Ensure the high quality of the overall student experience on the Programme(s). Notify the CPR of any concerns and discuss how these will be addressed. Monitor all aspects of provision and discuss any issues with the CPR at an early stage to facilitate appropriate actions
Quality Assurance: oversight of the programme	Assure itself of the quality of programme delivery and the effectiveness of assessment and quality assurance procedures through the appointment of a CPR who will be a member of the School	Report regularly to SQP and Quality team on the collaborative arrangements and to immediately inform the SQP/Quality of any concerns regarding the partnership. SQP may require an Action Plan to be developed with	Notify the CPR of any concerns and discuss how these will be addressed.

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
	responsible for the subject area to which the externally validated programme belongs and an External Examiner. Additionally monitor the partner through CPSC	the Partner, which will be monitored by SQP. SQP will report to CPSC/QSC if there are any serious concerns	
Quality Assurance: Annual Monitoring	Engage the Partner in the Annual Monitoring process to evaluate the programme and the management of the partnership.	Liaise with the Partner to review the delivery of the programme and the management of the Partnership, completing a PRE and AMR report and reporting to SQP in the Annual Monitoring cycle.	Liaise with the CPR in order for them to complete the PRE and AMR and identify any issues for action in relation to the management of the Partnership and/or programme.
External Examination	Secure appropriate nomination(s) for the role of External Examiner for the programme(s) and send to YSJ for approval. Approve and appoint external examiner(s) for the Programme(s) via SQP and approved by QSC. Review External Examiner report and formal response to the External Examiner		Liaise with External Examiner in respect of approval of assessed work prior to publication for students, and attendance at Partner Assessment Panels Arrange for samples of work from each module to be reviewed by the External Examiner prior to the Partner Assessment Panel and subsequent presentation of marks to the University PAEP

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Admissions: Admission Criteria and Recruitment	<p>Be responsible for admissions decisions.</p> <p>Review and (normally) approve applications which have been counter-signed by the Partner.</p> <p>Secure appropriate procedures for managing applications, interviews and make recommendations for admission to YSJ in line with the admissions criteria in the Programme Specification</p>	<p>Facilitate the review of those applications that fall outside of normal parameters</p>	<p>Secure appropriate procedures for managing applications, interviews and make recommendations for admission to YSJ in line with the admissions criteria in the Programme Specification</p>
Admissions: Application Data Permissions	<p>Provide prospective students with link to YSJ online application form (details about the location of deliver to be included on the form)</p> <p>Advise Partner to secure written permission to share personal details with YSJ for the purpose of creating a student record and processing the student award</p>		<p>Provide prospective students with link to YSJ application form, and details about location of delivery to be included in the form.</p> <p>Secure written permission to share personal details with YSJ for the purpose of creating a student record and processing the student award (statement on application form)</p>

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Admissions: student registration	<p>Generate a student record for reporting purposes and Progress and Award Examination Panel (PAEP) award profiles.</p> <p><i>International office:</i> local student enrolment on the programme and modules assigned and submit data to YSJ by the end of second week of the month in which the programme starts. Confirm student identify and retain record of staff signed photocopy of student's passport or driving licence</p>		
Recognition of Prior Learning (RPL)	Approve RPL applications	Liaise with the School to support the Partner in identifying and documenting appropriate RPL applications.	Liaise with the CPR to document and record RPL
Student Induction		Support the Partner in planning appropriate induction for students at each level of study	<p>Ensure students receive appropriate induction for the level of their programme.</p> <p>Provide induction for new (e.g. L4) and returning students (e.g.L5,6), including enhanced study skills.</p>

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Programme Delivery		<p>Maintain regular contact with the Partner to exercise appropriate oversight, on behalf of the University, of the organisation of learning, teaching and assessment and the quality of the overall student experience on the approved programme.</p> <p>Visit the Partner in order to support the planning of the delivery schedule and production of programme and module documentation</p>	<p>Ensure programme delivery and documentation is accurate and in keeping with the validated documentation.</p> <p>Co-ordinate all programmes and to plan the programme schedule for the department and oversee the module planning. Oversee and coordinate teaching, tutorials, academic tutor schedules and assessment and/or examination timetables.</p>
Programme Schedule	Publish a programme schedule showing term dates; module dates; assessment dates; assessment panel dates	Support the implementation of the programme schedule at the partner to ensure that module assessments are appropriately scheduled and PAEP deadlines can be met	Implement the programme schedule to ensure that module assessments are appropriately scheduled and PAEP deadlines can be met
Student Module Registration & Attendance	Implement appropriate and accountable systems for student module registrations	Support the Partner in the implementation of the attendance policy and record keeping mechanism.	<p>Publish YSJ's attendance policy, including the process for notifying absence (failure to attend a scheduled assessment, such as a presentation will require implementation of the Mitigating Circumstances procedures)</p> <p>Secure and monitor the implementation of robust record keeping procedures.</p>
Teaching and Learning		Support the planning of learning and teaching to ensure that	Liaise with the CPR to support the Programme team in engaging in relevant

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
		partners are employing student centred learning strategies integrating high quality academic resources appropriate to HE, providing appropriate staff development	research and scholarly activity and in the employment of appropriate learning and teaching strategies for the level of study, arranging staff development as appropriate
Assessment	Assure the arrangements for assessment of the Programme(s) to be delivered at the Partner.	<p>Support the development of appropriate documentation and implementation of assessment procedures in line with University Regulations</p> <p>Support the Partner in the development of a schedule to ensure all aspects of the assessment process can be completed and reported to the PAEP by the specified date.</p>	<p>Document and secure the implementation of the operation of agreed procedures for the assessment of students and quality assurance of the Programme and subsequent reporting of the results of these processes to the University.</p> <p>Plan and co-ordinate examinations and assessments to ensure compliance with YSJ assessment regulations e.g. arrange room setup, organise trained invigilators, prepare answer scripts and invigilation timetable. Liaise with the CPR to implement YSJ assessment schedule.</p> <p>Plan and support colleagues in the implementation of the assessment schedule.</p>
Assessment: Marking		Support the Partner, through staff development where appropriate, in the application of the appropriate assessment criteria and appropriateness of supportive, developmental feedback	<p>Publish the appropriate School generated assessment criteria in Programme and module handbooks.</p> <p>Arrange for appropriate staff development in the application of the assessment criteria and appropriate supportive developmental feedback.</p>

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
			Ensure that feedback is supportive and developmental and that the marks awarded reflect the comments and the assessment criteria
Assessment: Moderation		Support the Partner in the development of appropriate processes for the moderation of work and provide appropriate staff development in the application of the assessment criteria through the provision of samples; shared moderation; or sampling moderation as appropriate to the experience of the Partner and their previous engagement with YSJ	Document and implement appropriate YSJ processes for moderation, including the production of a moderation report which will be available to the External Examiner and submitted to the CPR with the mark lists. Seek support and advice from the CPR. Secure the moderation of a sample of student work for every module at every level of study (at every centre, where there are multiple points of delivery) and produce a moderation report.
Assessment: Extensions and Exceptional Circumstances		Support the Partner in the local implementation of the University Policy and relevant School Procedures	Document local implementation of processes to secure compliance with University policy Implement and monitor the Exceptional Circumstances procedures
Assessment: Assessment Boards NB: Assessment Panels must be held to ensure submission of	Ensure the arrangements for the consideration of module results and end of year profiles are robust and are reported at a designated SAB within the published time frame prior to submission to Academic	Attend SABs relating to the collaborative provision at the University, to exercise oversight, on behalf of the University, of processes and procedures relating to the assessment of students	Input accurate marks entry into e:vision

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
signed mark lists to PAEP	Registry for approval by PAEP. Document and implement appropriate Assessment Panel arrangement		
Assessment: PAEP	To ratify the award profiles		
Student Support: Student Engagement		Support the Partner in developing procedures for students who are not engaging in the programme.	Develop and document procedures and local arrangements for the management of students who are not engaging in the programme in consultation with the CPR. Promptly implement support mechanisms for students who are not engaging in the programme
Student Support: Academic Misconduct, Complaints and Appeals		Advise, in compliance with YSJ procedures, on student appeals, complaints, mitigating circumstances, and academic misconduct	To publish local arrangements for academic misconduct, complaints and appeal processes. Handle queries/complaints from students where appropriate. Liaise with the CPR at an early stage in respect of any incidences of Academic Misconduct, Complaints or Appeals. Ensure that all processes are clearly documented and available to the University in the event of an appeal being received by the Vice Chancellor

	York St John University will:	York St John Collaborative Programme Representative (CPR) will:	The Partner, via the Partner Programme Manager (or equivalent) appointed by the Partner will:
Award / Transcript	<p>The provision of certificates, for students who are successful in a Programme of learning that leads to the award offered under the Partnership Agreement via the Registry team.</p> <p>The provision of transcripts for students who do not complete an award or for students who require a transcript of modules and results in addition to the YSJ certificate for purposes of engaging in further study</p>		

6 Calendar of Activities

Month	Activity	Throughout the Year
September	Enrolment / induction of students	<ul style="list-style-type: none"> • Support programme team in understanding of YSJ regulations and processes • Maintain regular contact with the Collaborative Partner Representative and liaise Registry teams as appropriate. • Monitor partnership operating in accordance with the partnership agreement • Direct the programme team to staff development opportunities • Prepare for programme validation/revalidation and partnership renewal, if relevant.
	Complete previous academic year's Programme Review and Enhancement report as part of Annual Monitoring.	
October	Promote progression opportunities	
November	Keep in touch with the CPR	
January	Confirm arrangements are in place for moderation	
	Keep in touch with the CPR	
	Ensure External Examiner and CPR invites in place for Subject Assessment Boards	
February	Attend Subject Assessment Boards	
April	Confirm arrangements are in place for moderation	
	Ensure External Examiner and CPR invites in place for Subject Assessment Boards	
June/July	Attend Subject Assessment Boards	
	Facilitate visit of CPR to the institution for Quality Assurance monitoring	
August	Annual Monitoring – Programme Review and Enhancement report distributed for completion	

7 Frequently Asked Questions

- Is there any general information for new partners?

Yes – general information on Collaborative Provision can be found here: [Information for Partners](#)

- I have an assessment query, where can I find the answer:

Check the guidance documentation provided in the YSJ External Partnership portal. Alternatively, email Assessment@yorks.ac.uk detailing the name of the partner in the email header.

- We have an existing collaboration agreement with YSJ but want to add more programmes to this (relevant to both Validation and Franchise provision). Where do we start?

Further information can be found here: [Programme Approval](#) regarding adding programmes to existing Validation and Franchise agreements. The process is different for both so read the guidance carefully.

- My query relates to a module/programme amendment, where can I find more information or speak to someone?

Details on module and programme amendments can be found via the [Quality gateway](#) or more specifically through our [Programme and Module Amendment Pages](#). If you'd like to speak to someone directly, contact the Partnerships Officer - quality@yorks.ac.uk

- I'm struggling to get hold of my Collaborative Partner Representative with an urgent query, I think they are on annual leave. Who can I contact?

Contact the Partnerships Officer/Academic Quality support on quality@yorks.ac.uk and explain that you have an urgent query you're struggling to get answered. We'll endeavour to find you someone else in the school or within the University support teams to speak to.

- Who else do you work with?

We have a number of Collaborative Partners, further information on these can be found here: [Our Partners](#)

- Will our students be able to use York St John campus to study if they're in the area?

This would depend on the nature of the collaborative agreement. [Partnership models and definitions](#) gives an idea of the differences and therefore how this would affect students being able to access YSJ facilities.
