Academic Quality SharePoint (and separate sites for each of three strands) Academic Quality website (and separate sites for each of three strands). RAS SharePoint: Global RAS A-Z of Services and Contacts. A brief list of key activities per person (in alphabetical order by last name) is provided below.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Brief Role Description</th>
<th>Email</th>
</tr>
</thead>
</table>
| Emma Alexander (Cessford)| Academic Quality Officer                  | • All preparations for QAAS Quality Enhancement and Standards Review  
• All preparations for QAA UK TNE reviews  
• Development of AQ SharePoint sites  
• Key tasks from Global Quality Officer role (see below) till post is filled                                                      | e.cessford@hw.ac.uk |
| Rodi Amiridou            | Academic Quality Officer                  | • Support the development and continued use of GCM  
• Provide training across all HWU campuses to colleagues in support of the introduction and continued use of the University's Global Curriculum Management (GCM) system  
• Academic Quality contact for all matters related to programme and course approvals  
• One of three clerks to LTAOC                                                                                                           | r.amiridou@hw.ac.uk |
| Kelley Beane             | Srn Admin Assistant (Partnerships)        | • General administrative support for all EBS/SoSS partners  
• Maintaining information in relation to EBS partners including teaching timetables, student handbooks, student terms and conditions  
• Organising visits to EBS partners  
• Managing the EBS tutor approval process  
• Managing EBS student feedback for 2 ALPs                                                                                                 | k.beane@hw.ac.uk |
| Russell Chisholm         | Srn Admin Assistant (Academic Quality)    | • Administration of all aspects related to External Examiners  
• Administration of all aspects related to Approved Teachers/Tutors/Markers/Demonstrators  
• Organising and supporting internal and external audit and review processes at all University campuses  
• Clerk to the L+T Management Group                                                                                                         | r.chisholm@hw.ac.uk |
| Helen Crosby-Knox        | Quality Assurance Manager and Deputy Head of Academic Quality | • Management of the Academic Review process  
• Management of Annual Monitoring and Review  
• Management of Examinations and Assessments Guidelines  
• Oversight of Quality Assurance processes  
• Deputise for Head of Academic Quality                                                                                                    | h.a.crosby-knox@hw.ac.uk |
| Alexa Goszleth (one year secondment, till 31 May 2024)| Global Quality Officer                   | • Oversight of academic partnerships (UK and international)  
• Oversight of Approved Teachers/Tutors/Markers/Demonstrators approval process  
• Oversight of Professional, Statutory and Regulatory Body (PSRB) accreditations  
• Partner Annual Monitoring and Review (PAMR)  
• Academic Audits                                                                                                                      | a.goszleth@hw.ac.uk |
<table>
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<th>Name</th>
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<th>Responsibilities</th>
<th>Email</th>
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</thead>
</table>
| Lindsey Hall                | Srn Admin Assistant (Academic Quality)| • Academic Quality contact for all matters related to programme and course approvals (new, modified or withdrawing).  
  • Administration for the University databases GCM and Banner.  
  • Management of GCM Audit (programmes, courses updates) | l.e.hall@hw.ac.uk              |
| Meg Henderson               | Srn Admin Assistant (Academic Quality)| • Administration of all aspects related to Taught External Examiners process  
  • Administration of Partner Annual Monitoring and Review (PAMR) | m.henderson@hw.ac.uk          |
| Louise Horne                | Srn Admin Assistant (Academic Quality)| • Administration of all aspects of the Academic Reviews process  
  • Administration of all aspects for the Chairs of Exam Boards process | l.home@hw.ac.uk               |
| Laura Johnstone (until 14 July 2023) | Quality and Academic Partnerships Manager | • Academic partnerships (UK and international)  
  • External accreditation incl. QAA TNE  
  • Management of quality processes: External Examiners; Approved Teachers/Tutors/Markers/Demonstrators  
  • Academic Reviews (with Quality Assurance Manager)  
  • Academic Audit  
  • Periodic Review of Professional Services | laura.johnstone@hw.ac.uk |
| Connie Paton, as Acting Manager, 15 July-30 Sept 2023 | |  |
| Fiona Menzies (from October 2023) | |  |
| Laura Johnstone (until 14 July 2023) | |  |
| Dr Maggie King              | Head of Academic Quality              | • Learning and Teaching Strategy and associated projects, eg retention, Academic Architecture  
  • QAA Scotland Reviews and Annual Quality Reports  
  • UCLT/LTAOC/LTMG  
  • Quality enhancement incl. L+T policy development  
  • Management of Academic Quality Division and Enhancement team | m.king@hw.ac.uk               |
| Iain Mackay                 | Deans’ Administrator                  | • Provide administrative and clerical service to the University Deans  
  • Support Deans and Deans’ Representative on Boards of Examiners  
  • Support the Approval of Examiners’ appointments and reports  
  • Clerk to the Academic Integrity Working Group | deansadministrator@hw.ac.uk   |
| Connie Paton                | Partnerships Support Manager           | • Support SoSS Director of International (DoI) with all aspects of partnership management incl. PAMR, visits, relationships and annual meetings  
  • Support the establishment of new partnerships  
  • Support the process of updating and replacing all EBS partner contracts  
  • Ensure any required accreditation returns (ACTT/RABAR Trinidad) are completed | connie.paton@hw.ac.uk         |
| Kieran Robson Renner        | Quality Enhancement Officer (Student Learning Experience) | • Student Partnership Agreement  
  • Engagement with Student Representative Bodies  
  • UG student engagement and student voice  
  • Enhancing UG student experience  
  • Internal and external student surveys | k.robsonrenner@hw.ac.uk        |
| Dr Jenn Russi (from 2 October 2023) | Quality Enhancement Officer (Student Learning Experience) | • Strategy and L+T projects: Review of Personal Tutoring; Student-centric principles/responsive, student-centred culture  
  • PGR and PGT student engagement and student voice (incl surveys)  
  • Enhancing PGR and PGT student experience | Please contact m.king@hw.ac.uk |
| Katrina Wallace             | Quality Assurance Officer and Manager of CMAT | • Academic Quality contact for all matters related to programme approvals (new, modified or withdrawing)  
  • Management of the Curriculum Management Approval Team | k.wallace@hw.ac.uk            |
### Clerk to University Studies Committee

**Jenny Walker**

- Partnerships Support Administrator
- Support SoSS DoI with all aspects of partnership management in relation to Articulation Agreements
- Support the China Team on all aspects of partnership management in relation to Chinese partners (Articulation & JEPs)
- Oversight of Joint Education Partners (JEPs) across the University
- Support the establishment of new partnerships
- Work with SoSS DoI and International Development to support the University’s international strategy

**Norsiyati Mohd Noor (Yati)**

- Senior Manager AQ
- Key liaison officer with government agencies and professional bodies (MQA, MoHE, BEM, BQSM & etc) on Malaysia policy and procedures.
- Oversight of Quality Assurance processes in compliance with UK campus.
- Management of HWUM accreditation and programme approval
- Manage University License with relevant bodies & SETARA Audit & other Regulatory Audits
- Provide training to relevant colleagues on Accreditation, Approval and Audit

**Muhamad Hanis Ikhwan (Hanis) (till August 2023)**

- Assistant Manager AQ
- Administration for all matters related to MoHE programme approval; e-IPTS system; institutional registration; and KDN license renewal
- Administration of all aspects related to MQA accreditation and curriculum changes for EGIS, SoSS and MFP; and BQSM accreditation
- Offer advice in relation to MoHE and MQA rules, regulations, and procedures.

**Fadzliaton Othman (Fadz)**

- Assistant Manager AQ
- Administration of all aspects related to MQA accreditation and curriculum changes for MACS and EPS; and PSRBs engineering accreditation.
- Administration for all matter related to Academic Review Malaysia
- Support SETARA and other Regulatory Audits
- Offer advice in relation to MoHE and MQA rules, regulations, and procedures.

**Tiffany Toh Tsu Th’ng (from 3 July 2023)**

- Assistant Manager AQ
- Administration for all matters related to MoHE programme approval; e-IPTS system; institutional registration; and KDN license renewal
- Administration of all aspects related to MQA accreditation and curriculum changes for EGIS, SoSS and MFP; and BQSM accreditation
- Offer advice in relation to MoHE and MQA rules, regulations, and procedures.

See next page for Dubai team
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Responsibilities</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Nabeerah Aftab</td>
<td>Academic Quality Officer</td>
<td>• Administration for all matter related to MOE and CAA for the purpose of</td>
<td><a href="mailto:n.aftab@hw.ac.uk">n.aftab@hw.ac.uk</a></td>
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<tr>
<td></td>
<td></td>
<td>institutional licensure and programme accreditation.</td>
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<tr>
<td></td>
<td></td>
<td>• Offer advice in relation to CAA and MOE rules, regulations, and procedures.</td>
<td></td>
</tr>
<tr>
<td>Nyasha Kadenhe (from 1 August 2023)</td>
<td>Academic Quality Officer</td>
<td>• Administration for all matter related to MOE and CAA for the purpose of institutional licensure and programme accreditation.</td>
<td><a href="mailto:n.kadenhe@hw.ac.uk">n.kadenhe@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Offer advice in relation to CAA and MOE rules, regulations, and procedures.</td>
<td></td>
</tr>
<tr>
<td>Laura Meadows</td>
<td>Academic Quality Manager</td>
<td>• Key liaison officer with government agencies and professional bodies (CAA, KHDA etc) for Dubai campus</td>
<td><a href="mailto:l.meadows@hw.ac.uk">l.meadows@hw.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Manage University License with MOE and CAA for Institutional and Programme Audits &amp; other Regulatory Audits</td>
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<tr>
<td></td>
<td></td>
<td>• Provide training to relevant colleagues on Accreditation, Approval and Audit</td>
<td></td>
</tr>
<tr>
<td>Lee Ann Rodriguez</td>
<td>Academic Quality Officer</td>
<td>• Administration for all matter related to MOE and CAA for the purpose of</td>
<td><a href="mailto:lee_ann.rodriguez@hw.ac.uk">lee_ann.rodriguez@hw.ac.uk</a></td>
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