

**Education and Academic Services (EAS) PS Division**

**The Education and Academic Services Division (EAS) includes the following departments and teams:**

<b>Education Services</b>	<b>Welfare and Wellbeing</b>	<b>TQAE Teaching Quality Assurance and Enhancement (TQAE)</b>	<b>Faculty Operations</b>	<b>Student Employability and Academic Success</b>	<b>Library Services</b>	<b>Sport and Student Voice</b>	<b>Student Immigration Services</b>
Hubs	Education Welfare	Quality and Standards	Directors of Faculty Operations	Student Employability and Development	Academic Support (Open Research and Library Liaison Team)	Student Sport	Immigration Compliance
SID	AccessAbility and Non-Medical Helpers	Academic Development and Skills	Deputy Directors of Faculty Operations	Information and Systems	Heritage Collections	Liaison with the Guild, Athletics Union and Student Union	Confirmations of Acceptance for Study (CAS) Team
Student Records	Psychological Therapies	Technology Enhanced Learning (TEL)	School/Department Managers	Employer Engagement and Employment Services	Library Content and Discovery	Performance Sport	International Student Support Office
Graduation	Mental Health Pathways	Programme Development	Academic Support Administrators and Executive Support	SEAS Cornwall	Digital Library	Sport Operations	
Timetabling	Welfare Team (including Out-Of-Hours)		Specialist teams eg: Arts & Culture Team	Faculty SEAS Co-ordination	Digital Humanities	Nursery Provision: Owlets	
Exams	Chaplaincy		Accreditation (Business School)				
Community Liaison							
Student Transition and Support							

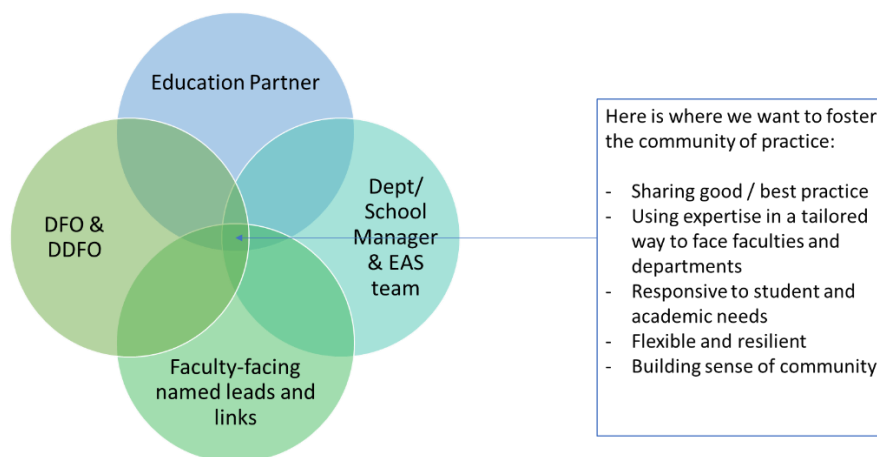
### Education and Academic Services Service Delivery Model

Education and Academic Services (EAS) Division strives to support the academic endeavour and student experience and works closely and collaboratively with Faculties on all our campuses to do so. The Division aims to improve stability and continuity for students, academic colleagues and PS staff. Our support principles are to be **local and accessible**: providing named contacts where possible to enable direct points of contact, to offer **flexibility and resilience**: fostering experience and knowledge in depth to avoid single points of failure and to reflect the **scale and complexity** of departments/faculties when deploying our support. The Division will consider its internal governance on a faculty-by-faculty basis, rather than service-by-service basis to facilitate the best support to academics and students.

In Faculties the EAS support will be led by our Directors of Faculty Operations (DFOs), supported by Deputies (DDFOs) and our **School and Department Managers**. Faculty Operations support is wholly embedded, working alongside the academics to support them across the portfolio of University activities throughout the year. The establishment of the School Manager role in the Business School and the Department Manager roles elsewhere reflects our desire to support academics as closely as possible by embedding operational support right at the heart of the academic endeavour. These key roles will be instrumental in supporting the delivery of all academic activities and connecting with all Professional Services (PS) Divisions throughout the academic year. Department Manager training and supporting the establishment of sustainable ways of working at this Faculty/Department/PS Division interface is a key part of establishing EAS.

Key to education delivery across the portfolio are our **Senior and Deputy Education PS Partners** who together with our aligned Hubs and Student Experience and Academic Success (SEAS) teams create a community of practice to be responsive to academic and student needs.

We recognise the importance and strength of working together and will continue to develop our **'Community of Practice'**:



In **Cornwall** the Faculty Operations structure is supported by enhanced Professional Service partners in Cornwall under the leadership of the Director of Cornwall Operations (DCO) and strengthened structures through faculty leadership teams. From EAS, this includes a Cornwall Education PS Partner, a Business Manager for Cornwall and Department Managers for our three academic departments based in Penryn as well our embedded administrative and executive assistant teams.

The DCO<sup>1</sup> will continue to manage key relationships in Cornwall and will have enhanced support for this through the strengthened PS model in Penryn.

Our **hub model** will continue to provide localised support based on programme delivery location though there is some local alignment of teams particularly in the Amory and St Luke's hubs where expertise and co-ordination has been optimised. In the future we will seek closer relationships through our community of practice to the academic and student community.

**Timetabling** will continue to be aligned to hubs and there will be named contact points for departments to enable close working with academic colleagues; closer collaboration with Senior and Deputy Education PS Partners will take place at key points of the year.

**Sport and Student Voice** has been brought together in EAS offering opportunities to create a sense of belonging and a holistic student experience through better coordination of co-curricular activities. There are opportunities to develop the sports facilities in Penryn and enhance the sport scholar admissions connection while also encouraging sport participation for everyone.

The **SEAS Coordinator** roles will be slightly realigned to faculties in the short term and continue support at the programme level with direct input into modules within departments though we will look further at how to make SEAS/Faculty connections stronger over time.

In the new academic year **Fieldtrip support** will be reviewed and more closely aligned to faculties alongside placement officers to support the development of our community of practice model and positioning support closer to academic delivery.

Our **Library Liaison** roles have been aligned to face faculties and link with named departmental leads to explore greater engagement and to form part of the education team for departments. Library liaison varies across department and the allocation and alignment will reflect this.

The **Teaching Quality Assurance and Enhancement (TQAE)** team is fundamental to our education success and student offering. We will shortly recruit to the pivotal Director of Teaching Excellence and Enhancement role who will report directly to the Deputy Registrar and Executive Divisional Director of Education and Academic Services (EAS), and will play a key role in our emerging education innovation institute and support our future work by these key teams:

In the **Technology Enhanced Learning (TEL)** team the Education Advisors, Educational Technologists and DLD teams will become more aligned but remain flexible in order to respond to Faculty needs.

The **Quality and Standards** team will face the new faculties and departments, providing support for student representation, academic partnerships, external examining, programme and module approval and accreditation, TQA policy development, etc. We will explore opportunities for these teams to work even more closely with the Hubs, SU, Guild, PSRB support teams, Degree Apprenticeships teams, Legal Services and others, as part of our communities of practice

Our **Academic Development and Skills** colleagues will continue to work closely with academics and offer core developmental opportunities that support teaching and learning skills common to all disciplines as well as develop bespoke provisions for staff and students.

The **Programme Development** team will continue to work closely with academic colleagues and work across EAS especially with our Education PS Partners and the Quality and Standards team.

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<sup>1</sup> Director of Cornwall Operations

Our **Education Welfare** support continues to be aligned to hubs and they too will be better connected to Faculties through our community of practice.

Our **Student Immigration Services** team will continue to work closely with student services teams and support all our international students.

EAS benefits from several **specialist teams** all embedded to support different activities, these teams will continue to deliver their key roles for example, the PSRB<sup>2</sup> accreditation expertise supporting the Medical School and accreditation team in the Business School. The Arts and Culture team, and the Digital Humanities team are just a few more example of how EAS flexibly supports academic and students.

As EAS becomes established we will review our delivery model and our ways of working to support colleagues and to enable our divisional support to academics and students.

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<sup>2</sup> PSRB - Professional, Statutory and Regulatory Bodies