

# The Risk Alert Process

**Risk alerts are part of the RiME processes, providing a mechanism to enable the University to gain assurance that potential issues or concerns are considered and addressed appropriately by the relevant teams.**

Each risk alert is issued by the Quality Assurance and Enhancement team as a response to the emergence of a perceived risk, usually on the basis of key performance indicators such as survey results, retention and achievement statistics, or External Examiner Reports. The responsibility for managing the response to the issue of a risk alert lies with the relevant manager (usually a Dean of School at the Ipswich campus or equivalent in partner institutions). It is expected that risk alert processes will be completed within six weeks of the issue of the risk alert.

## The Process

As a guide for those who are required to manage a risk alert response, we set out below the process to follow (accepting that there may be a need to adapt to suit the local situation).

1. A risk alert is received which identifies evidence of a potential cause for concern. The notification provides the name of a member of the Quality Assurance and Enhancement team, and possibly one further critical friend, who should be included in the audit panel. It will also specify a date for the audit panel to meet with the relevant team.
2. The responsible manager of the team is expected to identify an appropriate student and, where no critical friend has already been identified, a critical friend from the same School or partner institution to be part of the audit panel. The University's Students' Union are happy to assist in the identification of a suitable student representative. Alternatively, and with agreement of the rest of the audit panel, student representation could take the form of a consultative meeting with students to explore the report and its findings.
3. The relevant team (for example, the course team where a single course is the focus of the risk alert) meets to consider the indicators of risk and to explore the issues that may have given rise to them.
4. For each of the identified issues the team are expected to propose, where appropriate, actions to address them.
5. The issues and respective actions are fully recorded on a risk alert report form in such a manner that the audit panel will be able to understand and evaluate the teams thinking and planning. This version of the report form should be distributed to the audit panel members at least one week prior to the date of the audit panel's meeting.
6. The audit panel will meet with the team to explore the issues and plans. The audit process may result in amendments being made to the report form and further considerations and plans being added. A summary of the deliberations of the panel should be recorded on the report form.
7. The audit process is completed when the report has been approved by the audit team and signed off by the audit panel chair. An electronic copy of the final report is sent to the Head of Quality Enhancement.
8. Once the audit process is completed, all actions that are included in the report are added to the relevant local action plan for monitoring (usually the course action plan for monitoring by the course committee), and the report itself is shared at the next course committee and at relevant School or equivalent partner committees.