



# **ORGANISATION AND MANAGEMENT**

## **10 Principles**



# LEARNING OBJECTIVES

- To learn about Organisation and Management as a theme.
- To identify how Organisation and Management impacts students' learning experiences
- To identify what aspects of Organisation and Management might be key issues in your own department
- To identify how the Organisation and Management benchmarking tool can be used.



**WHAT IS ORGANISATION AND  
MANAGEMENT ANYWAY?**



# NATIONAL STUDENT SURVEY

- “The timetable works effectively as far as my activities are concerned”
- “Any changes in the course or teaching have been communicated effectively”
- “The course is well organised and is running smoothly”



## NSS 2014 - UCL

80%

Of UCL students satisfied with organisation and management of their course – fractionally better than the national average of 79%



# THE NUS 10

1. Partnership decision-making
2. Consistent, accessible processes and procedures
3. Facilities equipped and accessible for learning
4. Accessible approach to organisation and management
5. Additional course costs minimised or mitigated



# THE NUS 10

6. Availability of relevant information and resources
7. Student-centred course structure
8. Selection of options/choices and modules
9. Partnership approach to placement
10. Management of changes



# WHAT DO YOU THINK

Take a look at the benchmarking tool:

- Are there any of the 10 areas in which your own department could improve?
- Could the benchmarking tool help you to describe the problem or identify a solution?
- How would you go about addressing the issue with your department?





# THINGS TO CONSIDER

- **Level of decision-making** – is the issue something that your department can control?
- **Root causes of issue** – is it complex, relating to management, training, systems or processes?
- **How can you find out more?** – Who can you talk to work out what might be causing the problem?
- **Forward-looking conversations** – Approach the issue with your department focussed on jointly working out a solution, not describing the problem