



UK

Lecturer Observation policy

Location	Oxford Campus, c/o Activate Learning, Jericho Building, Oxford OX1 1SA
Monitoring	UK Head of Quality Assurance
Overall responsibility	Academic Board
Author	Shane De Fonseca. UK Head of Quality Assurance and Accreditations
Created	22/05/2023
Last review date	14/05/2025
Next review date	June 2026

1. Purpose

The purpose of this policy is to ensure high-quality teaching across all courses delivered at EM Normandie UK (EMN UK) by monitoring, evaluating, and enhancing lecturer performance through regular observations. These observations aim to ensure that curricula are followed and applied consistently across all classes

- maintain and enhance the quality of teaching delivery as part of EMN UK's continuous improvement efforts
- identify and address areas of concern to support lecturers in meeting or exceeding performance standards
- respond appropriately to feedback from students and regulatory bodies to maintain academic excellence

2. Scope

This policy applies to all lecturers at EMN UK, both permanent and adjunct faculty members. The policy encompasses standard classroom observations, observations based on *Cause for Concern*, and observations initiated in response to serious or persistent student complaints.

In order to ensure that the curricula of all courses are followed consistently by all lecturers as well as continuous improvement in the quality of delivery, EM Normandie UK (EMN UK) carries out regular standardised classroom observations of all lecturers.



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Additional or 'as required' classroom observations may be carried out where a lecturer is believed to be 'at risk' in any aspect of their delivery of EMN UK courses or, where appropriate, in response to consistent or serious complaints or concerns from students that cannot be allayed or satisfied in the normal day-to-day course of events.

New lecturers (both permanent and adjunct faculty) will be observed during their first semester of teaching at EMN UK.

3. Procedure

3.1. Each lecturer is normally observed annually by the Head of Programmes, UK Head of Quality and Accreditations or another member of the academic team. There may be additional observations of lecturers considered to be giving *Cause for Concern* or in response to 'consistent or serious complaints or concerns from students.

3.2. Observations are usually announced and agreed except in cases as outlined under 13 below

3.3. Lecturers are briefed about the nature of the observation process during their induction. For existing lecturers, the latest version of the lecturer observation policy and observation template will be circulated on an annual basis by the relevant Head of Programmes. I would take this out, it's difficult to keep on top of and we would have to be able to show that this has been done. Better to do and then show but not put it down in writing.

3.4. A date and time of an observation is normally agreed with the lecturer a week in advance

3.5. An observation may take between one to three hours.

3.6. The observed lecturer may ask a colleague who also works for EMN UK to attend the observation.

3.7. The lecturer is evaluated on a number of standardised criteria [see Pro-forma]

3.8.

In-class observation form

Preparation
1. Aims and objectives
2. Shape and balance of activities
3. Preparation of materials and resources
4. Familiarity with subject content
Presentation
1. Presence, style and appearance
2. Professional attitude and commitment
3. Rapport with learners
4. Voice quality
Delivery
1. Classroom management
2. Use of equipment and learning materials
3. Suitability of content
4. Pace and timing
5. Involvement of delegates
6. Questioning and elicitation
7. Accuracy and appropriateness of oral and written language
8. Clarity of explanations and instructions
9. Ability to extemporise and adapt to needs
10. Achievement of Objectives
Evaluation
1. Self-evaluation
2. Response to advice and feedback



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- These are the only criteria used to evaluate the lecturer's performance in the classroom.
- There may be brief post-lesson oral feedback as soon as possible after the lesson.
- The observer prepares written feedback on the observation using the pro forma (see above) as soon as possible which is communicated to the lecturer.
- The lecturer may request a review of feedback with the observer and amendments may be agreed.
- Actions for implementation are agreed according to the guidelines below.

An unannounced observation may take place as a result of serious complaints or other reasonable grounds for concern. Unannounced observations will be authorised by the Principal/Campus Director of EMN UK only. Responses to Lesson Observation Ratings for Teachers.

The rating scale

0 - Unsatisfactory (U)

Lecturers at this level are falling significantly below expected standards. Immediate action is required to address major issues in teaching delivery.

Recommendations for improvement are critical and may involve urgent intervention, such as meetings with the Head of Programmes or the Principal/Campus Director.

A comprehensive mentoring and action plan is essential to help the lecturer progress to a satisfactory level or higher. Continuous monitoring will be necessary.

1 - Action Required (A)

Lecturers at this level need noticeable improvement in teaching quality. They are not consistently meeting expected standards.

A set of specific recommendations for improvement will be given, and the lecturer may be referred to senior staff for support.

A mentoring and action plan may be developed, with regular progress reviews to ensure improvements.



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2 - Needs Improvement (NI)

- Lecturers are demonstrating some acceptable practices but still have areas that need significant development to reach a fully satisfactory level.
- The observer will provide detailed feedback and advice on how to enhance teaching effectiveness.
- Improvement actions will be followed up by observers, and progress reports are required within a set time frame.

Another observation will be carried out within 3 months to ensure that the lecturer has implemented the recommendations made during the intervention meeting. Further support may be recommended by the Head of Programmes, or it may be decided to terminate the lecturer's appointment in consultation with the Principal/Campus Director. (applicable to 0 to 2 above)

3 - Satisfactory (S)

- Lecturers at this level meet the expected standard, delivering adequate teaching with some room for refinement.
- While no urgent actions are necessary, feedback on areas for improvement will be provided to help move their teaching from satisfactory to outstanding.
- There may be opportunities to share certain aspects of good practice, and an action plan may be created to support further development.

4 - Outstanding (O)

- Lecturers receiving this rating exceed expectations and demonstrate excellent teaching practices that significantly contribute to student learning and engagement.
- No follow-up actions are required, but lecturers may be invited to share their methods and strategies with colleagues to foster improvement across the team.



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Annex 2

Version control table

Version	v1	Name	Role	Date
Created by:		Shane De Fonseca	UK Head of Quality and Accreditations	22/05/2023
Approved by:		EM Normandie UK Academic Board		06/06/2023
Version	v2	Name	Role	Date
Amended by:		Shane De Fonseca	UK Head of QA&A	15/10/2024
		Description of five evaluation criteria added		
Changes approved by:		EMN UK Academic Board		18/11/2024
Version	v3	Name	Role	Date
Amended by:		Shane De Fonseca	UK Head of Quality and Accreditations	14/05/2025
		New template introduced with scope and purpose		
Changes approved by:		Academic board (EMN UK)		14/05/2025