## *THE* Awards 2019 – Excellence in Registry Services

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| Institution/Nominee | Loughborough University |
| Title | Postgraduate Research Student (PGR) Parts and Progression Change Project |
| Key personnel | Academic Registrar, Head of Doctoral College Office (Registry) and her team, working with students and colleagues from academic Schools and Professional Services |
| Submission | At no additional cost to the university, the Registry led an institution-wide change project, which transformed our processes and approach to the PGR student lifecycle bringing a much-improved experience for students and staff.<br><br>In 2015, we identified that our PGR student regulations and procedures, with their light-touch and highly devolved approach, were not fit-for-purpose: We mapped all end-to-end processes and established end-user principles for our improved, student-centred approach.<br><br>Building on our established Parts system for undergraduate programmes, and enabled with IT, we introduced a Part system for PGR students providing clear structure and terminology for our students' progression through their research programmes, with formal reviews held at the end of each Part governed by Progression Boards in each School.<br><br>We introduced concise definitions for sickness leave and leave of absence and a more transparent policy for application. Examination processes have also been revised with improved documentation developed and implemented. |