
Q-Review Policy

Version 3.6

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1 Overview

1.1 Summary

Q-Review is QMUL’s lecture capture service that contributes to the student learning experience through the provision of lecture recordings for review and revision. This policy governs the use of Q-Review and covers areas such as consent, ownership, security, copyright, IP and the options available to lecturers, faculties, schools or institutes when using the service.

Q-Review recordings provide accessible versions of live lectures and as such, their availability to all students help QMUL to meet its responsibilities under the Equality Act and the Public Sector Equality Duty to anticipate the requirements of its disabled students. However, this policy does not specifically address the use of Q-Review to meet those obligations. Please see [QMUL’s policy on recording lectures](#) for more information.

This document does not detail technical processes or instructions on how to interact with the system. The E-Learning Unit's website has more detailed information on procedures and user guides. Links to relevant areas of that site are included in section 8.

Definitions of the terms used in this document are available in section 7.

1.2 Purpose of this policy

- ❖ To ensure all stakeholders understand their responsibilities clearly.
- ❖ To prevent unauthorised access to recordings.
- ❖ To ensure appropriate permissions are sought when recordings occur.
- ❖ To prevent unauthorised use of copyrighted materials in recordings.
- ❖ To ensure that schools who wish to capture all lecture recordings understand clearly what is required.

1.3 Other relevant QMUL documentation

- ❖ [IT services – Standard Operating Procedures – User Registration](#)
- ❖ [IT Services – Standard Operating Procedures – Acceptable Use of IT](#)
- ❖ [QMUL Data Protection Policy](#)
- ❖ [QMUL Archives Appraisal Policy](#)
- ❖ [QMUL Policy on Recording Lectures](#)
- ❖ [QMUL Policy on Intellectual Property: Summary Statement](#)

2 Introduction

2.1.1 Q-Review is QMUL's lecture capture service run by the E-Learning Unit (ELU) in collaboration with the AV Bookings and IT Applications teams. The system is a learning application that is made available to members of the institution as a tool to enhance the teaching and learning experience.

2.1.2 A Q-Review recording captures the following elements of a live teaching event or lecture:

- I. the projected screen
- II. the audio
- III. the video of the presenter (optional)

2.1.3 In addition to the intended event or lecture, a Q-Review recording may also capture people leaving or entering the room; conversations held before or after the main event and the audience asking questions.

3 Q-Review Responsibilities

3.1 Teams involved

3.1.1 Responsibility for various aspects of the Q-Review service is shared between the following:

- I. The E-Learning Unit (ELU), Centre for Academic and Professional Development
- II. Academic Applications Team, IT Services
- III. AV Technical Team, IT Services
- IV. IT Helpdesk, IT Services
- V. Room Bookings, Academic Registry and Council Secretariat
- VI. Staff in academic schools/institutes and professional services departments
- VII. QMUL Library

3.2 Responsibilities

Area	Responsibilities
E-Learning Unit (Business owners)	<ul style="list-style-type: none"> • Staff training and development; • Continuous enhancement; • Promotion; • Stakeholder communications; • Development of support materials and training of support staff; • Annual processes such as archiving and rollover; • Reporting; • Policy development.
Academic Applications	<ul style="list-style-type: none"> • Server-side application support and management; • Running and developing annual processes such as rollover and archiving; • Liaison with external vendor; • System monitoring; • Capacity planning; • Service reviews.
AV Technical Team	<ul style="list-style-type: none"> • Hardware maintenance; • Troubleshooting in lecture theatres.
ITS Helpdesk	<ul style="list-style-type: none"> • First-line support and initial responses to user queries.
Room Bookings	<ul style="list-style-type: none"> • Scheduling of recordings and allocation of rooms; • Managing opt-out requests.
Individual staff members (presenters)	<ul style="list-style-type: none"> • Editing of recordings; • Collection of guest speaker consent (where necessary); • Copyright clearance (where necessary);

in Q-Review schools*	<ul style="list-style-type: none"> • Notification to the ELU regarding archiving.
Individual staff members (presenters) in non-Q-Review schools*	<ul style="list-style-type: none"> • Request for recordings to be scheduled; • Distribution of recordings to students/viewers (via email, the QMplus block or URL); • Editing of recordings; • Collection of audience and guest speaker consent (where necessary); • Copyright clearance (where necessary); • Notification to the ELU regarding archiving.
Library	<ul style="list-style-type: none"> • Identification of items for long-term archiving; • Copyright guidance.

* See section 6 for a full definition of “Q-Review School”

4 Overarching principles

4.1 Q-Review is established as a service which:

- I. provides lecture recordings for use by all QMUL students for review, revision and to support their learning;
- II. provides valuable resources to help students with disabilities and learning difficulties engage with standard lectures;
- III. facilitates the creation of flexible learning resources to further develop the portfolio of QMUL teaching staff and encourage innovative teaching;
- IV. promotes excellence in learning and teaching in line with both QMUL’s [Strategy 2014 – the next five years](#) and the [Student Experience, Teaching, Learning and Assessment \(SETLA\) Strategy](#);
- V. is not used to monitor staff for performance management and quality control;
- VI. is optional for staff to use when they want to record their own lectures for educational purposes, except in cases where a school or faculty has chosen to capture all recordings i.e. become a Q-Review School /Institute/Faculty (see section 4.2 below);
- VII. produces recordings for time-limited use and not for long-term archiving or posterity (see the Archive and Deletion Policy in section 5.8);

4.2 A Q-Review School/Institute/Faculty is one in which all lectures are captured by default unless an individual actively chooses not to be recorded.

Where such decisions are taken, the ELU and other teams involved in providing the service will operate a default recording policy provided that capacity and resources allow, and the guidelines outlined in section 6 have been followed. Detailed information about implementing a default recording policy in a Q-Review School is available in section 6.

5 Policy

5.1 Presenter's consent

- 5.1.1 Permission must be obtained and recorded from anyone presenting (including students) where they have been directly or deliberately recorded, i.e. where they are formally presenting to the audience, not speaking as part of that audience.
- 5.1.2 Where a student has taken the role of a presenter, they will be considered a 'Presenter' as defined by this document and will have the same rights over the content as a staff member.
- 5.1.3 An email sent directly from the presenter giving consent to be recorded is acceptable.
- 5.1.4 Where a booking is made directly by the presenter and this person is the only speaker to be recorded, there is no requirement to secure written consent.
- 5.1.5 If a school/department/institute/faculty has agreed to capture all recordings by default, consent may be assumed from teaching staff but not from students or external/guest presenters and must be explicitly sought in these cases (see section 6.5 for recommendations on guest presenters).
- 5.1.6 The ELU provides a [pro-forma document](#) that may be used to record permission from external (non-QMUL) speakers.
- 5.1.7 It is the responsibility of the school/department/institute to store consent forms and make them available on request.
- 5.1.8 The ELU reserves the right to delete recordings in the event that evidence of consent cannot be produced by a school.

5.2 Audience consent

- 5.2.1 Presenters are obliged to inform the audience that an event is being recorded and that their voice, asking questions or making comments, is likely to be captured.
- 5.2.2 The method of notification should be recorded so that it can be produced as evidence if required. For example, part of the first recording in a series might be the lecturer informing the audience that this series will be recorded. Alternatively, where a department or lecturer chooses to make a long series of recordings, this should be made clear to students in an accessible location, such as in the school, programme or module handbook; on the QMplus landing or module page; or even signed as part of a learning contract with the school.
- 5.2.3 The ELU reserves the right to delete recordings where this evidence cannot be produced.
- 5.2.4 In a Q-Review School, responsibility for informing students rests with the school and not with the individual presenter. (For additional information please see 6.6).

5.3 Authority over recordings

- 5.3.1 QMUL staff presenters have full control over the recordings of their lectures and can edit, make unavailable or delete them through the Q-Review interface. In addition, they can add presenters who will also receive the same editing rights over the recording.
- 5.3.2 All recordings must be scheduled with the name of a member of QMUL staff even if they are booked on behalf of a guest presenter or a student presenter. This member of staff will also be listed as a presenter within Q-Review and will be given access to edit, make unavailable or delete recordings made using their name.
- 5.3.3 When a member of staff leaves QMUL, their Q-Review recordings will be administered by the E-Learning Unit.



5.4 Data Protection and Confidentiality

5.4.1 QMUL's [Data Protection Policy](#) applies to Q-Review. In order to comply with the policy all data must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. The policy states that it:

'shall guide all who process data in the College to ensure that these principles are followed and any breach, whether deliberate or through negligence, may lead to disciplinary action being taken.'

5.4.2 In the case of a breach of either Data Protection or Confidentiality (e.g. where a patient's identity or other sensitive data is revealed) during a recorded lecture, the presenter should immediately make the recording unavailable, then edit the recording to remove the breach to ensure that data confidentiality is maintained.

5.4.3 Where the ELU is made aware of any breach of either Data Protection or Confidentiality within a lecture recording, it will immediately make the recording unavailable, then contact the presenter to correct the matter as outlined above.

5.5 Intellectual property rights

5.5.1 The document "[Queen Mary Policy on Intellectual Property: Summary Statement](#)" details the rights QMUL has to teaching materials created by members of staff, including "video or other recording of a QMUL employee's lectures or presentations".

5.5.2 The policy states that:

- I. *QMUL agrees and acknowledges that all performer's rights in any Teaching Materials, including any video or other recording of a QMUL employee's lectures or presentations, or similar works which are performances in IP terms, are owned by the employee. Each employee grants QMUL rights to use such materials, and their recordings, for Academic purposes. (paragraph 4.2)*
- II. *QMUL owns the IP rights to Teaching Materials and Administrative Materials, whilst granting the use of those materials by their creator for any purposes consonant with their QMUL employment. (paragraph 4.3)*

5.5.3 When a member of staff leaves QMUL, control of their Q-Review recordings will transfer to the E-Learning Unit.



5.6 Copyright

- 5.6.1 Where the recorded lecture or event shows work created by a third party and the copyright in this work has not expired, it is important to seek advice before distributing the recording unedited. It is likely that permission, e.g. via email, will need to be sought from the copyright owner unless an agreement exists between the owner and QMUL.
- 5.6.2 It is permissible under the CLA (Copyright Licensing Agency) [Higher Education License](#) to include limited extracts of text, still images and digital holdings in recordings distributed and restricted to students registered on a particular module or programme.
- 5.6.3 If a recording is to be published on the open web then further permission will be required.
- 5.6.4 Advice on how to include content under the CLA HE license should be sought from the Resources and Collections manager at the QMUL Library or the Copyright section of the [QMUL Library website](#).
- 5.6.5 Where third party material has been recorded and permission for its inclusion has not been verified, the recording should be edited to remove the material before being made available to students. See user guide: [Editing Your Recording](#).
- 5.6.6 Where the ELU is made aware of any breach of copyright within a lecture recording, it will immediately make the recording unavailable and then contact the presenter to correct the matter as outlined above. (See also section 5.9 Take-down policy)
- 5.6.7 Further advice on copyright compliance in lecture capture should be sought from the [QMUL Library](#).

5.7 Security

- 5.7.1 Staff can distribute their recordings via email, QMplus or on a website and anyone who has a QMUL username and password can login and view the recording by default.
- 5.7.2 To restrict access to Q-Review recordings to those studying on a particular module or programme, it is recommended that recordings are released via QMplus and a request made for the appropriate security setting to be enabled in Q-Review. Requests are made via the IT helpdesk on helpdesk@qmul.ac.uk.

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- 5.7.3 Individuals may choose to distribute lecture recordings via email or a particular website and allow any member of the public to view the recording. In order to allow public access in this way, requests should be made via the IT Helpdesk. In these cases, it should be noted that the recordings will be viewable without logging in, and therefore the URL may be shared with those outside of QMUL which might allow access to unintended audiences. See the user guide: [Publish, Share, Playback](#).
- 5.7.4 If copyrighted materials are included in a recording in compliance with the CLA Higher Education License, the recording must be restricted to registered students on a particular module/programme (as per 5.7.2).

5.8 Archiving and deletion of recordings

Archiving

- 5.8.1 It is a principle of the Q-Review service that recordings are not created for long-term use, therefore, older content is deleted at regular intervals.
- 5.8.2 Recordings will be available to be viewed for 12 months following the end of the academic year in which they were created.
- 5.8.3 In August each year, recordings older than 12 months will be moved from the live Q-Review system to an archive system. Archived recordings are not viewable but can be reinstated to a viewable state by the presenter at any time via the Q-Review interface.
- 5.8.4 It is the responsibility of the owner of the recording to make archived recordings viewable if needed.

Deletion

- 5.8.5 All recordings more than two years old will be deleted permanently at the scheduled archiving date in August.
- 5.8.6 Exceptions to this policy, e.g. the requirement to keep recordings beyond this period, can be made by agreement between the owner of the recording and the E-Learning Unit. Such requests are considered on a case-by-case basis.

Long-term archiving

- 5.8.7 The above (5.8.1 to 5.8.6) do not apply to recordings of special events such as inaugural lectures, lectures by external speakers, guest lectures, conferences and major corporate events. These recordings have 'archival value', i.e. long-term evidential, informational and cultural value, as outlined in the [QMUL Archives Appraisal Policy](#).



5.8.8 Recordings with archival value will be transferred to the College Archives after two years, where they will be retained permanently and made available in accordance with the [Archives Appraisal Policy](#) unless the presenter expressly requests that they be deleted after the initial two-year period has passed. This can be done via the IT Helpdesk by emailing helpdesk@qmul.ac.uk.

5.9 Take-down policy

- 5.9.1 Where the E-Learning Unit is informed of breaches of copyright, inappropriate recording, absences of consent etc., the following steps will be followed:
- I. The affected recording will be made inaccessible immediately.
 - II. The ELU will inform the recording owner of the reason it has been taken down and the steps the owner needs to follow to correct the breach.
 - III. Where copyright issues are corrected (e.g. consent obtained or offending content removed) the recording may then be reinstated.
 - IV. Where consent is unobtainable the recording will be permanently deleted.
 - V. Where the notification of a breach occurs outside of the editing window (currently 28 days), it will not be possible to edit a recording to correct a breach but it may still be possible to gain retrospective consent or copyright clearance. When this occurs the recording may be reinstated by the owner.
- 5.9.2 This policy accepts that lecturers do not have time to review and edit every recording, however, they do have a responsibility to do so where they are informed of a breach. It also accepts that a lecturer can then choose not to correct a breach, but simply to delete the recording.
- 5.9.3 Where an individual staff member has been recorded without their permission, they should contact the E-Learning Unit who will apply the above take-down policy.

6 Q-Review School: Process and Guidelines

6.1 Introduction

- 6.1.1 This section outlines the guidelines that must be followed in order to operate as a 'Q-Review School'.
- 6.1.2 Note that the term 'School' is used throughout this section to mean School, Department, Institute, Faculty or Programme.
- 6.1.3 In a Q-Review School, all live teaching events occurring within a room with lecture capture capability, are automatically recorded and distributed to students.
- 6.1.4 The decision to become a Q-Review School can be taken at Programme, Department, School, Institute or Faculty level and will apply to all constituencies within it, unless exclusions are made clear.

6.2 Who this section is for

- ❖ Heads of Administration, Institute Managers and Q-Review Contacts i.e. those responsible for operating a Q-Review policy in a school, institute or faculty.
- ❖ Deans for Taught Programmes, Directors of Teaching and Heads of School who are considering a decision to become a Q-Review School.
- ❖ Individual teaching staff in Q-Review Schools.

6.3 Becoming a Q-Review School

- 6.3.1 A decision to become a Q-Review School can only be implemented at the beginning of a semester.
- 6.3.2 The E-Learning Unit must approve the decision to operate a default lecture recording policy. This approval will be given provided that capacity and resources allow and that the guidelines laid out in this policy are followed. It is therefore recommended that you involve the E-Learning Unit in discussions as early as possible.
- 6.3.3 A Q-Review contact must be identified for your school.
- 6.3.4 The request to become a Q-Review School should be made to the E-Learning Unit at least seven weeks before the policy is to be implemented. The request can be made by emailing elearning@qmul.ac.uk or via the ELU representative on your E-Learning User Group and should include:
 - I. A description of the default recording policy you will be adopting in your area;
 - II. The date you intend to begin default recording;
 - III. The name of your Q-Review contact;

- IV. The process by which individuals may opt-out from being recorded – there are suggested guidelines written for the [HSS faculty](#) on the ELU website. This should be tailored to suit your school but we recommend that your proposed process is discussed with the ELU.

6.3.5 Once the decision is confirmed:

- the E-Learning website will be updated to reflect the decision (i.e your School and contact will be added to the [Q-Review School list](#)) with the information supplied above;
- the AV bookings team will schedule recordings for all teaching that occurs in any Q-Review enabled room;
- (if required) the ELU will add the Q-Review block to all QMplus module/course areas to enable student access to the recordings.

6.4 Communicating the policy to teaching staff

To operate a successful default recording policy it is imperative that sufficient notice of the policy is communicated and publicised to all staff within the school. The following guidelines should be followed:

Before the Policy commences for the first time

- 6.4.1 The first communication should be sent to staff in the School at least **6 weeks** before becoming a Q-Review School to notify them of the change. This first communication should include the name and date of the committee meeting where the decision was taken.
- 6.4.2 If the decision to become a Q-Review School was not taken at a Teaching and Learning Committee, then an announcement should be made at the next Teaching and Learning Committee (or equivalent meeting) following the decision.
- 6.4.3 An announcement should be made at an all-staff meeting (preferably allowing 6 weeks' notice in the first instance, where possible).
- 6.4.4 Before the new policy is implemented an email should be sent to all staff within the school, to include:
 - I. The decision to become a Q-Review School
 - II. The minutes from the meeting where the decision was taken
 - III. How teaching staff can 'opt out' - the process to follow if they do not want to be recorded.
 - IV. How consent should be gained from guest speakers (see 6.5)
 - V. How students have been informed or will be informed (see 6.6)
 - VI. Links to relevant Q-Review material and guidelines (see useful links in section 8)

6.4.5 A reminder email should be sent **2 weeks** prior to the commencement of teaching.

Once the policy is in operation

6.4.6 The school's Q-Review status and process should be outlined in any induction material targeted at new staff. This should include:

- I. How teaching staff can 'opt out' - the process to follow if they do not want to be recorded.
- II. How consent should be gained from guest speakers (see 6.5)
- III. How students have been informed or will be informed (see 6.6)
- IV. Links to relevant Q-Review material and guidelines (see useful links in section 8)

6.4.7 A reminder of the school's Q-Review process (6.4.6) should be emailed to staff at the beginning of every academic year (though every semester is preferred).

6.5 Guest speakers

6.5.1 Provided that the guidelines on communication have been followed (section 6.4), it can be assumed that consent is given by those teaching staff whose lectures are being captured by default. However, it cannot be assumed that guest speakers have given their consent.

6.5.2 The school should clarify for lecturers how consent should be obtained for invited speakers.

6.5.3 Our recommendation is:

- I. The individual lecturer should inform the central administration team that they have a guest speaker scheduled for a particular event, and the school's central administrator should gain consent from the guest speaker to be recorded.
- II. Alternatively, lecturers can seek this consent themselves and should forward this to the central administrative team for record keeping purposes.
- III. Where consent has not been received, or has been withdrawn, the central administrators should inform the AV bookings team on avbookings@qmul.ac.uk with at least 5 days' notice, so that the scheduled recording can be cancelled (in the same way that any other AV equipment would be cancelled if no longer required). If consent is withdrawn after the event, the individual lecturer should remove the recording.

6.5.4 Please also refer to item 5.1 of this policy on Presenter's Consent.

6.6 Notifying students

- 6.6.1 For all Q-Review schools, responsibility to notify students rests with the school and not the individual presenter.
- 6.6.2 The following information should be included in a student handbook or within other prominent student material e.g. the QMplus landing page:
- I. That the School operates a lecture recording policy which means that all lectures in Q-Review enabled rooms will be recorded unless their lecturer has chosen to 'opt out'.
 - II. That their voices may be captured.
 - III. That the video camera is not set up to capture the audience faces, but it may be possible to capture the back of the heads of those sitting in the front of the class.

6.7 Changes to the schedule

- 6.7.1 Any changes (such as changes to the room, the teacher, the day/time etc.) must be communicated to the AV bookings team (avbookings@qmul.ac.uk) as soon as possible so that the schedule can be updated accordingly.
- 6.7.2 This change should be communicated with at least 5 days' notice.
- 6.7.3 Note that room changes made in Scientia (timetabling system) are not automatically replicated in the Q-Review scheduling system.
- 6.7.4 Changes required after a recording has been processed should be raised as a ticket on the [IT Helpdesk](#) (or by emailing helpdesk@qmul.ac.uk).

7 Definitions

Archive – Q-Review recordings are moved to an archive server (or 'archived') for a period of 12 months before being permanently deleted.

Available/Unavailable – Q-Review recordings can be rendered 'unavailable' which means that they remain on the system but cannot be viewed.

Opting out – Members of staff within Q-Review Schools may choose not to be recorded by opting out.

Presenter - this refers to both the presenter of the live event and any presenters subsequently added (as meta-data) to a recording.

Q-Review School –a school, department, institute or faculty which, after agreement with the E-learning unit, has adopted a policy where all lectures will be recorded unless a request is made by a lecturer to opt out.

Rollover – the annual process each summer through which Q-Review is prepared for the following year’s recordings.

8 Useful links

8.1 Q-Review Use

- About Q-Review: <http://www.elearning.capd.qmul.ac.uk/learning-applications/q-review/>
- List of Q-Review enabled rooms: <http://www.elearning.capd.qmul.ac.uk/q-review-enabled-rooms/>
- Guide to recording lectures: <http://www.elearning.capd.qmul.ac.uk/guide/lecture-capture/>
- How to edit a recording: <http://www.elearning.capd.qmul.ac.uk/guide/editing-your-recording/>
- Restricting Access to QMUL Students: <http://www.elearning.capd.qmul.ac.uk/announcements/q-review-upgrade/#security>
- Q-Review Help & Support: <http://www.elearning.capd.qmul.ac.uk/application/qreview/>

8.2 Consent Form

- External Presenter Consent Form: <http://www.elearning.capd.qmul.ac.uk/wp-content/uploads/2014/03/Q-Review-consent-form-for-non-standard-recordings-V.2.doc>

8.3 Copyright

- Copyright guidance: www.library.qmul.ac.uk/copyright

9 Contact information

Have we missed something? Do you have any queries or concerns about the policy? Please contact the E-Learning Unit: elearning@qmul.ac.uk with any questions or comments.

Other Useful Contacts

AV Bookings: avbookings@qmul.ac.uk

ITS Helpdesk: its-helpdesk@qmul.ac.uk

10 Policy Review cycle

❖ This policy will be reviewed periodically and updated as appropriate.

11 Policy document revision history

Version	Date	Author	Comments
1.0	08/05/2009	E McDonnell	First draft for consultation with team
1.1	05/09/2009	E McDonnell	Comments are taken into account
1.6	15/11/2009	Eoin McDonnell	Comments from LTAC are taken into account
2.1	1 May 2014	Manoj Singh	Revised following expansion in service.
2.2	1 Oct 2014	Stella Ekebuisi	Revised following comments from E-Learning Steering Group.
2.3	31 Oct 2014	Stella Ekebuisi	Revised following comments from VPTLAG
3.0	14 Aug 2015	Alysa Bramble	Opt-Out Guidelines added.
3.1	16 Sept 2015	Brett Lucas	Revised and expanded following comments from various QMUL constituencies.
3.2	05 October 2015	Brett Lucas	Revised following feedback.
3.3	27 October 2015	Brett Lucas	Revised after feedback from user groups
3.6	9 March 2016	Stella Ekebuisi	Revised following comments from Education Quality Board. Terminology changed to "Q-Review School".
3.6	9 June 2016	Stella Ekebuisi	Approved by Senate.

12 Appendix I: Becoming a Q-Review School - Checklist

12.1 Initial Tasks

- Request to become a Q-Review School made to ELU (7 weeks ahead of start of semester)
- Q-Review contact for each school identified
- Process for individuals to opt out established
[What is the process?]

12.2 Communication to Staff

- First communication sent to staff (6 weeks prior to start)
- Minutes containing decision included in communication to staff
- Announcement made at a teaching and learning committee (or equivalent)
- Announcement made at an all staff meeting
- Reminder email with full details sent to all staff (2 weeks prior to start)
- Opt out process outlined in induction material for new staff

12.3 Guest Speakers and Students

- Process for obtaining guest speaker consent established



[What is the process?]

- Staff made aware of process for obtaining guest speaker content

[How have staff been made aware?]

- Students have been informed

[How have students been informed?]

- Information about recordings has been added to student handbook