



# Stakeholder Engagement

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**QAA**

# Approach to Stakeholder Engagement

- Our approach to Stakeholder Engagement is divided into four focus areas:
  - Operational Engagement
  - Strategic Engagement
  - Membership Activity (Membership)
  - QAA Board, its sub-committees and other sector committees
- Stakeholder Engagement is one of three focus areas of the Public Affairs Strategy

Operational  
Engagement  
(QAA officers)

Strategic  
Engagement  
(Public Affairs)

Membership  
Activity  
(Membership)

Board and  
Committees  
(Governance)

# Stakeholder relationships: relationship building and engagement to support our work and goals

**Outcome:** We have strong, equal partnerships with key organisations and stakeholders built on trust for the benefit of our organisational purpose

- **Goal 1:** Re-calibrate existing relationships to reflect desired power balance, repair relationships that have lapsed, rectify gaps and horizon scan for new relationships
- **Goal 2:** Implement a strategic approach to key stakeholder meetings with clear roles and responsibilities, effective briefs, feedback and follow up, that opens doors for QAA
- **Goal 3:** Increase presence of 'QAA ambassadors' at sector events to improve QAA's visibility, including more strategic deployment of SLT and the Board in particular







# Operational Engagement

- QAA officers meet annually with all institutions to receive important updates about their QA processes including any follow-up activity from previous reviews.
- QAA also meets on a regular basis with funder-regulators to update them on funded work and provide updates to relevant committees
- We also meet with all those involved in QAA funded enhancement activity to oversee its delivery





## Strategic Engagement

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- QAA's Public Affairs team oversees our strategic engagement and support SLT members to engage with strategic partners.
- This includes liaison with government ministers and civil servants, partner agencies and other interested parties e.g. opposition politicians
- Political monitoring helps us to identify opportunities to draw links between QAA's work and government/policy priorities.

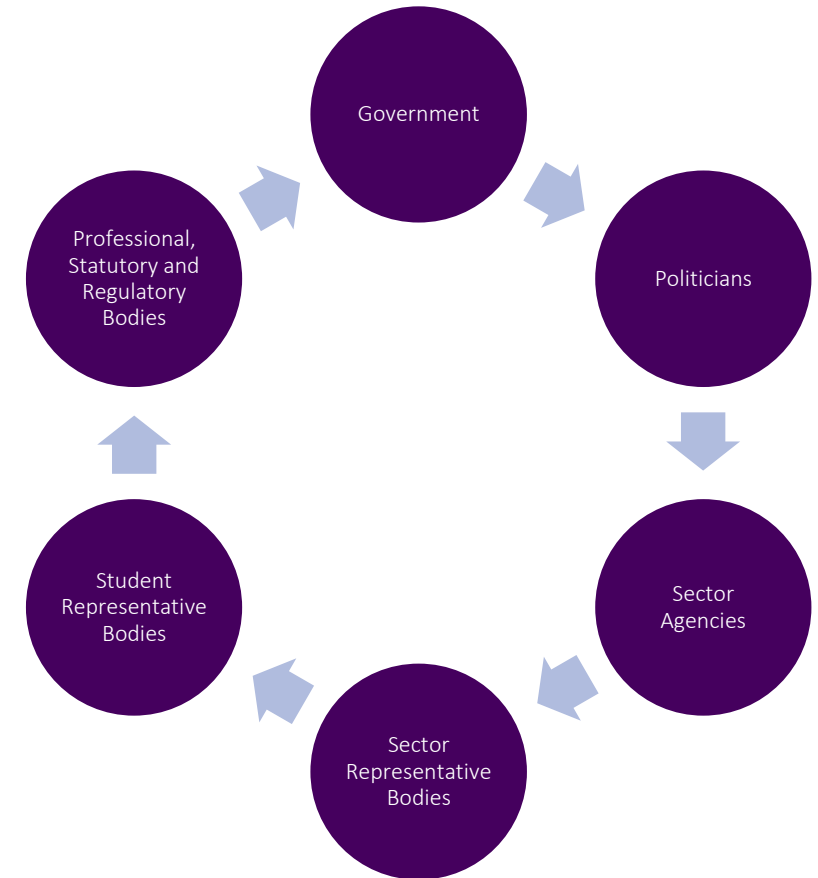




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# Who are our strategic partners?

- **Government:** Government Ministers, Ministerial Advisers and Civil Servants
- **Politicians:** Members of the Education Committee, those with an interest in issues relevant to QAA's remit e.g. Artificial Intelligence, Lifelong Learning.
- **Sector Agencies:** Other agencies operating in the sector e.g. Jisc, Advance HE, College Development Network, Education Scotland.
- **Sector Representative Bodies:** The voice of universities and colleges
- **Student Representative Bodies:** National Union of Students
- **Professional Statutory and Regulatory Bodies**







## Board and Committees

- QAA Board has a number of committees that serve to support engagement with key stakeholders:
  - Consultative Board
  - Strategic Advisory Committees
- QAA provides secretariat support for key sector committees in Scotland and Wales.
- Review Method Development is informed by:
  - Stakeholder Workshops
  - Advisory Committees





# Student Engagement

Student engagement is embedded throughout QAA's work including in:

- **Review:** Students participate as review team members, meet with reviewers and provide student submissions.
- **Governance:** 2 x Student Board members & Student Strategic Advisory Committee
- **Advisory Groups:** Students contribute to all QAA Advisory Groups
- **Enhancement Activity:** Students work in partnership with staff on enhancement projects







## Membership Activity

- Our Membership offer is open to UK and international institutions and offers:
- **Webinars, Events and Workshops:** Attracting over 3,000 participants from over 300 organisations
- **Networks:** Bringing together senior leaders, quality leads and students, and offering a dedicated space for quality professionals in colleges, independent providers and other provider types.
- **Training:** Professional development opportunities including an annual International Quality Assurance Programme





## ENQA Review 2023

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**ESG 3.1: "The panel commends QAA on the systematic and effective management of the wide array of stakeholders and their involvement in the agency's work in external quality assurance."**

**ESG 2.3: "The panel appreciates how systematically and effectively QAA involves students in basically every stage of the review process. "**





**Thank you**

**Any questions?**

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# Overview of the Review Process

**Christine Jones, Quality  
Manager**





# Presentation Overview

- Distinctive features of QAA's approach to external quality activity
- Key characteristics
- The role of the QAA Officer
- The review visit
- Summary – primary purposes of QAA's external quality activity



# Distinctive features of QAA's approach to external review

An enhancement-led approach

The development and maintenance of the standards and frameworks that underlie quality and standards for UK HE

The protection and championing of the student interest

Close collaborative working with the HE sector and its agencies to continuously develop quality

The production of practical resources

The organisation of events to promote shared learning and effective practice





# Key characteristics of external review methods

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## Methods are:

- designed to test provision against agreed and specified external reference points
- designed in consultation with the sector and method handbooks are published
- based on self-evaluation by the provider
- based on a clear evidence and information base



## Reviews are:

- conducted and assessments made by peer reviewers (including student reviewers)
- managed by a QAA Officer



## Further key characteristics

Meetings with staff and with students separately

Student academic experience is a key focus

Reviews are evidence based assessments

Outcomes, judgements and findings are set out within each method

Quality and consistency of reports is assured through moderation

Review reports are published and reviews followed up

Appeals and complaints processes in all handbooks

It is designed to drive enhancement and continuing development





# Role of the QAA officer

## This includes:

- being the 'guardian' of the review method
- managing the work of the team, ensuring compliance with the review method
- facilitating constructive dialogue with the provider
- chairing the Judgement meeting
- ensuring commendations, affirmations and recommendations made are specific and precise
- editing and finalising the review report







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# The review visit

Meetings with all relevant stakeholders

All team members take the role of chair

Sometimes a hybrid approach to aid inclusivity

Some reviews totally online

Chat function only used for meeting practicalities

Meetings are not recorded

A meeting summary is produced by the QAAO



# Purpose of external review

- To assess the effectiveness of an institution's internal QA
- To encourage continuous development and enhancement
- To support the development of providers' embedded internal quality cultures
- To promote the role of students and the student voice in designing and delivering quality learning experiences
- To provide reliable information for funders, regulators and the public





**Thank you**

**Any questions?**

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