



Overview of the Review Process

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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

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





QAA

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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