QAA's Transitional Plan 2010-11

Anthony McClaran
Chief Executive, QAA

Subscribers' meeting

2 June 2010

QAA

What is a Transitional Plan?

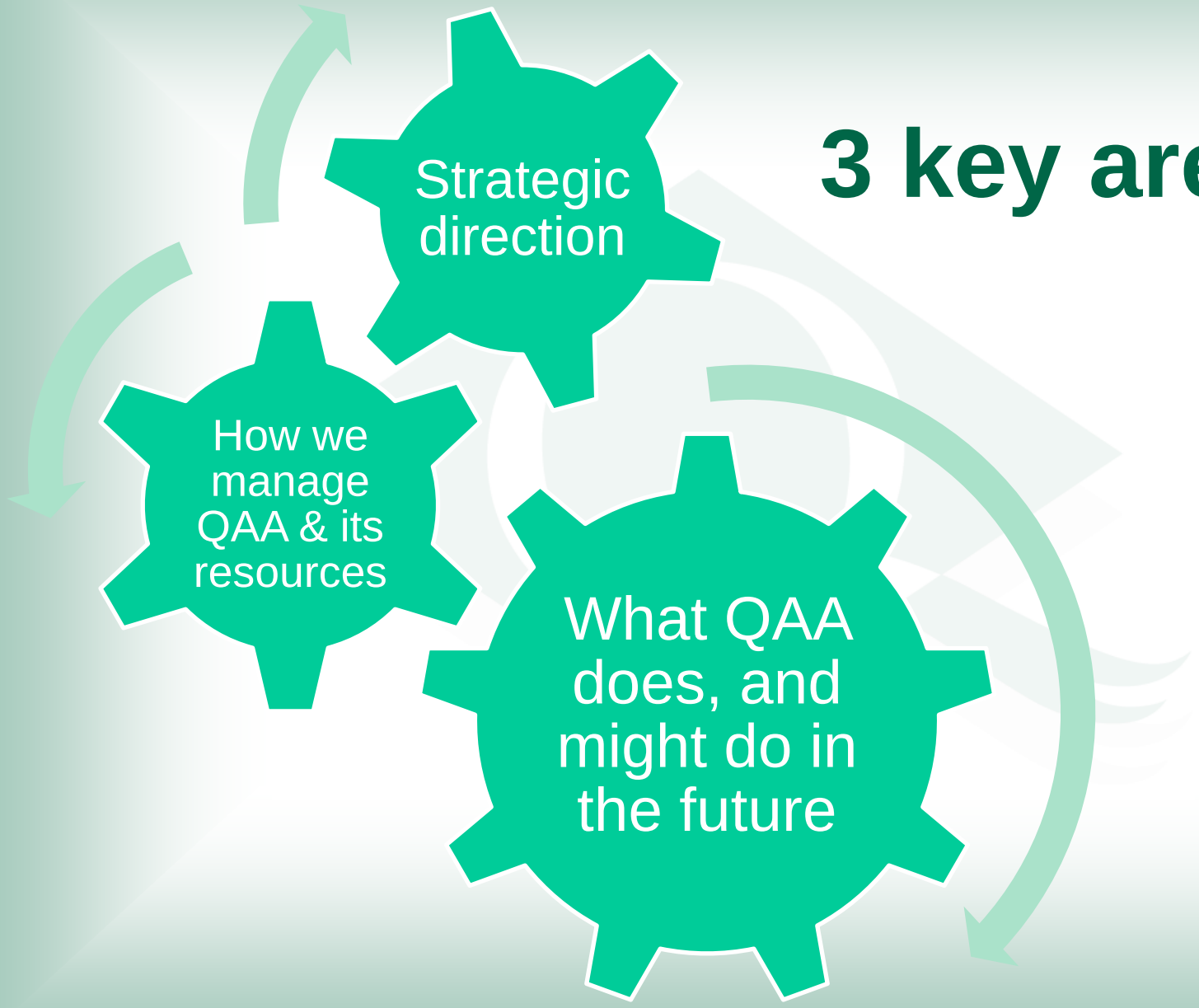
It will enable QAA to:

- Effectively deliver existing commitments
- Consider highly significant external developments
- Address areas requiring change, reform or adaptation
- Become as efficient and flexible as possible

It will strengthen QAA's:

- Independence
- Reputation
- Responsible and trusted service
- Comprehensive communication
- Flexibility and responsiveness
- Cross-group working and cooperation, including QAA Scotland
- Financial sustainability

3 key areas…


Strategic direction
How we manage QAA & its resources
What QAA does, and might do in the future

Strategic Direction

- The changing world of HE
- The changing world of quality and standards
- The student perspective
- Information and communications
- QAA as a service (including business development)

What QAA does, and might do in the future

Audit method in England & NI	Public info	Academic Infrastructure
External examining	Student experience	Public assurance
Developments elsewhere	Complaints	*Thematic enquiries*

Recent challenges for QAA

- Focus on student experience and service, including student complaints
- Greater public assurance and communication about quality & standards
- Ensure complaints about standards are properly investigated
- Advise on a standard set of information for students

Further challenges

- Enhancement (including the changing role of HEA)
- DAP (and the rise of private providers)
- HE in FE (the changing nature of the HE sector)
- Access to HE (its relationship with QCF)
- European & international activity
- Business development opportunities

How we manage QAA and its resources

QAA's Goals:

1. To shape future development of the HE QA system processes, procedures and structures
2. To develop a service-led approach to our work and place students at the centre of what we do
3. To continue to build relationships with our key stakeholders that enhance the effectiveness of our own processes, reduce duplication of effort, and maximise the impact of the work we do

Goals, continued:

4. To manage resources strategically and ensure that policies & practices align with strategic objectives & business purposes
5. To align our structures more closely with our strategic aims
6. To develop and support leadership and line management skills within QAA
7. To diversify the Agency's financial base

QAA