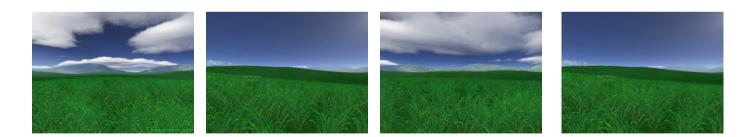# ASSURING STUDENT AND PUBLIC CONFIDENCE IN HIGHER EDUCATION

Chris Taylor

Student Engagement Manager, QAA

22 November 2012

Presentation

i)   What we do

i)   Engaging students in quality assurance

iii)   Communications & public engagement

PROVIDING CONFIDENCE

Some of QAA's main UK activities today:

➢ **Review and audit programmes** for universities, further education colleges and private providers

➢ Adviser to Privy Council on applications for **degree-awarding powers** and university title

➢ Provider of **Educational Oversight,** on behalf of UK Border Agency, for 'Highly Trusted Sponsor' status for institutions with overseas students

➢ *UK Quality Code for Higher Education*

THE NEW *UK QUALITY CODE FOR HIGHER EDUCATION*

➢ Replaces the *Academic Infrastructure*

➢ For the first time, includes new chapters on**:**
  ➢ *Learning & Teaching*
  ➢ *Student Engagement*
  ➢ *Student Support*
  ➢ *Information about Higher Education*

➢ Published in chapters, following consultation

➢ First chapters released December 2011

➢ Complete *Code* to be published by end of 2013
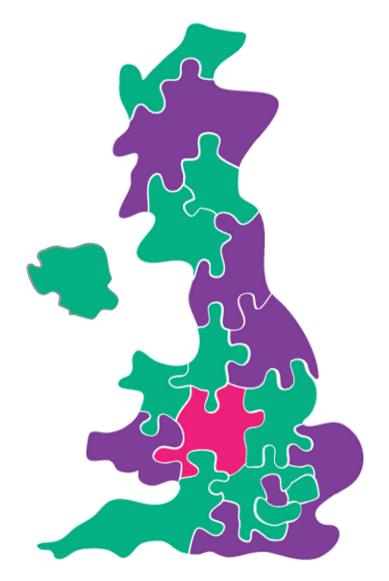
UK Quality Code
for Higher Education

DEVELOPMENT SCHEDULE

Part B: Assuring and enhancing academic quality

Oct 2011   Chapter B7: External examining

Mar 2012   **Part C: Information about higher education provision**

Jun 2012   Chapter B11: Research degrees

Chapter B5: Student engagement

Sep 2012   Chapter B3: Learning and teaching

Dec 2012   Chapter B10: Management of
collaborative arrangements

Mar 2013   Chapter B4: Student support, learning resources and
careers education, information, advice and guidance

Apr 2013   Chapter B9: Complaints and appeals

Part A: Setting and maintaining threshold academic standards

Jul 2013   Chapter A1: The national level

Chapter A2: The subject and qualification level

Chapter A3: The programme level

Chapter A4: Approval and review

Chapter A5: Externality

Chapter A6: Assessment of achievement
of learning outcomes

Jul 2013   Chapter B6: Assessment of students
and accreditation of prior learning

Sep 2013   Chapter B1: Programme design and approval

Chapter B8: Programme monitoring and review

Oct 2013   Chapter B2: Admissions

A COMMON FRAMEWORK FOR THE UK

> *"All UK higher education, irrespective of how it is funded, should be underpinned by the same quality assurance framework."*
>
> *From QAA Response to Technical Consultation*

- ➢ UK-wide framework of quality assurance

- ➢ Applied to **all** providers in the higher education market

- ➢ Adapted in different countries
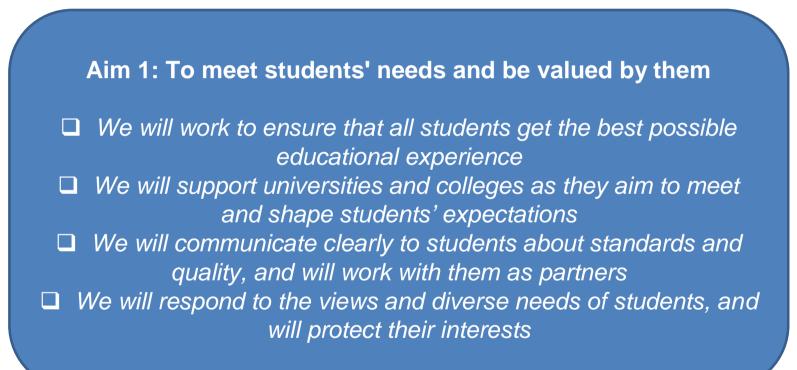
- ➢ Recognising the value of *enhancement*

QAA

ENGAGING STUDENTS IN QUALITY ASSURANCE

QAA COMMITMENT TO STUDENTS

From *QAA Strategy 2011-14*

Aim 1: To meet students' needs and be valued by them

❑ *We will work to ensure that all students get the best possible educational experience*

❑ *We will support universities and colleges as they aim to meet and shape students' expectations*

❑ *We will communicate clearly to students about standards and quality, and will work with them as partners*

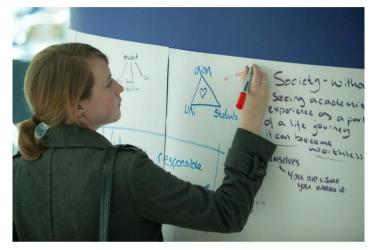❑ *We will respond to the views and diverse needs of students, and will protect their interests*

QAA

QAA: TEN YEARS OF ENGAGING STUDENTS IN QUALITY ASSURANCE

➢ QAA Board: two student members

➢ Student Advisory Board

➢ Student reviewers

➢ 'Student Engagement' chapter in new *UK Quality Code* (June 2012)

➢ '*Quality Matters'* conferences and events

➢ QAA Concerns Scheme

QAA: TEN YEARS OF ENGAGING STUDENTS IN QUALITY ASSURANCE

➢ Two new funded research projects:

  ➢ Student perceptions of quality and standards

  ➢ Student engagement across the UK

➢ Strategic partnership with NUS

  ➢ Staff development programme

  ➢ Annual student submissions

QAA

COMMUNICATIONS
& PUBLIC ENGAGEMENT

QAA

KEY INFORMATION & INFORMED CHOICES

➢ New formal requirement for higher education – **Key Information Sets (KIS)**

➢ QAA will make formal judgements on information provision from September 2012

➢ Information must be:
  ➢ Fit for purpose
  ➢ Accessible
  ➢ Trustworthy

QAA

PUBLIC ENGAGEMENT AT QAA

➢ QAA Public Engagement Group

➢ Simplifying our language

➢ Shorter, clearer reports and publications

➢ Materials tailored for different audiences

➢ Updated website and launched strategic linking

➢ Launch of QAA Quality Mark (98 of 161 agreed to use)

➢ Digital first, available on the move

WIDER COMMUNICATION

Facebook
– new!

flickr

linkedin

@QAAtweets

QAA news

http://www.youtube.com/watch?v=BkhTc_RIaJM

ENSURING THE FUTURE OF QUALITY ASSURANCE

i) Independent quality assurance

ii) A UK-wide framework – adapted in application in each country

iii) A diverse but quality assured market

iv) Student-centred quality assurance

iv) Public-facing quality assurance

www.qaa.ac.uk