

# A quality framework to safeguard the international student experience

Dr. Fabrizio Trifiro'  
[f.trifiro@qaa.ac.uk](mailto:f.trifiro@qaa.ac.uk)

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# QAA's mission



## Strategy 2011-14

### Our vision

To be the authority on UK higher education standards and quality.

### Our mission

To safeguard standards and improve the quality of UK higher education.

### Our strategic aims

Our aims will help us to pursue our vision and achieve our mission.

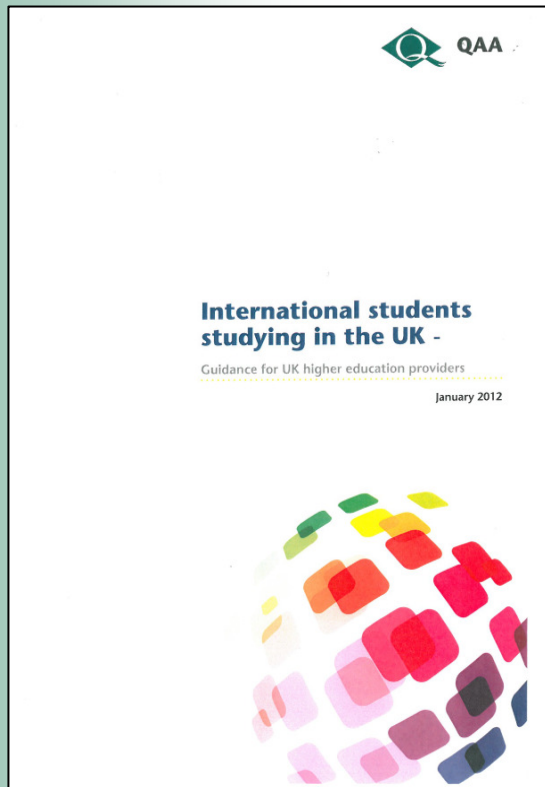
- To safeguard the public interest in sound standards of UK HE qualifications
  - External quality assurance
- To inform and encourage continuous improvement in the management of the quality of UK HE
  - UK Quality Code

# The UK Quality Code



- sets out what is expected of higher education providers & provides guidance on good practice
- represents the key set of reference points used by review teams
- safeguards international student experience as part of our primary mission to ensure that all students receive the best possible experience

# *International students studying in the UK – Guidance for UK HE providers*



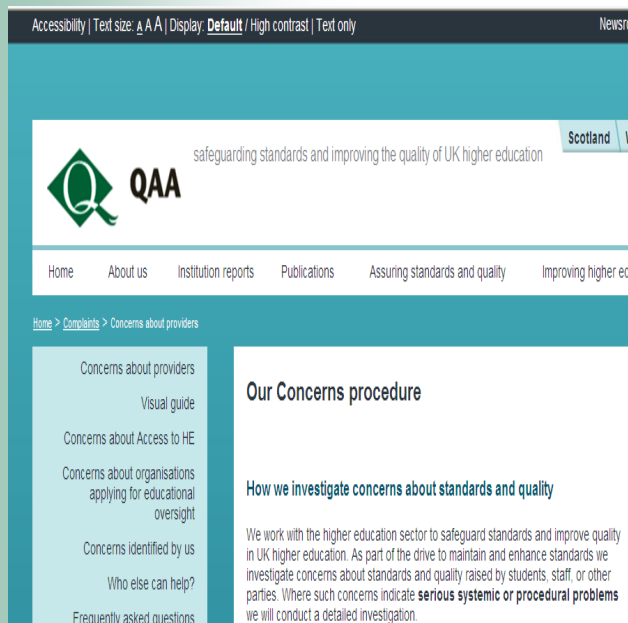
- It aims to provide a UK-wide set of shared principles
  - consolidate existing practice + assist providers to meet the challenges posed by increasingly internationalised student body
  - not currently part of the Quality Code
  - additional reference point for reviewers and HE providers
  - recognises diversity of internat. students and similarities with national students
  - covers non-UK students studying in the UK

# Review of TNE



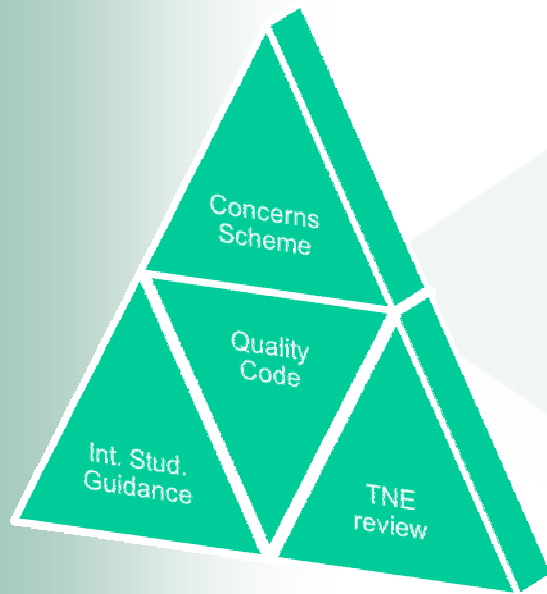
- Country based approach
  - India(09); Malaysia(10); Singapore(11); China(12)
- Four-stage process
  - comprehensive survey of UK TNE provision
  - desk-based studies of institutional procedures
  - review visit to a representative sample of links
  - outputs: overview report, QA reports, case studies
- Challenges and opportunities
  - Reputational risk: raising profile of TNE review (overseas visits + liaising with national bodies)
  - Spread of UK TNE: ensuring cost-effective breadth of coverage (survey +desk-based analysis)

# Concerns Scheme



- we investigate concerns raised by students (and other parties) about systemic flaws in the way a provider manages standards and quality
- 23% of cases raised by international students (31% by home students)
- international enquiries/complaints point to the need to develop an insurance fund/tuition protection scheme for international students

# The four elements of QAA quality framework



- UK Quality Code
  - all students studying for UK HE awards
- *International students studying in the UK* – guidance for HE providers
  - on-shore international students
- The review of TNE
  - off-shore students
- Concerns scheme
  - all students studying for UK HE awards

# Thank You

E-mail news alert service: [www.qaa.ac.uk/news/list.asp](http://www.qaa.ac.uk/news/list.asp)

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