



QAA



QAA

Welcome



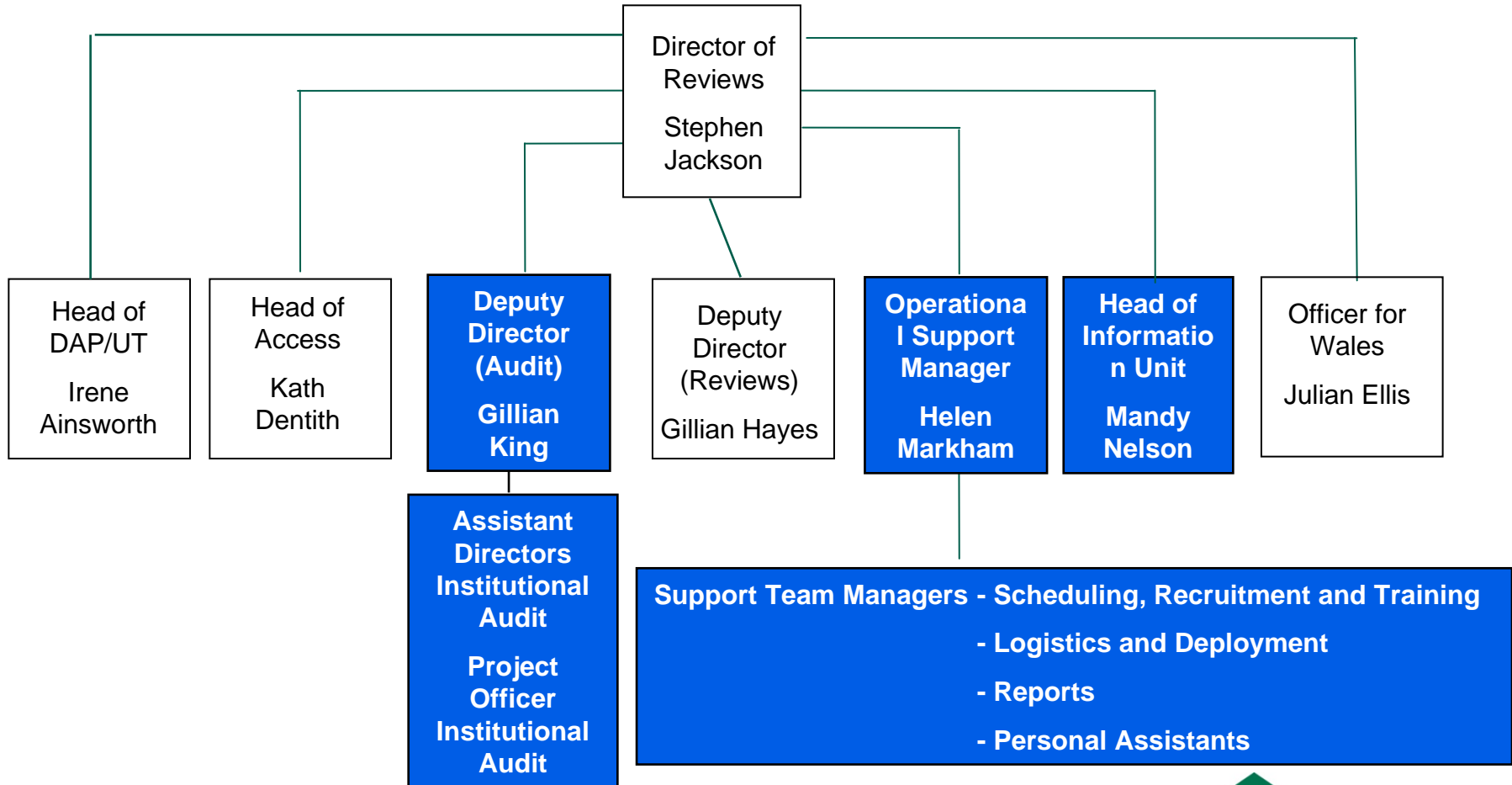
Why we are here

- receive information about the revised audit process
- meet audit ADs
- meet other institutions
- start a dialogue

Introductions



Reviews Group Structure





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QAA's Mission

... is to safeguard the public interest in sound standards of higher education qualifications and to inform and encourage continuous improvement in the management of the quality of higher education.

What are we trying to do in QAA?

- a number of things:
 - provide a guarantee of threshold standards for UK awards
 - protect the public interest
 - identify and promote good practice
 - help reduce not-so-good practice
 - help institutions to strengthen their own self-regulation
 - provide a valid basis for the reputation of UKHE

The UK's Quality Assurance Framework comprises

- the 'Academic Infrastructure'
- published information about quality and standards in individual institutions
- student surveys
- regular institutional audits

Recent developments

- what's happening about audit of collaborative provision?
- how will the student engagement agenda affect audit?
- overseas audit
- enhancement?



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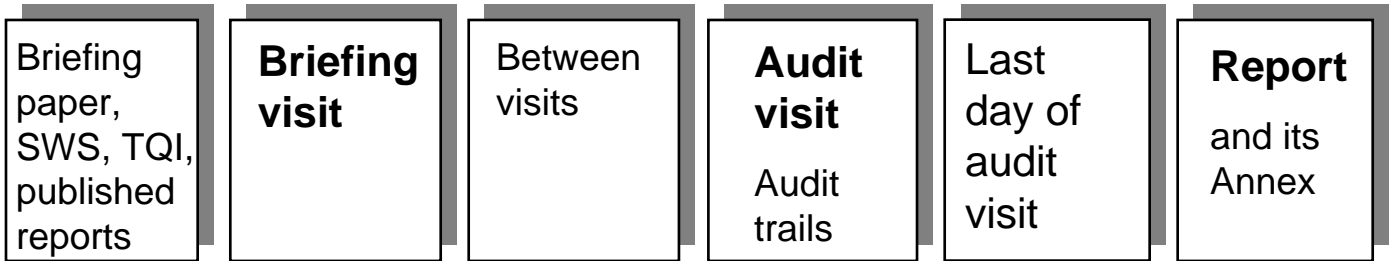
The institutional audit process

Institutional audit 2009

- two judgements
 - academic standards and learning opportunities
- features of good practice
- recommendations
- audit trails
- commentaries
- reporting

Audit Personnel

- auditors
 - audit secretary
- } the audit team
-
- assistant director
 - administrative support
- } at QAA



Audit process timetable

Visit – 24 weeks	Preliminary meeting
Visit – 10 weeks	Institution's briefing paper and SWS to audit team
Visit – 5 weeks	Briefing visit
Week zero	Audit visit
Visit + 2 weeks	Key findings to institution. All sections of draft report completed, ready for editing
Visit + 8 weeks	Final draft report to institution
Visit + 12 weeks	Institution's response to draft report received Team reviews response and finalises report
Visit + 15 weeks	Institution receives wordprocessed final report
Visit + 17 weeks	Institution provides commentary (optional)
Visit + 20 weeks	Report published on QAA website

**Briefing
paper,
SWS, TQI,
published
reports**

**Briefing
visit**

Between
visits

**Audit
visit**
Audit
trails

Last
day of
audit
visit

Report
and its
Annex



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6 basic quality assurance questions

- what are you trying to do?
- why are you doing it?
- how are you going to do it?
- why is that the best way to do it?
- how do you know it works?
- how can you improve it?

PURPOSES

REASON

METHOD

OPTIMISATION

EFFECTIVENESS

ENHANCEMENT



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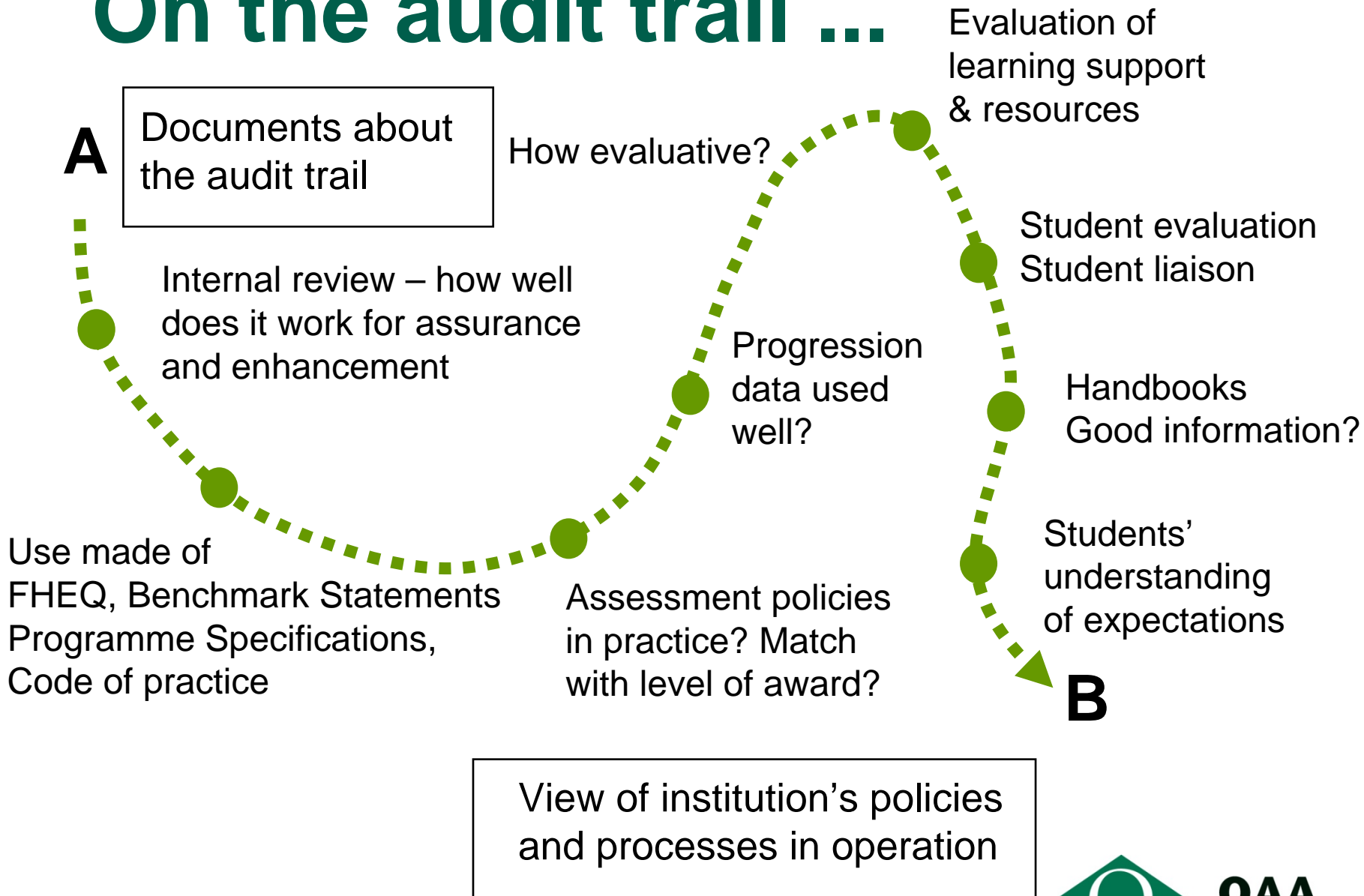
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On the audit trail ...



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The Judgements

- 'the confidence that can reasonably be placed in the soundness of the institution's present and likely future management of the academic standards of its awards'
- 'the confidence that can reasonably be placed in the soundness of the institution's present and likely future management of the quality of the learning opportunities available to students'

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Report structure

- **Summary** - judgements, commentaries, recommendations, features of good practice
- **Report** – seven section headings
- **Annex to the report**
 - same section headings as in the report but comprising ‘technical’ details

Audit of collaborative provision

Collaborative provision

- separate institutional arrangements
- risk
 - distance – geographical and cultural
 - franchised / validated
 - immature / mature

Definition

‘educational provision leading to an award, or to specific credit toward an award, of an awarding institution delivered and/or supported and/or assessed through an arrangement with a partner organisation’

Section 2 of the Code of Practice: Collaborative provision and flexible and distributed learning (including e-learning) (September 2004)

Tripartite model

- within audit
- hybrid
- separate CPA

Hybrid

- follows structure of IA with additional visits to up to 3 partner links between the briefing visit and audit visit
- additional auditor on the team
- reporting

Separate

- follows structure of IA with additional visits to up to 6 partner links between the briefing visit and audit visit



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Breakout session:

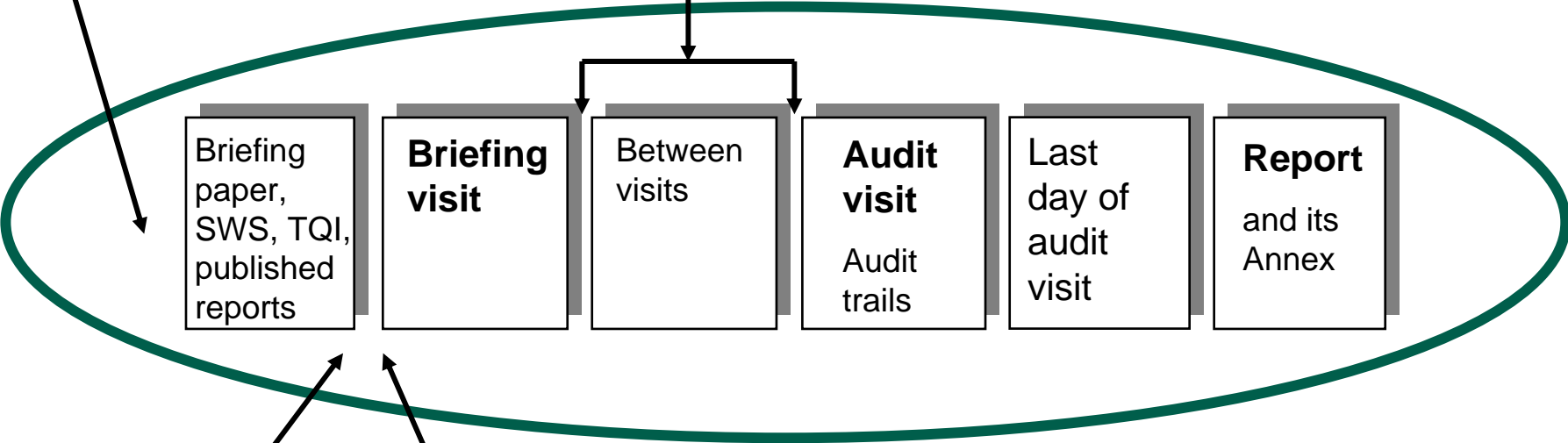
The hybrid and separate models



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Number of partner links confirmed

Partner visits



Briefing paper, SWS, TQI, published reports

Briefing visit

Between visits

Audit visit
Audit trails

Last day of audit visit

Report and its Annex

Partner link visits confirmed

Supplementary information provided

Why partner visits?

Enable the team to come to a view on the reliability of the evidence on which the awarding institution satisfies itself that the academic standards of its awards and credits are secure and that all is well with its partnership links.

Selection of partner link visits

Which partner links - factors considered:

- normally, not visit FECs involved in IQER
- achieving a spread across the awarding institution
- covering the range of types of partnership arrangements
- covering mature and more recently established provision
- covering both undergraduate and postgraduate provision
- achieving a balance between large and small provision
- achieving a geographic spread
- choosing areas where recent internal review documentation is likely to be available
- choosing areas which appear to offer interesting or innovative features
- avoiding areas reviewed separately under contract from another body (for example, TTA/OFSTED)

Documentation for partner link visits

For each partner link to be visited:

- the most recently concluded formal agreement between the awarding institution and the partner at the institutional and programme level
- the report of the process through which the awarding institution assured itself that the partner was an appropriate organisation to deliver its awards, or of the most recent renewal of that approval.

Documentation for partner link visits ⁽²⁾

and for a sample of programmes from within the link, identified by the audit team:

- the most recent annual and periodic review reports held by the awarding institution, together with the report of the most recent programme or provision approval
- the two most recent reports from external examiners with responsibilities for the relevant programmes or provision included in the sample, and the information which allowed the awarding institution to be satisfied that any requisite action had been taken by the partner institution in response to the points made by the external examiners.

Partner Link Visits

- one day visit
- two auditors plus audit secretary
- 3 meetings
 - senior members of staff
 - students
 - teaching and support staff involved in supporting the link operationally
- virtual visits an option
- not auditing the partner

Timings

Activity	Hybrid	Separate
AD confirms the number of partner link visits	2 weeks after the preliminary visit	
Briefing paper & SWS submitted	minus 18 Wks [in IA this is minus 10 weeks]	
AD confirms partner links selected	minus 16 wks	
QAA receives supplementary information about partner links from HEI	minus 8 wks	

Timings

Activity	Hybrid	Separate
Briefing visit	minus 5 weeks	minus 6 weeks
Partner link visits take place	minus 5 to minus 1 week	Minus 6 to minus 1 week
Audit visit	minus 0	
Reporting schedule	20 weeks	22 weeks

Judgements

- two judgements made – academic standards and the quality of learning opportunities
- in hybrid judgements can be differentiated for collaborative provision

Sources of information

- the revised institutional audit handbook (2009)

<http://www.qaa.ac.uk/reviews/institutionalAudit/default.asp>

- briefing note for institutions

<http://www.qaa.ac.uk/reviews/institutionalAudit/collaborative/default.asp>



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