

LTC17D155

Title: *Internal Quality Audit (IQA) Review Update*
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Issue

Current internal quality processes are resource intensive for both academic and administrative staff and require streamlining. In addition, they do not reflect activity undertaken based on external drivers such as PSRB/Accreditation reviews and the Teaching Excellence Framework. The introduction of the Office for Students raises additional requirements for consideration.

LTC approved a series of 21 recommendations relating to this review and this paper is designed to give an update on the implementation.

Recommendations

LTC are asked to receive this update on implementation specifically relating to the set up of task and finish groups to explore the detail of the project.

Resource Implications

The review has been conducted with a focus on reducing academic and administrative resource required to undertake internal quality assurance.

Implementation of these proposals will require resource from LTS as project managers/owners, key stakeholders as part of task and finish groups and FPG resource to develop reporting structures which has been pre-approved.

In addition SITS developments will be required which are yet to be negotiated pending the approval of recommendations and detailed scoping. These developments are on the long-list of SITS developments required but not scheduled.

The introduction of paying student reviewers for their involvement the current Quinquennial reviews and proposed QRF annual panel events will carry budget implications. Exact figures TBC pending agreement of rate of pay, hours required and event volumes.

Risk Implications

The current internal quality processes are too resource intensive and as such risk compliance so there is a risk with not adapting to new processes.

Equality and Diversity

There are no equality and diversity issues associated with this report. Equality and diversity issues have been taken into account in the development of recommendations within the review.

Timing of decisions

Implementation is underway to allow new processes to be in place wherever possible during the 2018/9 academic year.

Further Information

LTC17D101 - Outcomes and Recommendations from the Review of Internal Quality Assurance Processes

Please direct any enquiries to Laura Thompson (laura.thompson@uea.ac.uk, x7374).

Background

Current IQA processes are resource intensive for both academic and administrative staff and require streamlining. In addition, they do not reflect activity undertaken based on external drivers such as PSRB/Accreditation reviews and the Teaching Excellence Framework.

As such, a review has been undertaken, initially by a working group and then continued within two Rapid Improvement Workshops.

Discussion

The next step of implementation was to establish the agreed task and finish groups to help develop specific areas within the new model. The task and finish groups are intensive, three hour meetings, tightly chaired to ensure that opinions were gathered across the required areas. Attendees were asked to give their expert insight and opinions into how the new processes should work.

There are six scheduled task and finish groups as follows:

1. Evaluation: Student Course and Module Evaluation

Purpose:

- A) To develop guidance including best practice case studies to support mid-module evaluation
- B) To scope the data collection for mid-module evaluation
- C) To design the end of semester course and module evaluation online survey
- D) To determine methods of ensuring student engagement with providing feedback
- E) To scope reporting of evaluation results
- F) To determine methods of closing feedback loop with students

Timing:

- **Task-and finish group to meet on 31 May 14:00-17:00**

2. Reporting: to support course and module review

- A) To scope what information needs to be available
- B) To scope how this information will be collected and stored
- C) To scope how this information should be presented

Timing:

- **Task-and finish group to meet on 8 June 09:00-12:00**

3. QRF Panel: Quality Review Framework (QRF) Panel event design

- A) To decide who should be on the QRF panel
- B) To design the module and course feedback activities which the Panel will consider
- C) To decide what the Panel will consider
- D) To determine outputs from the Panel Event

Timing:

- **Task-and finish group to meet on 25 June 10:00-13:00**

4. Student representation and reviewers

- A) To decide on student representation within the QRF process
- B) To design appropriate recruitment, selection, training and support

Timing:

- **Task-and finish group to meet on 27 June 14:00-17:00**

5. PSRB/Accreditation mapping

- A) To design a mapping exercise which can be applied to all PSRBs
- B) To consider how to develop an exemption Register

Timing:

- **Task-and finish group to meet on 10 July 09:00-12:00**

6. QRF timelines

- A) To determine when within the cycle different activities will occur considering dynamic start dates and the need for compliance reporting

Timing:

Task-and finish group to meet on 23 July 14:00-17:00

The attendees for each task and finish group can be found in the appendix and cover Student Union, Faculty, Local Support, LTS and FPG.

Groups 1 and 2 have already taken place and the results are being collated and developed into process flows and specifications so that the technical development work can take place.

IQA Task and Finish Group attendees

1 Evaluation: Student Course and Module Evaluation 31 May 14:00-17:00	2 Reporting: to support course and module review 8 June 09:00-12:00	3 QRF Panel: Quality Review Framework (QRF) Panel event design 25 June 10:00-13:00	4 Student representation and reviewers 27 June 14:00-17:00	5 PSRB/Accreditation mapping 10 July 09:00-12:00	6 QRF timelines 23 July 14:00-17:00
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