



**Annual report by QAA to the
Higher Education Funding
Council for Wales and Higher
Education Wales on the Service
Level Agreement and other
activities (2007-08)**

Contents

Introduction.....	1
Institutional review	2
Review and evaluation of the institutional review process	2
Degree awarding powers	2
Overseas audit.....	2
Review of directly funded higher education provision in further education institutions	3
Progress reports and mid-cycle review.....	3
Cause for concern procedures.....	4
Access to higher education.....	4
Review support activity.....	5
Development and enhancement activity	6
Support activity	8
Liaise with other relevant bodies	8
Assist with enquiries from the HE sector and from others in Wales	8
Supporting, monitoring and reporting on QAA activity	9
Welsh Language Scheme	11
Conclusion	13
Appendix A: Breakdown of expenditure (2007-08)	15

Introduction

The Service Level Agreement, from 2006-07 to 2009-10, between the Quality Assurance Agency for Higher Education (QAA) and the Higher Education Funding Council for Wales (HEFCW) and Higher Education Wales (HEW) requires QAA to provide an annual report on its activities in Wales. It provides assurance that contractual obligations have been completed.

The report covers the period 1 August 2007 to 31 July 2008.

The Service Level Agreement stipulates that QAA shall provide a report to HEFCW and HEW at the end of the period of the Agreement, to include:

- a report on the achievement (or otherwise) of QAA in delivering its services in Wales
- a breakdown of expenditure against the headings of the payment schedule for Wales (See Appendix A).

Review activity

Institutional review

1 In 2007-08, QAA undertook three institutional reviews. The outcomes of the reviews are set out in the Table 1 below.

Table 1: Institutional reviews (2007-08)

Year of review	Institution	Outcome judgement	Publication date
2007-08	UWIC	Confidence	Report published August 2008
2007-08	Cardiff University	Confidence	Report published September 2008
2007-08	Swansea University	Confidence	Report published October 2008

2 There were also two reports published in 2007-08 from reviews held in 2006-07. One from the North East Wales Institute (now know as Glyndŵr University Wrexham) which was published in August 2007 and the other from University of Wales Lampeter which was published in October 2007.

3 In preparation for reviews in 2008-09 at Glamorgan University and Swansea Metropolitan University, preliminary meetings were held in February 2008 and July 2008 respectively. Prior to these visits, QAA officers have also provided specific support to institutions in preparation for institutional visits.

Review and evaluation of the institutional review process

4 The current cycle of institutional review started in 2003-04, and will be completed in 2008-09. The planning and development of a revised institutional review process begins in 2008-09, with the first reviews under the revised review method planned to begin in 2010-11.

5 To start the process of evaluation and revisions to the institutional review process HEFCW has formed a Quality Working Group (QWG). The role of QWG is to provide advice to HEFCW's Learning and Teaching Committee on possible revisions to the institutional review process. In turn, this Committee will provide recommendations to QAA on the new review methodology. QAA will then consider the recommendations in the development of the revised review method. As part of the developmental process, QAA will consult with the sector on the operational description and handbook for the review process.

Degree awarding powers

6 In 2007-08, QAA was engaged with a small number of institutions in Wales in relation to degree awarding powers. The outcome of this activity remains confidential between QAA and the institution.

Overseas audit

7 In 2006-07, QAA reviewed the University of Wales partnership with St. Petersburg Christian University. The report was published in November 2007 and is available at: <http://www.qaa.ac.uk/reviews/default.asp>.

8 In 2008-09, QAA is planning an overseas audit of India. The University of Wales has collaborative links in India and has provided a briefing paper to QAA that will support the India audit overview paper.

Review of directly funded higher education provision in further education institutions

9 In 2007-08, QAA was contracted to conduct reviews on behalf of HEFCW for directly funded higher education provision in further education institutions. The review method, known as developmental review, was devised by QAA in collaboration with HEFCW, HEW and the further education institutions involved in the reviews, and their respective awarding bodies.

10 The developmental aspects of the review process included the opportunity for further education institutions, in preparing for their respective reviews, to target, test, develop and refine internal quality processes and evaluate the information serving these processes. Also, the review methodology allowed for the inclusion of a member of the further education institution's own staff as a full member of the review team undertaking the review. Developmental review actively encourages the involvement of students and student representatives, and assists the further education institutions in identifying good practice for wider dissemination.

11 Developmental review was concerned with the effectiveness of the further education institution's quality assurance processes and the extent to which each further education institution, and its awarding body partners, are able to maintain standards and assure and enhance the quality of students' learning opportunities for directly-funded HE provision. For more information see:

<http://www.qaa.ac.uk/reviews/developmentalReview/default.asp>; and
<http://www.qaa.ac.uk/reviews/developmentalReview/studentRepGuide.pdf>

Progress reports and mid-cycle review

12 Approximately three years after the completion of each institutional review, the institution concerned is required to submit a mid-cycle review report to QAA, commenting on the progress made since the previous review and on other relevant developments. The institution receives a one-day visit by QAA officers to discuss the matters raised in the report. Following the visit, QAA provides a report for the institution and HEFCW. The first mid-cycle review visit took place in 2007-08 at the University of Wales Newport.

Table 2: Mid-cycle review schedule

Year of IR	Institution	Progress report	Date review report published	One-year on report	Mid-cycle review (MCR) report
2003-04	University of Wales, (Federal)	N/A	January 2005	January 2006*	No MCR due to structural changes at the UoW
2004-05	University of Wales, Newport	N/A	April 2005	November 2005	2007-08
2005-06	Aberystwyth University	June 2004	May 2007	May 2008	2008-09
	Bangor University	June 2004	May 2007	May 2008	2008-09

2006-07	Trinity College, Carmarthen	N/A	May 2007	May 2008*	2009-10
	North East Wales Institute (now known as Glyndŵr University Wrexham)	N/A	August 2007	August 2008*	2009-10
	University of Wales, Lampeter	June 2004	October 2007	October 2008*	2009-10
2007-08	University Wales Institute, Cardiff	June 2006	August 2008	August 2009	2010-11
	Cardiff University	June 2006	September 2008	September 2009	2010-11
	Swansea University	June 2006	October 2008	October 2009	2010-11
2008-09	University of Glamorgan	June 2006	Feb 2009	Feb 2010	2011-12
	Swansea Metropolitan University	Other*	July 2009	July 2010	2011-12

Note: * Institution has submitted other documentation and/or undergone other review activity in lieu of one-year on report.

Cause for concern procedures

13 Following discussion and agreement with HEFCW and HEW, QAA introduced procedures for identifying and handling causes for concern. As part of the process of agreeing the procedures individual institutions were asked for their comments on the procedures. We received responses from five higher education institutions, and the comments were duly noted and a response provided on QAA's website. The procedures came into effect from 1 August 2008. The procedures are available at: <http://www.qaa.ac.uk/causesforconcern/default.asp>

Access to higher education

14 QAA has developed a new searchable database of all QAA-recognised Access to HE courses, including courses in Wales. The database is expected to provide particular benefits for higher education admissions staff who may want to find out more information about individual courses, as well as for potential students seeking an appropriate course. The database, which went live on 1 August 2008, can be accessed from the Access to HE website at www.accesstohe.ac.uk

15 Throughout 2007-08, work on the further development of the Access to HE Diploma has continued. A number of Welsh colleges have been involved (and will continue to be involved in 2008-09) in the programme of tests and trials for the common grading model to be introduced for all Access to HE courses in 2009, and the Chief Executive of OCN Wales sits on QAA's Access Qualification Development

Group. An update on recent progress, including a reminder of the key features that were confirmed through last summer's consultation on grading, is reported in the publication, *Grading the Access to HE Diploma: progress towards implementation*, available on the Access to HE website.

16 The Department for Children, Education, Lifelong Learning and Skills is represented on the Access Data Development Group and contributed as usual to the annual Key Statistics document and the Joint Agency Statistical Report on Access to HE, which were published in June 2008. The Open College Network Wales also provides data directly to QAA, as required by QAA's annual reporting procedures for Access validating agencies. In December 2007, the Open College Network Wales reported a small decrease in student enrolments (three per cent) for 2006-07, following a substantial increase the previous year. While the Department for Children, Education, Lifelong Learning and Skills reported a similar decrease in numbers, we have noted a discrepancy between the data supplied by the Department and that supplied direct to QAA by Open College Network Wales. The Access Data Development Group will explore the reasons for this in 2008-09.

17 QAA has developed new guidelines for use of the Access to HE logo to encourage wider use and recognition of the logo. The guidelines include a new version of the logo in Welsh, available for use in Wales.

Review support activity

Reviewer training for institutional review

18 QAA held one briefing event on the institutional review method for reviewers in Wales. The event in January included a presentation from an officer from Higher Education Wales on the Welsh context.

Briefing event for institutional facilitators

19 A briefing event was held in January 2008 for the institutional facilitators involved in the institutional reviews in spring/summer 2008. The briefing included discussion of the role of the institutional facilitator and any practical considerations.

Monitoring and evaluation of institutional review

20 As part of QAA's ongoing evaluation of its work in Wales there is a process of monitoring and evaluation of institutional review. In 2007-08, QAA produced a mid-cycle review by QAA's Information Unit. The report was presented to the HEFCW Learning and Teaching Committee at its meeting in October 2007 with an amended version at the January 2008 meeting. The report covered the period 2003-07 and included the reviews at:

- University of Wales, Newport (2004-05)
- University of Wales, Aberystwyth (2005-06)
- University of Wales, Bangor (2005-06)
- Trinity College Carmarthen (2006-07)
- North East Wales Institute (2006-07), (now known as Glyndŵr University Wrexham)
- University of Wales, Lampeter (2006-07).

21 Overall, the satisfaction levels of institutions and reviewers were found to be high. For reviewers it ranged from 89 per cent to 100 per cent and for institutions satisfactions levels range from 97 per cent to 100 per cent.

Development and enhancement activity

Student engagement

22 In August 2007, QAA Officers gave a presentation at the National Students' Union Conference 'The Big Welsh One' on the role of QAA and its engagement with students.

23 An early version of QAA's approach to student engagement was discussed at QAA's Advisory Committee for Wales in November and comments by committee members were integrated into the final draft. The final draft was placed online for consultation in March and April 2008. QAA received 115 responses. The comments received were overwhelmingly positive and constructive, many suggestions will be integrated into the action plan falling out of this strategy

24 Also, in November 2007, QAA held a 'Quality Takes Time' event in partnership with National Students' Union Wales. The event was not only an opportunity to discuss matters in preparation for a QAA review, but also what to do after the review, paying particular attention to interpreting and using the review report.

25 A new development has been the establishment of a cross-agency forum in Wales on student engagement. Membership includes National Students' Union Wales, QAA, HEFCW, HEA and HEW. At the first meeting of the group, all participants shared information about current student engagement activities in Wales and discussed further cooperation between the agencies. At subsequent meetings, the group have produced a joint statement on the 'Wales approach to student engagement', that will be aimed at an external lay audience and agreed plans to organise a conference for student representatives as an opportunity to share good practice among students and build upon the work of Quality Takes Time events in Wales. Also, the Group agreed to include student representation as a theme of an enhancement survey to be conducted by QAA and HEA Wales.

26 In addition, QAA looked at the potential role of students on review teams, which included a student observer on the review at Cardiff University. The feedback from the student observer on the Cardiff review will feed into the development of QAA's proposals for student reviewers.

Collaborative provision event

27 On Thursday 22 May 2008, a conference entitled 'Collaborative provision in higher education in Wales' was held at Llandrindod Wells. The conference was attended by representatives of all the higher education institutions in Wales, as well as HEFCW, the Higher Education Academy, National Students' Union Wales and a number of further education colleges with higher education in further education provision. Keynote presentations were given by Dr Stephen Jackson, QAA, and Professor Colin Raban of the University of Derby. Case studies of institutional approaches to collaborative provision were presented by Mr Lloyd Powell, University of Wales Institute, Cardiff and Dr Dawn Story, University of Glamorgan. Group discussions focused on 'Frameworks (policies and strategies) and procedures for collaborative links', and 'Managing and enhancing assessment and other learning

opportunities in collaborative provision'. Feedback from the delegates suggests that the event was successful.

Round table events

28 A round table discussion meeting on *The framework for higher education qualifications in England, Wales and Northern Ireland* was held on 26 November 2007. The meeting was intended to provide an opportunity for discussions among small groups of experienced practitioners and those with responsibility for managing academic quality and standards within institutions.

QAA support for the Credit and Qualifications Framework Wales

29 QAA support CQFW in the following ways:

- Membership of the Credit Common Accord Forum
- Membership of the AC4W
- Participation in review and evaluation of CQFW
- Partnership working on the review and revision of the FHEQ (EWNI)
- Partnership working on the development of an credit framework for HE in England
- Partnership working in the VQ Reform programme and development of QCF
- Partnership working on the preparation of the second edition FHEQ (EWNI) for self-certification against EHEA.

Review and revision of the Framework for higher education qualifications in England, Wales and Northern Ireland [FHEQ]

30 Throughout 2007-08, QAA has been undertaking a review and revision of the FHEQ. Our aim is to publish a second edition of the FHEQ by summer 2008. The Advisory Group overseeing this work includes representation from Wales (Rachel Mooney, Welsh Assembly Government). QAA has also held two series of 'roundtable' discussion meetings with the higher education sector and stakeholders. Welsh institutions participated in both series of roundtable meetings. Formal consultation on a draft second edition FHEQ began on 11 April and closed on 6 June 2008. Responses have been received from Welsh higher education institutions and HEFCW.

Preparations for self-certification of the second edition FHEQ (EWNI) to the Qualifications Framework of the European Higher Education Area (QF EHEA),

31 Following publication QAA will, at the request of the Welsh Assembly Government, the Department for Innovation, Universities and Skills, and the Department for Employment and Learning, undertake the process of self-certification of the second edition FHEQ against the European Higher Education Area.

32 The International Collaboration Team at QAA has begun preparations for the self-certification exercise by examining the criteria and procedures for verification and establishing a Steering group to oversee the self-certification exercise. Representative from HEW and the Welsh Assembly Government will be invited to participate in the steering group.

33 It is our aim to complete the self-certification process by autumn 2008, ahead of the next Bologna 'stocktaking exercise' (to be completed by December 2008).

Alignment of national qualifications frameworks to the European Qualifications Framework for Lifelong Learning (EQF)

34 A UK EQF *Coordination Group* has been established, comprising representatives of the 'responsible authorities' for each of four qualifications frameworks in the UK; the SCQF; CQFW; QCF and FHEQ (EWNI). The group is intended to co-ordinate views, opinions and practice on how each of the separate frameworks will reference to the EQF and feed this experience back to a European Commission EC EQF Advisory Group. QAA and CQFW are full members of the UK Co-ordination group.

Support activity

Liaise with other relevant bodies

35 QAA has liaised with the following bodies in 2007-08:

Estyn

- A tripartite meeting between QAA, HEFCW and Estyn was held on 5 November 2007.
- Estyn representative attended QAA reviewer training in Birmingham on 1-2 April.
- Telecon: to discuss changes to the MoU and general catch-up

HEA

- QAA and HEA are now involved in regular discussions and cooperative activities. For example, QAA provided a speaker at the HEA post-graduate event in January 2008
- QAA Officers attended L&T strategies event May 2008
- HEA Senior Adviser (Wales) attended QAA event on collaborative provision.

AMOSSHE

- 25 February, QAA Officer for Wales met with representatives from the Association of Managers in Student Services in Higher Education (AMOSSHE) Wales Group to discuss matters of mutual interest.

WAG

- QAA Officers have been in contact with WAG, including discussions re: DAP
- QAA and OCN Wales officers have met with WAG regarding Access provision
- Meeting with Minister arranged for 30 July 2008
- Telemeeting with Head of HE Policy Branch May 2008

National Leadership and Innovation Agency (NLIAH)

- Dec 2007: Telecon on the QA of non-medical and non-dental healthcare provision

Assist with enquiries from the HE sector and from others in Wales

36 During 2007-08, QAA Officer for Wales received about 25 enquiries direct from the public and staff from higher education institutions. The enquiries included questions about equivalence of qualifications, student complaints, APEL and placements.

37 In addition to these enquiries the Office for Wales and Project Officer (Wales) fielded a range of questions as part of the routine business of liaising with institutional contacts about a variety of matters.

Supporting, monitoring and reporting on QAA activity

Team Wales

38 Team Wales is an internal QAA committee. The role of Team Wales (TW) is to monitor, evaluate and ensure QAA delivers on its commitments in Wales. TW is chaired by the Officer for Wales and includes representatives from across QAA's group structure. TW meets formally three times per year. The work carried out by QAA officers in Wales is ongoing and monitored by TW. In 2007-08, TW met in November 2007, April 2008 and July 2008.

Advisory Committee for Wales

39 The Advisory Committee for Wales met twice in 2007-08. The first meeting was held in Cardiff in November 2007 and items discussed included QAA and employer engagement; the 'Effective Approaches' event; student member of review teams and the QAA International Strategy paper. The second meeting was held in Wrexham at NEWI (now known as Glyndŵr University Wrexham) in May 2008 and the items discussed included: Cause for concern procedures (Wales); Institutional Review 2009-2015: the development of the revised institutional review process; update and review and revision to the *Framework of higher education qualifications* and implications for *Credit and Qualifications Framework Wales*; and an update on QAA student engagement, including an oral report from a student observer. During the year Professor Stephen Tomlinson, the Chair of the Advisory Committee, stepped down from the Committee and QAA's Board, his role on the Committee was taken up by Professor Noel Lloyd, and his place on the Board and Committee by Professor Tony Hazell.

Officer for Wales

40 QAA's Officer for Wales has held a range of meetings with relevant bodies in Wales. These are listed in Table 3.

Table 3: Officer for Wales meetings in Wales

Date	Meeting	Date	Meeting
05/09/07	NUS Wales	27/02/08	HEFCW
21/09/07	Department for Children, Education, Lifelong Learning and Skills	04/04/08	HEFCW
28/09/07	University of Wales, Newport	12/05/08	HEFCW/HEA
05/10/07	HEFCW	15/05/08	HEA
25/10/07	Swansea Metropolitan University	22/05/08	Enhancement event on collaborative arrangements
26/10/07	Aberystwyth University	23/05/08	Advisory Committee for Wales, NEWI (now known as Glyndŵr University Wrexham)
05/11/07	Estyn/HEFCW	27/05/08	University of Wales
12/11/07	HEFCW	09/06/08	HEFCW
14/11/07	WADQG	16/06/08	HEW
22/11/07	NUS Wales	20/06/08	University of Wales, Newport
23/11/07	Advisory Committee for Wales	27/06/08	HEFCW

05/12/07	Bangor University	03/07/08	Swansea Metropolitan University
03/01/08	University Admin Conference	25/07/08	WADQG
18/01/08	HEFCW	30/07/08	WAG
25/02/08	AMOSSHE		

Other QAA officer time in Wales

41 As well as the Officer for Wales other QAA staff have been involved in delivering a range of review, support and other services in Wales. These are set out in Table 4.

Table 4: Other QAA officer time in Wales

Date	Activity
2007-08	University of Wales Institute, Cardiff Institutional Review
2007-08	Cardiff University Institutional Review
2007-08	Swansea University Institutional Review
2007-08	Trinity College, Carmarthen
2007-08	North East Wales Institute
2007-08	Coleg Llandrillo, Developmental Review
2007-08	Coleg Sir Gar, Developmental Review
31-08-2007	'The Big Welsh One, NUS Wales', Glamorgan
21-11-2007	Presentation to C-SAP subject centre – "Quality Assurance and quality enhancement, Cardiff
22-11-2007	Quality Takes Times (QTT) event, Llandrindod Wells
26-11-2007	Framework for Higher Education Qualifications (England, Wales and Northern Ireland), Cardiff
10-12-2007	Presentation to Supporting Professionalism in Admissions (SPA) Conference, "Update on Code of Practice, Section 10", Llandrindod Wells
24-01-2008	Attendance at 'Higher Education in Wales: Working Across Boundaries' conference, Cardiff
15-02-2008	Meeting with Assistant Registrar, Bangor University, to discuss student representation
19-02-2008	Wales Cross Sector Student Engagement meeting, Cardiff
27-02-2008	OCN Wales meeting
24-04-2008	Attendance at CQFW Common Credit Accord Forum meeting, Cardiff
12-05-2008	Wales Cross Sector meeting, Cardiff
15-05-2008	Meeting with consultants (Alpha+) conducting evaluation of CQFW
22-05-2008	Collaborative Provision in Higher Education in Wales, Llandrindod Wells
23-05-2008	Trinity College, Carmarthen/Swansea University, development event on section 9 of the QAA Code of practice.
10-07-2008	Attendance at CQFW Common credit Accord Forum meeting
29-07-2008	University of Wales, Cardiff

Liaison officer scheme

42 QAA operates a scheme whereby each higher education institution in Wales is allocated a liaison officer. The role of liaison officer is separate from the review role and is designed to facilitate a two-way dialogue about matters of mutual interest. The liaison officer engagement is set out in Table 5 below.

43 In 2007-08, the number of liaison visits was relatively low. This was due to a combination of factors, not least of which was the number of visits by QAA officers as a result of review activity.

Table 5: Liaison officer engagement

Institution	Visit date or other communication
Aberystwyth University	No visit by liaison officer. Visited by Of W
Bangor University	7 December 2007 15 February 2008
Cardiff University	No visit due to Institutional Review
NEWI (now known as Glyndŵr University Wrexham)	Visit by liaison officer 20 February 2008
Swansea Metropolitan University	No visit due to Institutional Review
Swansea University	No visit due to Institutional Review
Trinity College Carmarthen	No visit due to review activity
University of Glamorgan	No visit due to Institutional Review
University of Wales	Meeting in Gloucester 28 Feb Meeting in Cardiff 27 May
University of Wales, Lampeter	Visit offered by Officer for Wales but deferred until Autumn 2008
University of Wales, Newport	Visited by OfW 20 June
UWIC	No visit due to review activity

Publications (Wales only)

44 QAA undertook a limited number of Wales only publication in 2007-08. These are listed below in Table 6

Table 6: Wales only publications

Date	Publication
November 2007	The Handbook for developmental review of directly funded higher education in further education institutions (Wales) 2007-08
November 2007	Developmental review of directly funded higher education in further education institutions in Wales: a guide for student representatives
February 2008	Welsh language Scheme (re-approval)

Welsh Language Scheme

45 In 2007-08, QAA submitted its Welsh Language Scheme to the Welsh Language Board for re-approval. Re-approval was secured in February 2008 and the Scheme is available at:

<http://www.qaa.ac.uk/aboutus/policy/welshLanguage08/welshscheme08.asp>

46 In January 2008, QAA submitted its annual compliance report to the Welsh Language Board. Currently, QAA has six employees with varying degree of Welsh language proficiency. Table 7, sets out the documents translated by QAA in 2007-08 under the terms of its Welsh Language Scheme

Table 7: Welsh language publications and correspondence

Date	Type (circular letters, reports, letters etc)
24-09-2007	Letter to Welsh institutions re Student Membership of institutional review teams
28-09-2007	Letter to NUS Wales re Student membership of QAA Board
01-10-2007	Letter to Trinity College Carmarthen, proofing error on the Institutional Review report (2006)
10-10-2007	Letter and procedure for identifying and handling 'causes for concern' in higher education and further education institutions in Wales: to
23-10-2007	Text for inclusion on QAA web site: Developmental review of higher education delivered in further education institutions: Wales. The Review Process
31-10-2007	Annual report to the Higher Education Funding Council for Wales and Higher Education Wales on the Service Level Agreement and other services (2006-07)
13-11-2007	Letter to Vice Chancellor, Aberystwyth University re: Estyn inspection of ITT provision at Aberystwyth University (2006-07)
10-12-2007	CL13/07 - Causes for concern
08-01-2008	Letter to University of Wales, Newport re Institutional Review (2004-05): Mid cycle review (2007-08)
14-01-2008	Letter to Vice Chancellor, Cardiff University requesting student observer accompany the review team
29-01-2008	Aberystwyth University: DAP reviewer contract
29-01-2008	Trinity College, Carmarthen: DAP reviewer contract
12-02-2008	Trinity College, Carmarthen: tDAP schedule observations and initial visit text
19-02-2008	CL02/08 Student membership of institutional review teams and QAA strategy on student engagement – intermediate correspondence
20-02-2008	Collaborative Provision in Higher Education in Wales, Llandrindod Wells: letter, programme and booking form
14-03-2008	Welsh Benchmark statement letter for subject area
01-04-2008	Letter to new Advisory Committee for Wales member
7-04-2008	Revised Welsh Language Scheme letter and annual compliance report to the Welsh Language Board on the implementation of QAA's Welsh Language Scheme (2007)
03-05-2008	Revised Welsh Language Scheme letter and report to Welsh Institutions
22-05-2008	Collaborative provision in Higher Education in Wales, Llandrindod Wells: final materials
01/08/08	Cause for Concern Procedures (Wales)

Conclusion

47 The table below lists the main QAA activities in Wales and provides a quick check on progress against the activities.

Table 7: A summary of progress against activities in the SLA

Activity	Completed/comments
To complete three institutional reviews.	Yes (see paragraphs 1-2)
Carry out mid-cycle reviews, to include an institutional visit, feedback on progress made and any strengths and weaknesses in the institution's current and future plans.	Yes (see paragraph 12)
Carry out an assessment of directly-funded higher education provision in further education institutions in Wales.	Yes (see paragraphs 9-11)
To deliver training modules for QAA reviewers on the requirements and specifications of the institutional review process for Wales.	Yes (see paragraph 18)
To provide specific support to institutions when preparing for institutional visits. Each institution will be given an opportunity to invite QAA, up to 12 months before the institutional review visit	Yes (see paragraph 3)
To obtain feedback from institutions regarding the conduct of each institutional review, to contribute to an evaluation of the operation of QAA framework in Wales.	Yes (see paragraph 20-21)
Provide advice on implementing the QAA procedures for handling causes for concern from 2008-09, as appropriate.	Yes (see paragraph 13)
To provide training and support to secure the involvement of students in the institutional review process: Wales.	Yes (see paragraphs 22-26)
To work with HEFCW officers on quality assurance and enhancement issues relating specifically to Wales.	Yes (see paragraphs, 4-5 and 29-34)
To work with HEFCW and the higher education sector in relation to the Credit and Qualification Framework for Wales.	Yes (see paragraphs 29-34)
Undertake regular visits to each of the higher education institutions in Wales and to the further education institutions which have higher education portfolios.	Yes (see paragraphs 40-42)
To provide a written report on QAA activities in Wales to relevant HEFCW committees.	Yes (see paragraph 40)
Attend meetings of relevant committees including the HEFCW Quality Assessment and Learning and Teaching Committees, and the Welsh	Yes (see paragraph 40)

Academic Development and Quality Group.	
Liaise with other relevant bodies including, where appropriate, the Welsh Assembly Government, Estyn, the Higher Education Academy, Lifelong Learning UK, the Leadership Foundation, and NUS Wales among others.	Yes (see paragraph 35)
Assist with enquiries from the higher education sector and from others in Wales	Yes (see paragraph 36)
To include contact details for the Officer for Wales in those of QAA's publications that give contact details generally.	Yes (see: http://www.qaa.ac.uk/aboutus/contactus.asp and http://www.qaa.ac.uk/news/higherquality/.asp)
To ensure an organisational capacity to deal with Welsh medium enquiries and meet other language scheme requirements.	Yes (see paragraph 46)

48 In conclusion, QAA met all its commitments as set out in the Service Level Agreement.

Appendix A: Breakdown of expenditure (2007-08)

Wales

Analysis of Actuals v Budget 2007-2008

	Budget	Actual	Variance
Review Costs	68,947	68,287	660
Access costs	22,467	22,434	33
Overseas Costs	2,881	4,538	-1,657
Review Group Pay costs-includes proportionate Pay costs for Reviews& Information Unit & Officer for Wales/Team Wales time	119,091	157,131	-38,040
General Review Support Costs	10,313	10,620	-307
Special Review of RDP Evaluation & Analysis			0
Publication & Translation Costs	11,215	5,613	5,602
Other-non pay costs for Reviews Group	8,751	9,253	-502
DEG includes Benchmarking, Codes of Practise, liaison and promotion within sector.	58,884	59,970	-1,086
Infrastructure Pay costs-proportionate costs	92,316	98,339	-6,023
Infrastructure Non pay costs-includes proportionate costs for overheads	90,700	95,961	-5,261
Non Pay Credit- includes proportionate credits for investment interest, sales of publications	-9,365	-3,607	-5,758
Subscriptions	-250,100	-250,100	0
			0
HEFCW Contribution	-226,100	-226,100	0
Deficit	0	52,339	