Triennial Assurance visit for quality and student experience

HEFCW carries out Triennial Assurance visits to regulated institutions as part of the Quality Assessment Framework for Wales.

This will inform Council institutional visits and other visits and assurance processes. It will also inform our existing institutional risk review process, advised by our Quality Assessment Committee, and the subsequent annual risk letter to the provider. It will also inform assessment of annual submissions of fee and access plans and strategic planning and engagement documents (SPEDs). Our engagement with institutions following this analysis will be risk-based and proportionate. A triennial review outcome will not directly trigger HEFCW’s regulatory powers, but will be used to inform other processes such as institutional risk reviews, which could trigger these powers. The visits provide an opportunity to explore issues, problems, or good practice which have been identified through other processes of the Quality Assessment Framework.

The triennial visit involves visiting the institution and holding separate meetings with

- the student union and representatives
- members of the Governing body
- members of the senior management team, including staff with responsibility for quality

Officers subsequently produce a report, which is provided to the institution to enable them to highlight matters of accuracy. The report is provided to QAC, for advice, and is also provided to Council to inform its engagement with institutions. Officers expect that the governing body will also consider this report.

Areas explored through the triennial visit include:

- Outcomes of student surveys, including NSS, and actions taken in response to these
- Findings of the most recent external quality assurance review, where appropriate, and outcomes of other inspections/reviews/PSRB reports
- The governing body annual assurance statement to HEFCW
- Student complaints, including causes and solutions
- Engagement between the institution and students as partners, including at partner institutions
- The role of the student voice on the governing body
- Engagement of the governing body with quality
- Any changes in the mission and strategic direction of the institution
- Engagement with Wise Wales
- The proportion of staff qualified to teach, HEA accreditation
- Welsh language issues
- Annual quality report from the student union

Please provide us with copies of your strategies relevant to the triennial assurance review in advance of the meeting, e.g. student experience strategy, quality enhancement strategy.

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For any further enquiries please contact Nicola Hunt (nicola.hunt@hefcw.ac.uk).