



## **QAA Good Practice Case Study Programme - Guidance on case study submission**

**March 2018**

The QAA Good Practice Case Study Programme has been developed in response to feedback from our subscribers and the changing arrangements for quality assessment across the UK. It provides an opportunity for subscribing institutions to showcase good practice and innovative approaches to quality assurance and enhancement that have been endorsed by expert peers, and to share learning for the benefit of students' experience.

### **How does it work?**

Case studies are peer reviewed by a panel of experienced QAA reviewers and, where appropriate, sector experts. The panel will identify case studies of good practice and innovative approaches that are of particular merit and benefit to the sector.

The panel will undertake a desk-based analysis before meeting to discuss its recommendations and to decide which case studies will be selected. These will be shared exclusively with subscribers via our online subscriber community.

### **What is good practice?**

We are using the long-standing definition of good practice used in our review work. It is a process or way of working that makes a particularly positive contribution to academic standards and the quality and/or enhancement of the learning opportunities, all or some of which would be helpful for other institutions to hear about.

### **What is an innovative approach?**

The category of innovative approaches to quality assurance recognises the potential contribution of new ways of quality assuring provision. While such approaches may not yet be sufficiently embedded to demonstrate the level of impact of good practice, innovative approaches may offer solutions or improvements to new or existing needs that may be of wider interest to the sector.

### **How to prepare your case study**

Institutions are welcome to submit case studies to more than one topic and to submit more than one case study per topic.

Each submission should be no more than **three pages of A4** or around **1,500 words**.

Please reference QAA guidance and the UK Quality Code for Higher Education where appropriate.

## Guidance on how to submit

Please structure your case study around the following areas:

1	Define the practice and the category you wish your case study to be considered in (good or innovative practice)	A short statement on the exact nature of the good/innovative approach you wish the panel to endorse.  Please indicate whether you are submitting your case study as good practice or innovation.
2	Context	This section should be short. It should provide information about the institution to provide context for the case study.
3	Strategy	Explain how the good practice arose, what its aims are, the strategic drivers and how it relates to your approach to managing the needs of students.
4	Practice	Explain the nature of the good practice, and how it operates and is managed in practice.
5	Impact	How do you know it is good/innovative practice? Explain how the practice has been evaluated and how you know it is making a positive impact.  If your case study concerns an innovative approach that is in its early stages, what are the projected timescales and milestones you are aiming to achieve and how will you measure outcomes?  Additionally, mention any risks or needs for further development that have been identified.
6	Sustainability	Is the approach sustainable and capable of achieving longer-term impact within your institution?
7	Lessons learned	Are there any key lessons that you learned, or approaches you took, that evolved as your practice developed?

- Please remember to include a contact name and contact details, and to identify your institution clearly in each submission.
- References to relevant codes of practice/guidance documents and how these have influenced practices and approaches are welcomed.
- Your submission should 'stand-alone' - you are not required to submit evidence to support it. However, you are welcome to support your submission with embedded links to evidence (up to a maximum of five links). You may also include quoted extracts from relevant feedback - for example comments/feedback from students, external examiners or other stakeholders.
- If your good practice or innovation involves another body or organisation (for example, a collaborative partner) please make clear in your application the nature of the partnership and the respective responsibilities for the practice your submission relates to.

- Following minor proofing, case studies selected by the panel for publication will be published in the form in which they are received; please ensure that your submission is written as you would wish it to be published.
- You will retain the copyright, and by submitting the case study you are granting QAA a limited licence to publish the case study electronically and in print. QAA will direct requests to reproduce or re-use the information to the copyright holder.
- If you do not yet have access to our subscriber community and would like to view case studies we have already published, please send an email to request logon details to: [subscribercommunity@qaa.ac.uk](mailto:subscribercommunity@qaa.ac.uk).

## **Current topics - spring 2018 (submission period 2 March to 13 April)**

Current topics and submission dates are:

### **Use of data in internal quality and assurance**

With advances in data management tools and technology, the opportunity to use data to inform both internal and external quality assurance is growing rapidly. QAA invites case studies of innovative approaches and good practice in the use of internal quality assurance and the enhancement of student learning opportunities.

### **Student engagement**

Student engagement, both individually and collectively as partners in the assurance and enhancement of their educational experience, is now generally well embedded across the sector. Nevertheless, QAA continues to receive interest from a range of providers in current examples of good practice in developing student engagement and partnership working. Challenges include managing student engagement in small institutions; engagement with part-time, distance, research and degree apprenticeship students; and how to engage with students in an increasingly metric-driven quality system. QAA welcomes case studies featuring good practice or innovative approaches that address these challenges of student engagement in the assurance and enhancement of their education.

### **Supporting credit transfer**

Frameworks and structures supporting credit accumulation and transfer are well established in the UK; however, the actual uptake of credit transfer is very low. Credit transfer can be of benefit to students, employers and providers by supporting greater flexibility and responsiveness in the delivery of higher education. QAA is seeking case studies of both good practice and innovative approaches in quality assurance of credit accumulation and transfer that promote and support flexibility of study. This may be within and between providers, and between programmes and/or providers. This may be within the UK or exchange across country borders.

You can submit your case studies any time between **2 March and 13 April**, by email, to the relevant address:

<b>Topic</b>	<b>Email</b>
Use of data in internal quality and assurance	<a href="mailto:data@reviewextranet.qaa.ac.uk">data@reviewextranet.qaa.ac.uk</a>
Student engagement	<a href="mailto:studentengagement@reviewextranet.qaa.ac.uk">studentengagement@reviewextranet.qaa.ac.uk</a>
Supporting credit transfer	<a href="mailto:credittransfer@reviewextranet.qaa.ac.uk">credittransfer@reviewextranet.qaa.ac.uk</a>

## **What happens after submission?**

The panel will initially conduct a desk-based review of all case studies received, before meeting to discuss their recommendations. After the panel has met, we will provide feedback on the outcome to all those who have submitted a case study. Case studies may be endorsed and published outright, or may be endorsed by the panel but with some suggestions/requests for amendment before publication. If your case study is not initially endorsed by the panel, we will give you constructive feedback on the reasons for this, and the panel may suggest ways in which you might improve your submission and resubmit it for reconsideration.

## **Future submission dates and topics - December 2018 (submission period 19 November to 7 December)**

### **Promoting academic integrity**

There have been serious concerns among higher education providers, sector bodies and government about contract cheating. Following QAA's investigation into essay mills last year, QAA published guidance in October 2017 on best practice around promoting academic integrity and how providers can deal with these issues. This topic will be a focus of the Quality Enhancement Network for 2018. In this call for good practice case studies, QAA invites submissions on how subscribers are using the guidance to tackle academic misconduct and to promote academic integrity and scholarship.

### **Embedding digital literacy**

Digital literacy has been defined by Jisc as the capabilities that fit someone for living, learning and working in a digital society. In 2015-16, digital literacy was used as a theme for Higher Education Review and featured as a topic covered by the Quality Enhancement Network. There continues to be interest from subscribers on embedding practices and linking them with new and existing initiatives. QAA invites case studies of good practice or innovative approaches in quality assurance aspects of embedding digital literacy in teaching and learning through, for example, programme design, online learning, e-assessment, and staff skills and training.

### **Innovative approaches to flexible learning**

Flexible learning may involve changes to the structure of the programme, its delivery, assessment and the use of technology. E-learning, blended, distance, distributed and accelerated learning are all examples of approaches to increasing the flexibility of provision. As this is being increasingly driven by the needs of particular student groups and students based in different learning environments, providers are looking for ways that deliver their provision in different and more flexible ways. Different modes of delivery come with their own challenges in managing quality and standards. QAA welcomes case studies of approaches to quality assurance and enhancement that promote high quality learning for more flexible modes of delivery.