QAA culture: our ways of working

QAA has an ambitious strategy for 2014-17 and all its staff have a part to play in making it a reality. The 2014-17 strategy will take QAA into new areas of work and widen the scope of established areas of work. In taking the new strategic plan forward QAA has reviewed its Ways of working to ensure that how QAA works is aligned with its aims and objectives and with the expectations of its audiences.

Collaborative

We know that different skills and expertise are needed to meet the aims and objectives of the Strategy, so we bring together our stakeholders, alongside people from across the agency, to do so. We collaborate on the implementation of existing work and on research, thinking and development of new activities.

Unified

The whole organisation shares the same view of what QAA is doing and what its priorities are. QAA maintains a consistent focus in delivering to the public, students, the media, providers, employers and stakeholders in the UK and internationally.

Externally focused

We understand, anticipate and react to the external environment to ensure that QAA is recognised in the ways we aspire to in our strategy. We use the information that we hold in order to support enhancement in institutions, to inform our view on policy developments and to influence external debates.

Professional

We are personally professional in our ways of working; we develop expertise in quality and standards as well as in areas of professional practice. We make sure that we deliver against our expectations and those of our external audiences. We are able to demonstrate and quantify what QAA does, what it achieves and the positive impacts it makes.

Innovative

QAA encourages an entrepreneurial spirit in order to be responsive to changes in our internal and external environment. We support our staff in continuously improving our processes in order to streamline them or make them more flexible.