



This review method
is ESG-compliant

Education Oversight Review: Partial Review Process

Guidance for Providers, QAA
Review Teams and QAA Officers

December 2025

This document is published
in both English and Welsh

| Action | Date | Responsibilities |
|-------------------|---------------|------------------------------|
| Guidance approved | November 2025 | Assessment and Reviews Group |
| | | |

Compliance with the ESG

The Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) provide the framework for internal and external quality assurance in the European Higher Education Area. QAA's review methods are [compliant with these standards](#), as are the [reports we publish](#). More information is available on our [website](#).

Partial Review criteria

1 Providers are subject to Partial Review if they have received an unsuccessful outcome from Educational Oversight Review (EOR) and any applicable appeal decision has not changed the outcome. Unsuccessful outcomes of EOR are:

- for providers assessed against the Core component: the provider **requires action to meet** the Home Office's quality assurance requirements for educational oversight.
- for providers assessed against the Full component: the provider **requires action to be fully aligned** with the Sector-Agreed Principles of the UK Quality Code for Higher Education.

Purpose of this document

2 The purpose of this document is to give providers, QAA review teams and QAA Officers (QAAOs) additional information to that which appears in the [Educational Oversight Review Guidance for Providers](#) about the process for carrying out a Partial Review. This document aims to provide a framework within which the follow-up process should take place, enabling all parties to plan and contribute effectively. It is published on the QAA website in line with our commitments to openness and transparency.

The Partial Review process

3 Providers will be required to submit an action plan within four weeks of receiving their final EOR report, outlining how they plan to address all conditions¹ and recommendations. Failure to meet this deadline will result in the team concluding that the review outcome is unsuccessful, and the published report will be considered final. Action plans should be uploaded to a shared confidential documentation folder, further instructions on access to the folder will be provided by the QAA Officer.

4 Once received, the action plan will be considered to determine whether it is credible and achievable in relation to the issues identified. Normally, this will be undertaken by the team who undertook the original review, although there may be circumstances where this may not be possible. If not considered credible, the action plan will be returned to the provider with suggestions for revision and a resubmission deadline will be confirmed.

5 If considered credible, the most appropriate way to review the changes the provider plans to make will be established. This may be through a desk-based assessment, or through a visit, which may be conducted either online or onsite. This decision will be based on the likely nature of the evidence, for example documentary evidence could be reviewed via a desk-based assessment, whereas if meetings with stakeholders might be required or physical resources or facilities are being reviewed then an online or onsite visit may be more appropriate. The decision on the credibility of the action plan and the nature of the review activity will be communicated by the QAA Officer in writing within two weeks of submission. The action plan should then be published on the provider's website, and a link provided to the QAA Officer which will be added to the provider's page on the QAA website.

6 The provider will have a maximum of six months to complete the actions associated with the **condition(s)** outlined in their action plan and submit their evidence in support of the

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For providers subject to Partial Review in 2025-26, these were referred to as 'required actions'.

action taken to QAA via the shared confidential documentation folder. Providers may submit their completed action plan and evidence earlier than the deadline if they wish to and should notify the QAA Officer once their submission is complete.

7 Once the submission is complete, the timing of the Partial Review activity will be dependent on the availability of the review team. Once the membership and availability of the Partial Review team has been confirmed, the QAA Officer will contact the provider to confirm the timescales for the review activity. Where possible the Partial Review team will be the same team that carried out the original review. The Partial Review activity will usually take between one and two days to complete.

8 Actions addressing the EOR report **recommendations** are not required to be addressed within the 6-month timeframe and will instead be scrutinised during the Monitoring phase of the EOR process, should a successful Partial Review outcome be achieved.

9 Once the Partial Review activity has been undertaken, an overall judgement will be confirmed, as outlined below.

For providers assessed against the Core component

- The provider **meets** the Home Office's quality assurance requirements for educational oversight.

or

- The provider **does not meet** the Home Office's quality assurance requirements for educational oversight.

For providers assessed against the Full component

- The provider **is fully aligned** with the Sector-Agreed Principles of the UK Quality Code for Higher Education.

or

- The provider **is not aligned** with the Sector-Agreed Principles of the UK Quality Code for Higher Education.

10 The review team will write an addendum to the published EOR report detailing the Partial Review process and the overall judgement. The provider will have the opportunity to check the addendum for factual accuracy. Once confirmed, the final report, that includes the addendum, will be republished on the QAA website and the QAA Officer will notify the provider of publication.

11 For reviews involving Category A providers, QAA will inform UK Visas and Immigration of the outcome of the Partial Review.

12 Following the conclusion of the Partial Review, the provider should update its published action plan. All ongoing actions should remain on the action plan for consideration at the next Annual Monitoring point.

Indicative timeline

| Indicative working weeks | Activity |
|--------------------------|---|
| Week 0 | <ul style="list-style-type: none">QAA confirms final report; if the outcome is unsuccessful, provider considers whether it intends to appeal |
| +2 weeks | <ul style="list-style-type: none">Provider does not appeal EOR outcome and enters PR |
| +2 weeks | <ul style="list-style-type: none">QAA confirms report publication and key PR dates |
| +4 weeks | <ul style="list-style-type: none">Provider submits action plan for review by QAA |
| +6 weeks | <ul style="list-style-type: none">QAA informs provider of action plan acceptance or revision requirements and confirms nature of follow-up activity (desk-based assessment, online visit or onsite visit) |
| +7 weeks | <ul style="list-style-type: none">Where revisions have been requested, provider resubmits revised action plan |
| +12 weeks | <ul style="list-style-type: none">Provider publishes action plan on its website and confirms publication to QAA |
| +24 weeks | <ul style="list-style-type: none">Provider submits completed action plan with commentary and supporting evidence |
| +25 weeks | <ul style="list-style-type: none">QAA undertakes Partial Review activity (1-2 days) |
| +27 weeks | <ul style="list-style-type: none">QAA shares draft addendum with provider for factual accuracy check |
| +29 weeks | <ul style="list-style-type: none">QAA confirms PR outcome to provider |
| +31 weeks | <ul style="list-style-type: none">QAA addendum and confirms publication to providerCat A providers: QAA informs Home Office of PR outcomeProvider updates it's published action plan to reflect the PR outcome. |

Fees

13 The QAA fee schedule for EOR is updated on an annual basis. The schedule is published on the [QAA website](#). The standard EOR Annual Monitoring fee applies to providers subject to Partial Review.

Appeals and complaints

14 QAA distinguishes between appeals (also known as representations) and complaints. Appeals and formal complaints procedures are designed to ensure that there is no conflict of interest and are handled by QAA's Governance team. No one involved in determining the outcome of an appeal or complaint will have had previous involvement with the matter.

15 For further details regarding QAA appeals or complaints procedures, please refer to the Education Oversight Review: Guidance for Providers Annex 7.

Follow-up processes

16 The Partial Review process replaces the Annual Monitoring component of EOR for the

academic year in which it takes place. Partial Review will not reset the four-year cycle of full reviews, and the next full review will take place four years after the previous full review.

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