



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

October 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 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

For each round of the programme, we identify a number of themes for which we are particularly interested in receiving case studies. However, we welcome the submission of case studies on any theme relating to academic standards, quality assurance or enhancement of higher education.

Institutions are welcome to submit more than one case study. 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

There is not a template for submissions, however, we would be grateful if you could structure your case study around the following headings:

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 have 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 relating to your submission.
- 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.

If we consider that your submission does not provide all the information we need to make a decision, we may contact you to discuss your case study and will provide feedback and suggestions for amendments to your case study before it is submitted to the panel.

Next submission round - December 2018 (submission period: 19 November 2018 to 25 January 2019)

In this round, we particularly welcome submissions on the four themes below but we would be happy to receive case studies on any aspect of good practice in academic standards, quality assurance or enhancement of learning opportunities.

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.

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.

Where to send your submission

You can submit your case study at any time between 19 November 2018 and 25 January 2019, to the relevant email address below:

Promoting academic integrity	academicintegrity@reviewextranet.qaa.ac.uk
Embedding digital literacy	digitalliteracy@reviewextranet.qaa.ac.uk
Innovative approaches to flexible learning	flexiblelearning@reviewextranet.qaa.ac.uk
Student engagement	studentengagement@reviewextranet.qaa.ac.uk
Case studies on other themes	casestudiesother@reviewextranet.qaa.ac.uk