

For new members



# Membership 2020-21

in England



Membership



Quality  
Insights



International  
Insights

Working with our members to safeguard academic standards and ensure the quality and global reputation of UK higher education

# Invitation to QAA Membership 2020-21

At the heart of QAA Membership is a strengthened partnership with UK higher education delivering services, expertise and guidance on key issues that are important to the sector and students.

Working with our members, QAA delivers high quality services that:



QAA Membership will support you to improve quality and secure standards by giving you access to expert advice, insight and valuable resources based on our extensive expertise.

If you become a member institution, we will both support and challenge you in enhancing the quality of UK higher education provision, to give students the best possible experience.

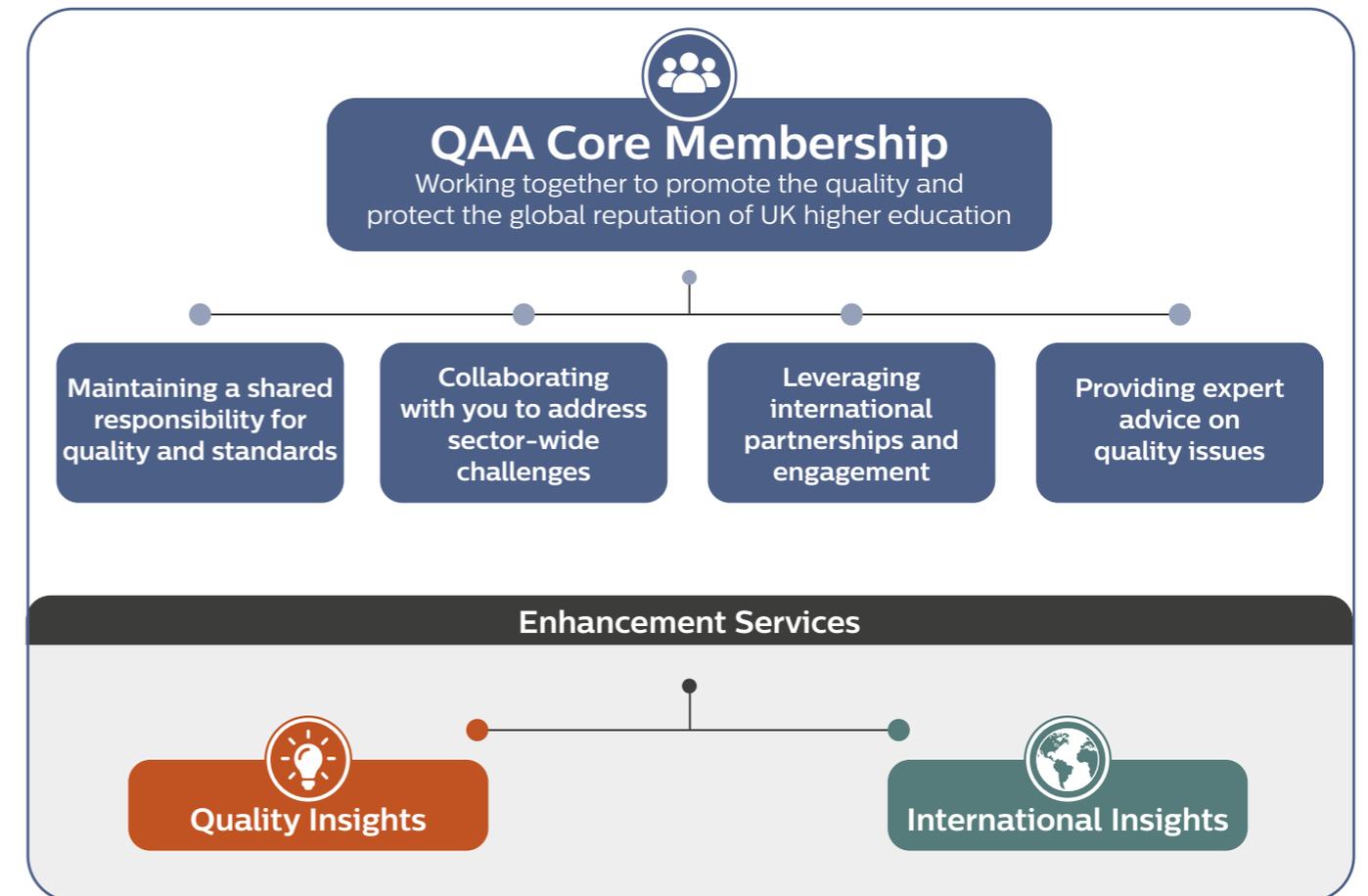
We will work with you to deliver relevant and dynamic enhancement activities for each nation, UK-wide, informed by international practice and participation.

# Membership structure

## Create the membership that works best for you

The QAA Membership model was launched in June 2019, and is available in three separate strands.

Core Membership can be enhanced by purchasing either or both of the Quality Insights and International Insights enhancement services.



**Core Membership** gives you the essential elements that all UK higher education providers need to deliver high-quality outcomes for their students and ensure that UK higher education maintains its reputation for excellence. This includes guidance on matters such as academic integrity and the opportunity to participate in and shape work, for example the revision of Subject Benchmark Statements and the credit framework review.

Additionally, each membership year has an overarching theme which in 2020–21 is Resilience, Innovation, Enhancement. Building on this theme, membership outputs are focused on key areas of interest developed in consultation with members and informed by QAA's quality specialists, horizon scanning and emerging sector policy.

As a Core Member you can access the cross-cutting activities which are delivered across the annual areas of interest (see page 7). These include:

- staff development
- Horizon scanning briefings
- quality clinics
- networking events
- PSRB engagement
- Access to HE Diploma.

All members have access to the Membership Resources site where staff from across your institution can find extensive resources depending on the package you choose.

You will have a named contact who will keep you updated on membership activities and the support of our membership team who are available to answer any questions.

QAA Membership is driven by its members for its members. Your voice can shape our future services through a number of channels including networking events, partnership working and the Membership Advisory Group.

### Enhancement services

Building on the work we do with you as a Core Member, our two enhancement services – **Quality Insights** and **International Insights** – focus on the practical application of the frameworks, guidance and projects developed and delivered through Core Membership.

They deliver a programme of practical events, webinars, guidance documents and facilitated discussions, focused on enhancement and practice. For more information on this year's programme for the two enhancement services, see pages 12–21.

No matter how well established your quality assurance approach, **Quality Insights** offers you the opportunity to benefit from the sharing of ideas, keeping your knowledge and skills up-to-date, and resources to enable you to assure standards and focus on enhancing the academic experience for your students – never more important than in these times of rapid change.

**International Insights** provides advice and support to help you explore issues around enhancing TNE delivery and succeed in your institution's own international work and partnerships. As a member you can tap into QAA's international expertise and work with international quality agencies and partners to improve your practice and knowledge.

QAA Membership is entirely separate from the regulatory review work we undertake as the Designated Quality Body appointed under the provisions of the *Higher Education and Research Act 2017* in England, and on behalf of funding bodies in the devolved nations.

As such, membership of QAA is voluntary, and our work to enhance quality and protect standards is funded solely through membership fees. Institutions based in England will only have access to the guidance and resources paid for by membership fees if they are QAA Members.

In Scotland, Wales and Northern Ireland institutions benefit from access to all areas of membership as part of the agreements with the sector, funders and regulators in their devolved administrations.



# Resilience, Innovation, Enhancement

Our overarching theme for 2020-21 is **Resilience, Innovation, Enhancement**, helping you to develop organisational resilience through innovative approaches to quality assurance and enhancement.

We will work jointly with all our members and partners across the UK, sharing learning from devolved nations and international partners, supporting new ideas and models for innovation, and providing opportunities to network and share practice.

This is complemented by additional nation-specific work, in particular the new Enhancement Theme in Scotland - Resilient Learning Communities - that will commence early in the new academic year.

Embracing this overarching theme, membership outputs in 2020-21 will focus across five key interest areas:

-  Protecting standards and enhancing quality
-  Engaging students in standards and quality
-  Risk-based and data-led quality assurance
-  Academic integrity
-  International engagement and TNE provision

These five areas spread across all membership packages: Core Membership, Quality Insights and International Insights.

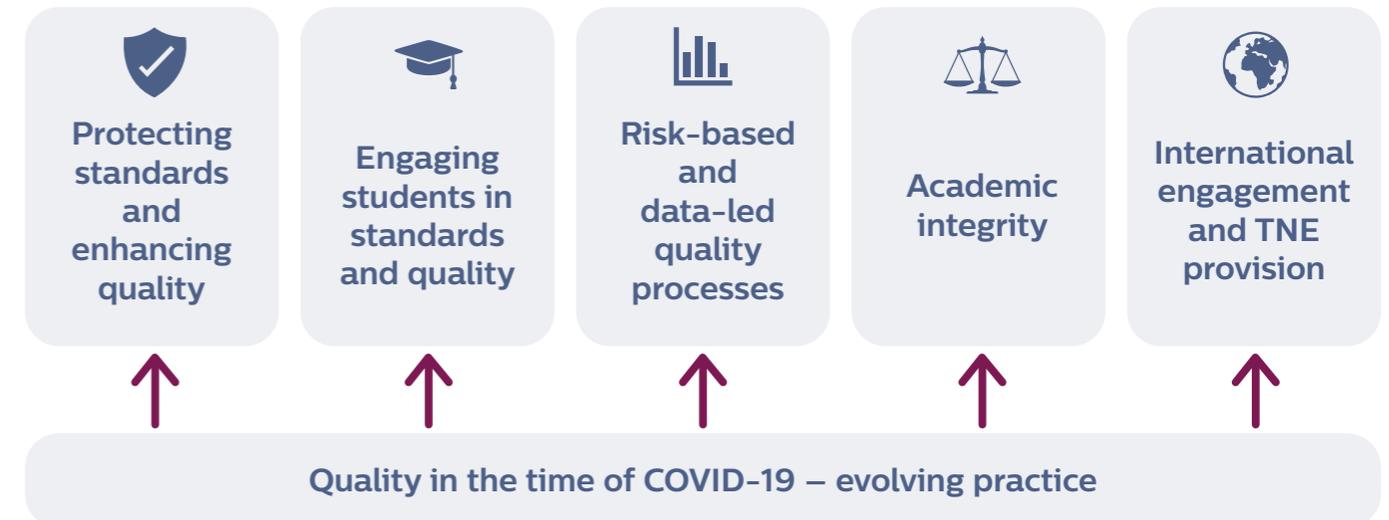


# Membership programme 2020-21

The five key areas of interest chosen have been developed in consultation with members and informed by QAA's quality specialists, horizon scanning and emerging sector policy. Our work will continue to be driven and shaped by the significant changes to the delivery of higher education and evolving practice in quality assurance and enhancement following the COVID-19 crisis, particularly in relation to modes of study and the need for flexibility in the provision of learning and assessment.

Membership in 2020-21 will build on the materials published in 2019-20 to create further guidance, resources and opportunities to network and share practice, exclusively for members during the new academic year. In 2019-20 we published more than 150 resources including over 30 separate pieces of guidance and supporting materials developed in response to COVID-19.

## Resilience, Innovation, Enhancement



# Cross-cutting activities

Each year we deliver core activities that cut across some or all of the annual areas of interest.



## Staff development

Opportunities for all staff with a direct or indirect responsibility for quality assurance and enhancement in your institution, keeping your internal knowledge and skills relevant and current.

In addition to training on specific topics, your Core Membership offers the chance for staff and students to participate in two specially-designed training programmes:

- **Introduction to Quality** - for new quality team members, academics and other staff who need to understand the role of quality in higher education.
- **Quality in Practice** - for individuals who have worked in quality assurance for at least two years to support them in developing practical techniques across the key elements of higher education quality assurance and enhancement.

Each programme will run three times per year and is open to all staff and students at member institutions, although we limit this to one place per institution, per programme. Additional programmes may be scheduled if member demand requires this.

In 2019-20 we redeveloped the delivery model to run these programmes virtually, each one taking place across a period of 10 days allowing participants to engage flexibly in both asynchronous and synchronous activities throughout the programme. Following positive feedback about this approach, together with the travel-related time and cost savings to members, we have decided to continue this online approach in 2020-21.



## Briefings

A horizon scanning function, keeping you up to date on emerging policy, global trends and issues and the implications for quality assurance and enhancement.

This will comprise:

- **Termly written briefings**
  - in-depth analysis of two or three topical issues from a quality enhancement and standards perspective, highlighting the implications for UK higher education providers.
- **Monthly headline update webinars**
  - updates on QAA Membership activities; a round-up of recent news and global trends that have a quality and standards perspective, together with more in-depth analysis on the quality enhancement and standards implications of one of the most relevant topics.



## Quality clinics

Dedicated online clinics providing members with direct access to QAA Quality and Standards specialists.





## Networking events

Networking opportunities that bring together UK higher education quality professionals, from both academic and professional services backgrounds, to share innovative approaches, develop knowledge and benefit from the expert guidance of QAA's team, building strong communities of practice across the UK.

- In England, Regional Network events will take place in November and May.
- Wales Quality Network meetings are scheduled for November, March and June.
- Engagement in Scotland continues through the Quality Enhancement Framework in which QAA Scotland works in partnership with the Scottish Funding Council, Universities Scotland, NUS (Scotland), sparqs and Advance HE.
- Member networking events in Northern Ireland will also be introduced in 2020-21.



## PSRB engagement

Regular forum events, strengthening the engagement with PSRBs across the higher education sector.

These forums facilitate discussion and provide a platform for resolution of issues relating to accreditation and qualification challenges, particularly when planning for more flexible delivery of higher education.



## Access to HE Diploma

Promotion and development of the Access to HE Diploma which brings more than 23,000 students into higher education each year, many from under-represented groups, improving routes to higher education.

In 2020-21, we will also reframe current approaches to the effective management of the QAA Recognition Scheme for Access to HE, collaborating with Access Validating Agencies to adjust to the longer-term implications of COVID-19.



## Quality Insights Conference

Our flagship event in February which includes practical insights and effective practice on key topics: protecting standards and enhancing quality, academic integrity, risk-based and data-led quality assurance and engaging students in standards and quality.

Members in Scotland, Wales and Northern Ireland, and those in England who have purchased the Quality Insights enhancement package, are entitled to one free delegate place. Additional places may be available on a first come, first served basis.

# Protecting standards and enhancing quality

QAA will work with you to safeguard academic standards across UK higher education.



Working proactively with government, UKSCQA and other agencies to ensure that key issues are understood and embedded in new policy initiatives and other developments.



Working with you to keep the UK Quality Code for Higher Education and other sector reference points relevant.



Collaborating with you to produce guidance that provides solutions to current challenges and opportunities for innovation.



Providing thought leadership on standards and quality to support you in responding to contemporary challenges.

## You will benefit from:

### Maintaining UK standards and frameworks



- Updating key publications
- Updating the Higher Education Credit Framework for England, taking into account new developments in the use of credit in higher education including how degree apprenticeships relate to credit and the use of micro-credentials
- Updating and development of key Subject Benchmark Statements in line with sector priorities
- Supporting webinars, training and resources ([Quality Insights](#))

### New guidance on education for sustainable development



- Publication of new guidance document
- Supporting webinars and resources ([Quality Insights](#))

### Safeguarding degree standards: supporting members on degree classification, degree algorithms and degree outcome statements



- Regular updates and briefings, and opportunities for networking
- Case studies on key areas ([Quality Insights](#))

### Focus on micro-credentials and their use in higher education, considering the implications for the development of the English credit framework, and addressing issues around recognition of prior learning and academic integrity



## Maintaining quality in a digital environment



- Responding to the COVID-19 crisis, a programme to help quality professionals understand what a 'quality' digital learning experience should look like and what this means for an institution's quality assurance and enhancement practices

## QAA's expert voice on quality and standards: through the media, and UK-wide and international forums



## Responding to consultations and inquiries on quality and standards-related issues, and other liaison with governments, government committees, regulators, funding bodies and international bodies



- Responding to governmental legislation, policy proposals and initiatives. In 2020-21 this might involve the Welsh Government's reform of Post Compulsory Education and Training, the Scottish Funding Council's review of coherent provision and sustainability, and the Post-18 review of education and funding in England
- Engaging with issues that UK governments believe might impact upon quality and standards in higher education. For example, grade inflation, essay mills, unconditional offers and the value of higher education
- Identifying policy objectives arising from work undertaken by QAA (and in collaboration with sector partners), presenting evidence-based arguments for sector change. For example, credit transfer and micro credentials

# Engaging students in standards and quality

In 2020-21 we will extend our work on student engagement in quality through wider collaboration with students' unions, student representative bodies, higher education staff and students. Through this work we will prepare and support student representatives and sabbatical officers at member institutions to engage meaningfully in the quality assurance and enhancement processes of their provider.

## You will benefit from:

A quarterly newsletter focusing specifically on student engagement



Resources developed to inform students and student representatives of current concepts of quality and standards



Two conferences to support all those involved in student engagement in quality including staff, students' unions, sabbatical officers, and student representatives - Quality Matters and Evolving Student Engagement



Opportunities for networking and building communities of practitioners



Practical toolkit to support students' unions to evaluate and demonstrate the impact of their student engagement projects and initiatives



Webinar series to provide insight and guidance, and to facilitate the sharing of members' innovations and enhancement



Case study programme sharing members' innovations and enhancement



## Risk-based and data-led quality assurance

In 2020-21 we will build on our work to support you as you embed new quality assurance processes and practices. We will develop new guidance and toolkits, and identify effective practice on how to use data to improve student experience, to evidence outcomes and inform risk-based monitoring, with particular focus on:

- data sources, their relevance to, and their application in quality and standards
- using risk evaluation and data to develop internal quality assurance and enhancement processes
- quality enhancement-led approaches.

### You will benefit from:

Practical guidance/toolkit for quality teams on effective use of data to support risk-based and enhancement-led quality processes



Enhancement partnerships working on embedding risk and data analysis into members' quality practices



New research on establishing and embedding a data-led quality culture, developed in response to member feedback with input from the Membership Advisory Group. The research aims to establish how higher education providers develop a whole-institution culture that fosters and promotes data-led quality assurance and enhancement, and how its impact is monitored and evaluated



Guidance and resources developed in-line with the research findings



Training programmes - Introduction to Quality for data teams, and Introduction to Data and Metrics for Enhancing Quality for academics



Webinar and case study programmes to share practice and lessons learned in developing risk-based and data-led quality processes



## Academic integrity

QAA will continue its campaign to combat essay mills and other threats to academic integrity.

We will build on the revised guidance on contract cheating published in June 2020 and endorsed by government ministers across the UK to support you in your efforts to detect and deter cheating and maintain academic integrity.

We will liaise with governments, sector bodies and expert academics and develop communities of practice with members to guide policy development and institutional practice.

### You will benefit from:

Enhancement partnership focusing on academic integrity, specifically looking at the introduction of new modes of learning and assessment



Guidance on online proctoring



New research into sector-wide approaches to intervention and sanctions



Guidance and resources developed in-line with the research findings



Toolkit to support the Academic Integrity Charter



Webinar series on combating education fraud, covering strategic approaches, information and support for students, training for staff, reducing opportunities to cheat, detecting education fraud, and regulations and policies



Case study programme to share effective practice and lessons learned



## International engagement and TNE provision

QAA will continue its work with governments, agencies and institutions around the world to benefit UK higher education and its international reputation, advancing UK higher education's leadership and voice in global quality assurance and enhancement.

### You will benefit from:

Continued expansion of partnerships with overseas quality agencies and governments to build trust and confidence in UK higher education; extending understanding of the quality of UK higher education, strengthening cross-border cooperation and mutual recognition



Shaping the development of pan-European approaches to quality enhancement through strong links within the European Higher Education Area and in wider quality debates



Up to four Country Reports on the landscape and regulatory environment in key countries for UK higher education, supporting the quality enhancement of your transnational (TNE) provision



Webinar series covering TNE delivery in key countries, managing risk, and emerging markets



Institutional case studies on a range of TNE provision in key countries



Regional studies and guidance on emerging markets in TNE



## QAA Membership is for your whole organisation



Everyone with an institutional email address can access member resources

- students and students' unions
- academic staff
- quality professionals
- senior leaders
- data and planning teams
- international teams
- governors



# How to become a QAA Member

QAA Membership enables you to take advantage of all that membership has to offer and demonstrate your commitment and support to the quality and enhancement of the reputation of UK higher education.

## Who can join?

Membership is available to higher education providers who are a legal entity registered or established in the UK, delivering UK qualifications at Level 4 of the FHEQ and subject to review either by QAA or the regulatory framework governing higher education in their home nation. Detailed eligibility criteria is published on the QAA website.

## How much does it cost?

Details of [membership fees](#) can be found on the QAA website. We would be pleased to provide you with a quotation for your institution.

## Become a member

Becoming a QAA Member is easy. Just give us a call on 01452 557030 or email us at [membership@qaa.ac.uk](mailto:membership@qaa.ac.uk) and we will get in touch to discuss your requirements.

Thank you for considering QAA Membership. We greatly value our members and look forward to having the opportunity to provide you, as a QAA Member, with the highest levels of professional support and working in partnership with you through 2020 and beyond.



## Contact our membership team



01452 557030



[membership@qaa.ac.uk](mailto:membership@qaa.ac.uk)

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Southgate House, Southgate Street, Gloucester GL1 1UB  
Registered charity numbers 1062746 and SC037786

Tel: 01452 557000

Web: [www.qaa.ac.uk](http://www.qaa.ac.uk)

[www.qaa.ac.uk/membership](http://www.qaa.ac.uk/membership)