



Summary 2019-20

At the heart of QAA Membership is a shared commitment to maintaining standards and enhancing quality, and a strong partnership with UK higher education.

Thank you to our members for all your contributions and engagement which have enabled QAA to deliver the following for you this year. We appreciate your ongoing support and commitment to QAA Membership.

275

QAA Members

were able to access a range of services, expertise and guidance on key issues that were important to them, the sector and students.

4.25/5 ★

High overall satisfaction rating for the quality of the content delivered to Members through resources, events and webinars.



51 webinars

2,257 delegates

294 organisations*

22 events and workshops

1,226 delegates

321 organisations*

2 training programmes

71 delegates

65 organisations

*Members, PSRBs and other invited sector organisations

COVID-19

To support the sector, we worked with members to develop a series of practical guidance and informative events on the immediate challenges presented by the pandemic and to support planning approaches to the new academic year and beyond.



2

Initial Guidance

4

Thematic Guidance

20

Supporting Resources

3

Guidance for 2020-21



Events: **28**

Attendees: **2,000+**

Organisations: **276***

*Members, PSRBs and other invited sector organisations

Maintaining a shared responsibility for quality and standards



Working with the sector we developed policy on Degree Algorithms, Degree Outcome Statements and Transnational Education.

Drafting and updating new reference documents including:



- 4 updated Characteristic Statements for Foundation degrees, Qualifications involving more than one degree-awarding body, Master's degrees and Doctoral degrees
- 54 Subject Benchmark Statements updated to align them to the revised Quality Code
- a revised Architecture Subject Benchmark Statement.

Collaborating with you to address sector wide-challenges



Published updated second edition guidance for the higher education sector on combatting essay mills, following consultation with QAA Members.



Promoting and developing the Access to HE Diploma which brings mature students into UK higher education, many from under-represented groups.

Leveraging international partnerships and engagement

Members have benefited from development and maintenance of partnerships with governments and agencies outside the UK, extending the understanding of the quality of UK higher education.



Commissioned by Universities UK and GuildHE to develop new approaches for transnational education (TNE) enhancement and review.



TNE review in Malaysia - including 7 case studies on UK higher education providers.



3 in-depth country reports - Malaysia, Sri Lanka and Ukraine.



International Forum - over 50 attendees from organisations in more than 20 countries, sharing experiences of their response to COVID-19 and reflecting on the future landscape of higher education.



Working with the British Council to raise awareness of UK higher education and create collaborative opportunities for UK higher education institutions in more than 10 countries.



Supporting internationalisation of higher education and opportunities for UK TNE provision through collaboration with quality agencies globally.

Providing expert advice on quality issues



Working with government, regulators and funding bodies, providing quality-focused advice to influence policy at a strategic level, on behalf of members.

60+

PSRBs worked with QAA on planned approaches to graduation and professional accreditation in 2020-21

280+

delegates at the 3 PSRB Fora convened

- Resources published specifically for students' union officers to support them through COVID-19 changes. The Evolving Student Engagement conference for members' students' union staff, student representatives and student engagement staff focused on maintaining quality in a digital environment.
- Published a new Characteristics Statement for Higher and Degree Apprenticeships. Updated the *Qualifications can cross boundaries* document to include qualifications and awards attained in an apprenticeship and the equivalent levels of apprenticeship where it does not contain a qualification or award.
- Quality Clinics - providing direct access to our Quality and Standards specialists to support and advise individual institutions on their specific problems.



Free places for members on new training programmes for academic and quality assurance staff

Membership Resources for your whole organisation

Access to exclusive guidance and publications



127 resources published

76

Core Membership

32

Quality Insights

19

International Insights



Over 1,900 registered users

QAA Membership: 2019-20 Review

A full and detailed report of our evaluation of the 2019-20 Membership year can be found on our [Membership Resources site](#).

We greatly value your membership of QAA and look forward to working with you in 2020-21.

www.qaa.ac.uk/membership