



Characteristics required in QAA reviewers

QAA reviews are carried out by teams of peer reviewers. Peers are staff with senior-level expertise in the provision, management and delivery of higher education; or they are students with experience in representing students' interests.

QAA periodically advertises for individuals to act as peer reviewers and will promote a call through a range of channels.

We appoint reviewers based on their experience and ability to demonstrate the qualities we require of all our reviewers. These include the generic requirements for all QAA reviewers and specific requirements for particular methods or reviewer roles.

QAA seeks to ensure that its pool of reviewers reflects the diversity of higher education and includes international reviewers, where relevant.

The credibility of review draws upon the up-to-date knowledge and experience of review teams and, therefore, QAA tends to appoint reviewers who are currently employed as staff by higher education providers; student reviewers may be current students or sabbatical officers. However, recognising that knowledge and experience have a lifespan beyond a period of employment or study, QAA normally allows individuals who remain engaged with higher education developments, to continue as reviewers for up to three years after they have left the sector.

All reviewers are trained in the specific method for which they are appointed.

Qualities required in all reviewers

QAA expects all reviewers to demonstrate the ability to:

- understand a range of different stakeholder perspectives
- relate to a range of individuals, from students to senior managers and officials
- lead discussions about strategic and operational approaches to the management of quality and academic standards, and enhancement of the student learning experience
- assimilate a large amount of disparate information and analyse it to form reliable, evidence-based conclusions
- maintain the confidentiality of sensitive matters
- display excellent oral and written communication skills
- read, speak and write in academic English
- work with electronic and/or web-based communication systems effectively
- work effectively as part of a team
- adhere to agreed protocols, procedures and deadlines
- show experience and knowledge of UK higher education and/or other national higher education
- demonstrate cross-institutional experience (beyond a department or subject area) in contributing to the management of academic standards and/or quality enhancement or participating as a representative of students' interests.

Specific knowledge and skills

- **For International Quality Review (IQR):** Knowledge and understanding of European Standards and Guidelines and/or other international/national standards and quality frameworks.
- **For IQR and Quality Enhancement of Transnational Education (QE-TNE):** Experience of quality assurance and/or reviews in an international context.
- **For QE-TNE and Reviews in Wales:** Knowledge and understanding of the UK Quality Code for Higher Education.
- **For Reviews in Wales:** Proficiency in Welsh language, written and spoken (desirable).

In recruiting to the pool of reviewers, QAA tries to ensure that it represents a wide range of higher education providers, roles and levels of seniority and is broadly balanced in terms of disciplines and the range of protected characteristics. When recruiting, QAA encourages, and may specifically seek, applicants from any groups who are underrepresented in the reviewer pool. QAA recruits international as well as UK-based reviewers.

As part of QE-TNE and IQR, reviewers may be required to travel internationally.

QAA reviewers receive remuneration for their work and out-of-pocket expenses incurred.

If you are interested in any of these roles, and you exhibit the characteristics required in QAA reviewers, please complete the online [expression of interest form](#).

In the form you will be asked to give an example (maximum 150 words) of how you meet each of the characteristics/qualities listed above. It may be helpful to prepare these in advance of completing the form so that you can then just paste them [into the form](#).