



QAA  
Scotland

# **Focus On: Enhancing Professional Services Partnerships event**

7<sup>th</sup> April 2022, The Studio, Glasgow

**Focus On: Enhancing  
Professional Services Partnerships**

# Enhancing Professional Services Partnerships event

- The Focus On: Enhancing Professional Services Partnerships event was intended to provide an overview of the work to date on the Focus On 2021-2022 project along with presentations from institutions about their experiences and approaches to professional services review (PSR) and partnership working. The second half of the day was designed to offer institutional teams attending the event a chance to evaluate their current practice and to work through identified challenges to enhance and enable effective partnership working across their professional services.
- The event team from QAA Scotland were delighted to welcome 71 delegates from 18 institutions comprising Quality professionals, Student Association staff, student representatives and a wide range of professional service staff including roles in student engagement and student services, employability, business improvement, estates, strategic planning, registry and academic policy.

# Welcome!



- The event opened with a welcome from Caroline Turnbull, Acting Director of Scotland, Wales and Northern Ireland, QAA

# Focus On 2021/22 project overview



Caroline provided an overview of the 2021-22 Focus On project – following from recent Focus On successes.

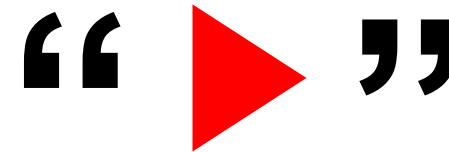
# Focus On: Professional Services Review Report

Ann Cotterill, Quality Enhancement Specialist, QAAS gave an overview of the Focus On Professional Services Review report, via a recorded presentation.



# Student Insights into PSR and Perspectives on Professional Services

Ruth Burchell, Quality Enhancement Specialist, QAA, introduced student perceptions of Professional Services and partnership through a conversation facilitated by Ondrej Kucerak, Vice President, Education, Students' Association, University of Aberdeen



The student videos are available [here](#).

A summary document is also available with broad themes from the conversation and reflective questions for providers to consider.

# Break Time

The morning break provided an opportunity for the delegates to circulate and network





# Discussion: Perspectives on Professional Services

- Does the snapshot of student perspectives ring true for your Institution?
- Thinking about projects or internal reviews of practice in your own institution, how do you identify who you need perspectives from?





# Discussion: Perspectives on Professional Services



- How and when are these perspectives incorporated into the process? Is it a formal or an informal process – i.e. is it written down who is involved or is it a knowledge base exercise?

# Focus On PSR: GSA's Journey and approach, what we have learned, and what we want to learn



Mark Charters, Head of Learning and Teaching, Glasgow School of Art, presented GSA's PSR journey, lessons learned and what is still to be learned in partnership and student engagement – illustrated with beautiful images from GSA students/practitioners



# Reaching Out at Glasgow – professional services in partnership



Catriona MacIsaac, Assistant Director, University of Glasgow, Simon Varwell, Senior Development Consultant, sparqs and Megan Brown, Development Consultant, sparqs presented 'Reach Out' – their partnership approach at the University of Glasgow

# Lunch





# Evaluating practice and mapping future projects

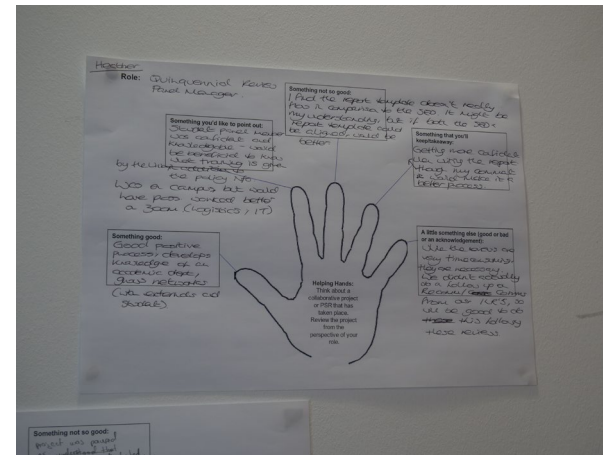
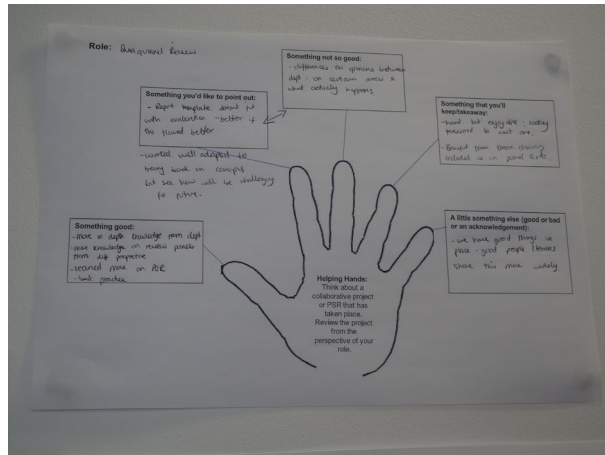
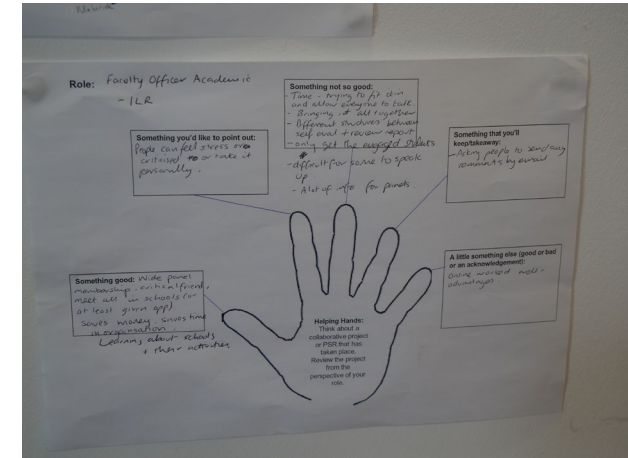
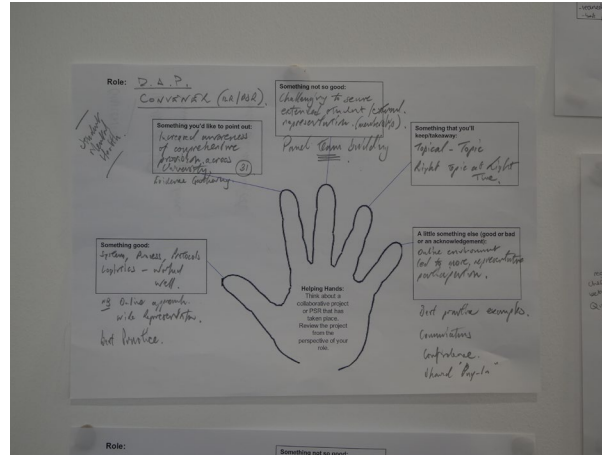
The first afternoon task was an opportunity for the institutional teams to consider what had worked well and not so well in a previous project



# Evaluating practice and mapping future projects



# Evaluating practice and mapping future projects

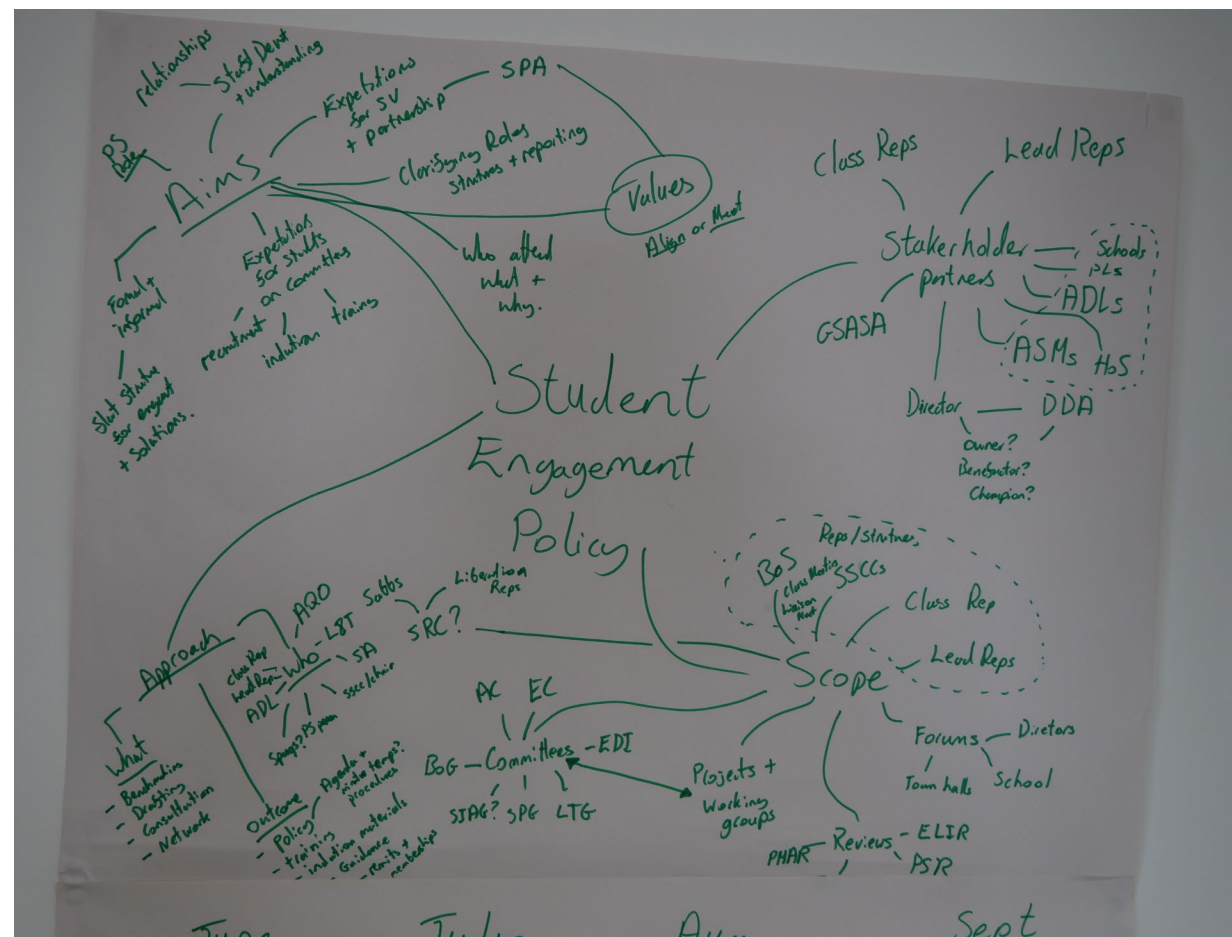
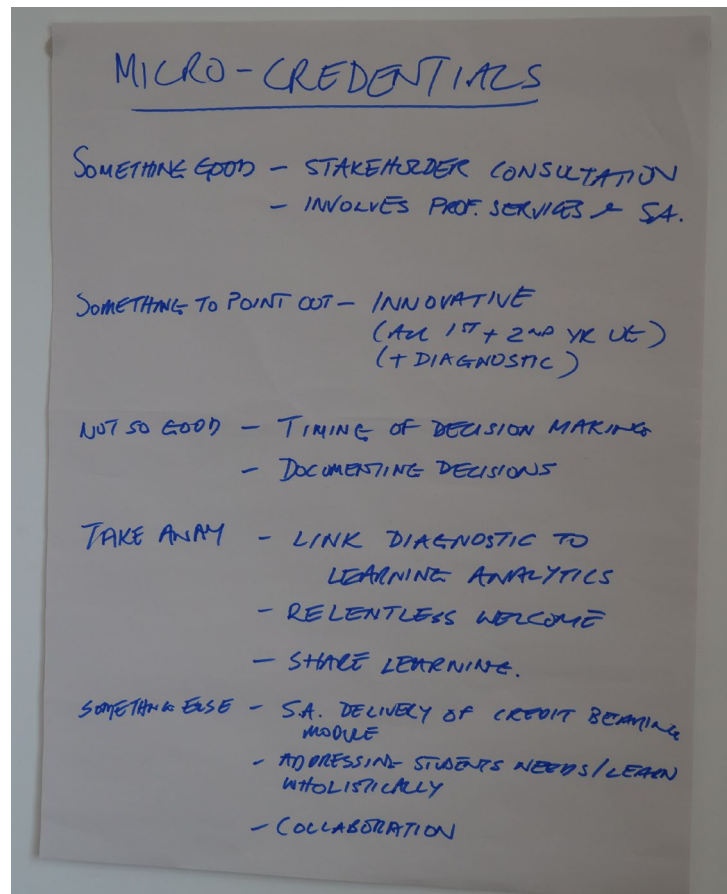




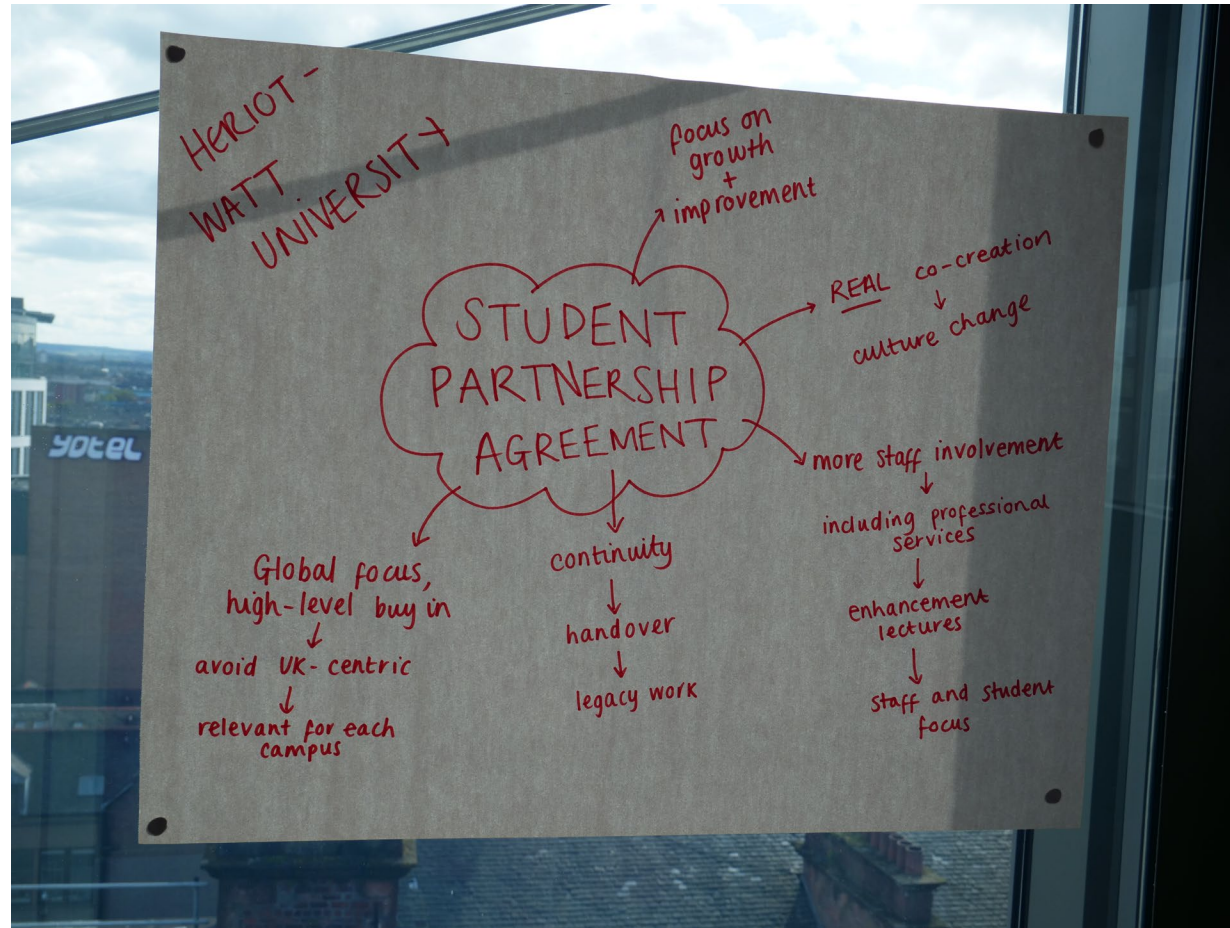
# Break



# Mapping your next collective project

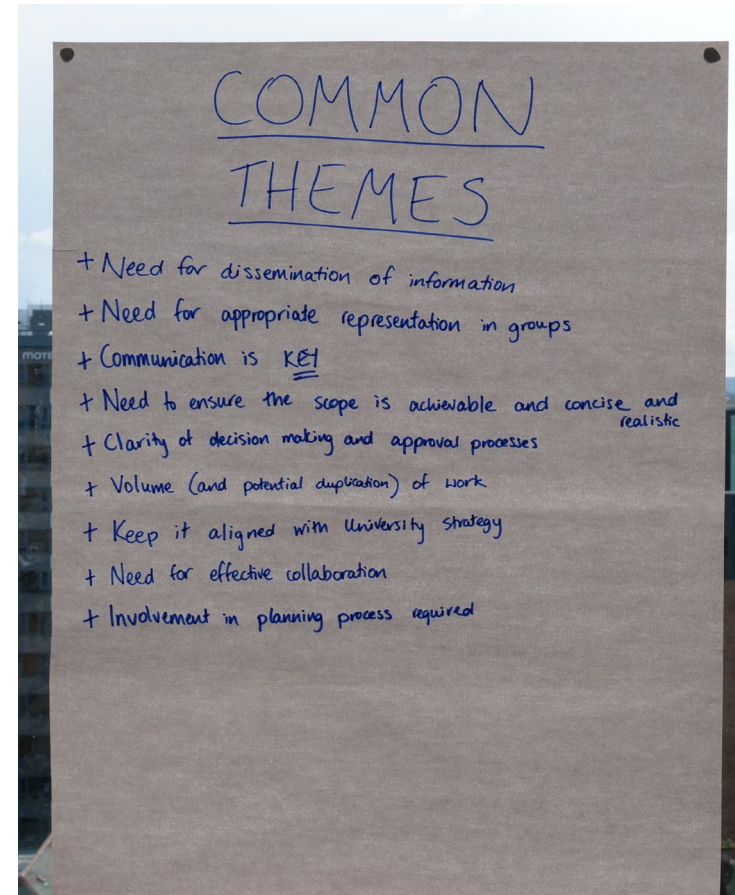
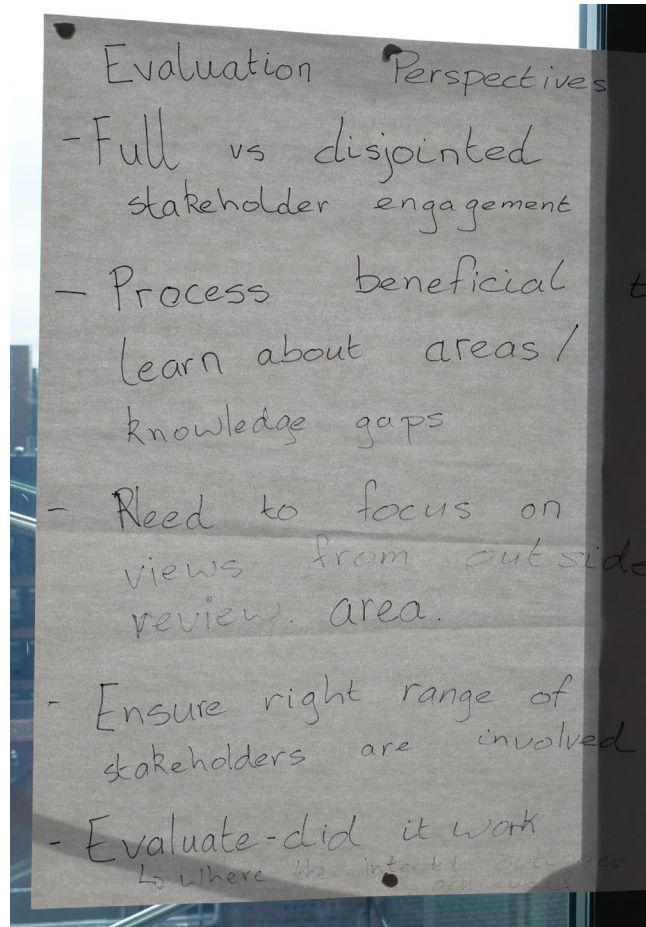


# Mapping your next collective project





# Mapping your next collective project



# Close

Caroline closed the day....

“Thank you to all our speakers, to all our participants and to the team that brought us all together today.

Safe travels and see you again soon!”

