# Enhancement-led Institutional Review (ELIR) 4 Operational Guidance: Practical Arrangements for ELIR Visits

## Introduction

1        This guidance is intended to outline some of the common arrangements that are useful for institutions to make in preparation for ELIR. Specific arrangements should be discussed with your QAA Scotland (QAAS) officer in advance of the visits.

## Private meeting room for ELIR team

2        The ELIR team will need a room in which to base themselves during the visits. Ideally this would be a private room for the team, but this may be the same room in which meetings with staff and students are held (if the space is large enough). If you are providing separate rooms, it is useful if they are close by. The QAAS officer, or colleagues who have experience of hosting an ELIR visit, will be able to advise on the suitability of meeting rooms.

3        It is helpful if the ELIR team can access the private meeting room between 08.30 and 18.30 hours during the Review Visit. Any particular access requests will be negotiated separately. If there are likely to be security requirements, for example where the ELIR team members need security passes, it is helpful to address these in good time before the Planning Visit.

4        The ELIR team will divide their time between reading material and holding team discussions in order to form early views and to agree the agendas for the meetings during each Visit. This means that it is most useful if the private meeting room can be set up with a table in boardroom format. The majority of the ELIR team will bring laptop computers with them to the review and will therefore require IT support to access information relevant to the Review. Ideally, the computers provided for the ELIR team should be located on a separate table or tables within this room.

5        Please provide convenient access to a photocopier and a shredder (not necessarily in the private team room but preferably close by). A small supply of stationery (for example, notepads, pens, stapler and staples) would be appreciated.

6        Please provide telephone numbers for the main institutional contact(s) and for IT support. Contact details for IT support would be of particular value during the Review Visit.

## IT requirements

7        Usually, ELIR team members bring their own laptops with them. It is helpful if there is ready access to power points, a facility for linking laptops to a printer and advance information on arrangements for accessing the institution's network. Please note the team will not have time to access the network during the Planning Visit.

8        The ELIR team should be able to access the institution's systems (virtual learning environment, intranet and so on) as though they were members of staff. Some institutions are able to arrange remote access so that the reviewers can read materials between or after the two Visits. It is helpful if the ELIR team can be issued with any usernames and passwords before, or at the very start of, the main Review Visit. It is useful to have a small number of PCs/workstations in the private team room (the precise number will depend on how easy it is for reviewers to access the institution's systems from their own laptops). PCs should provide access to the institution's systems and the internet, and at least one PC should have direct access to a printer. It is most useful if the printer is in the private team room with a supply of paper.

9        In order to facilitate sharing team views and preparing agendas, please provide access in the private meeting room to a data projector that can be linked to the coordinating reviewer's laptop and a screen for projection.

10       It is important to have IT support available for the coordinating reviewer at the start of the Planning Visit and for the whole team on the first morning of the Review Visit, in case technical assistance is required for any glitches and to provide help with logging on.

## Meetings with staff and students

11       During the preparations for ELIR and the Visits, institutions will be expected to include a variety of staff and students. It is likely that some staff and students will be those from the protected characteristic groups, and institutions would be expected to take necessary steps to ensure that those individuals can participate.

12       Please provide name plates for the staff and students who meet the ELIR team and for the ELIR team members.

13       Some institutions provide refreshments (water and/or tea/coffee) for all of those meeting the ELIR team. This is at the institution's discretion.

## Food and refreshments for the ELIR team

14       The ELIR team will spend long days at the institution, including extended periods in the private meeting room. Refreshments can provide a welcome break! QAAS will inform the institution of any specific dietary requirements. The following is a guide to the usual catering arrangements:

- Please have a supply of water available throughout the day.
- Morning and afternoon tea and coffee with biscuits or similar (or access to tea/coffee-making facilities).
- Buffet-style lunch (some variation in menu throughout the Review Visit would be appreciated).
- Recommendations for local restaurants (for the team's evening meals), and contact numbers for local taxi firms, are always welcome.