

A low-angle photograph of a person standing on a large, dark, textured rock. The person is seen from behind, wearing a dark jacket and shorts, with their arms raised in a 'V' shape towards the sky. They are surrounded by tall trees with thin trunks and some yellowing leaves, suggesting an autumn setting. The sky is a pale, clear blue. The overall mood is one of achievement and reaching for goals.

Quality Assurance & Enhancement Strategy

Academic Years 2021/22 – 2025/26

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Academic Years 2021/22 – 2025/26

How to use this Strategy

It is intended that this strategy will provide clear information to the Board of Management, staff, students and other stakeholders of UHI Inverness on our strategic approaches to working with students as partners in continuous improvement.

Staff should make use of this strategy when creating or amending policies and procedures, developing their Enhancement Plans and setting team objectives.

Context

UHI Inverness identify identified five strategic themes in its Strategic Plan 2021-2025. Each theme has a strategic aim and objectives that will inform operational planning throughout the strategic plan cycle. The five strategic themes are:

- Tertiary Education
- Organisational Development
- Research and Innovation
- Student Experience
- Finance & Sustainability

A suite of strategies underpins these themes to inform and drive policy, procedure and practice. The Quality Assurance and Enhancement Strategy relates to the strategic aims and objectives under all five of the above themes as well as other UHI Inverness strategies.

The aim of this strategy is to ensure there is a clear structure and purpose to our quality arrangements to support our vision for UHI Inverness to be recognised as a centre of excellence for educational provision.

The objectives in this strategy are ordered under five areas:

- Data management and analysis
- Complying with and monitoring awarding body regulations
- Award approval
- Quality monitoring
- Quality enhancement

Strategic Objective 1:

To use data effectively to support the monitoring and evaluation of the quality of the student experience

We will achieve this by:

- Maintaining robust and effective systems and mechanisms to gather, process and use student data in line with relevant regulations and guidance.
- Continuing to identify relevant data sets and information for analysis and comparison with internal, sector and/or regional benchmarks.
- Continuing to make relevant data on student and college performance easily accessible to staff and presented in a way that supports continuous evaluation and improvement
- Ensuring that staff receive training in line with their role to enable them to access and use data appropriately and effectively to support evaluation, planning and improvement.

Strategic objective 2:

To maintain a culture of robust quality assurance to support improvement

We will achieve this by:

- Maintaining a robust and effective internal verification process that ensures:
 - awarding and professional body requirements are upheld.
 - learning, teaching and assessment approaches are in line with college policy and best practice and assessment judgements are valid.
 - improvement actions are implemented in a timely way.
- Maintaining a robust internal audit schedule to ensure compliance with appropriate academic regulations, awarding body requirements and college internal verification policy and procedure.
- Ensuring staff have the necessary knowledge and skills to both lead and participate effectively in the internal verification process.
- Utilising the outcomes from internal audit systematically to further enhance quality assurance and improvement.

Strategic objective 3:

To maintain robust processes to support programme approvals

We will achieve this by:

- Maintaining a robust programme approval process for new and amended awards ensuring the curriculum remains relevant, valued, progressive and sustainable, and that students have access to high quality resources and support.

- Ensuring the programme approval process is flexible to be agile and responsive to curriculum review processes as well as the needs of our communities, employers and other stakeholders, whilst maintaining its integrity.
- Ensuring the programme approval process includes the effective communication of decisions and outcomes with final approval for new provision confirmed by the Executive Management Team, and UHI where applicable.

Strategic objective 4:

To further enhance our culture of quality monitoring.

We will achieve this by:

- Maintaining a calendar of quality monitoring arrangements aligning with operational activities across the entirety of the student journey.
- Ensuring quality monitoring arrangements encompass all aspects of our provision.
- Continuing to make effective use of a wide range of evidence to systematically inform self-evaluation and improvement activity.
- Developing and implementing a risk-based approach to quality monitoring to ensure the efficient and effective deployment of resource helping to maximise impact.

Strategic objective 5:

To maintain a focus on quality enhancement

We will achieve this by:

- Maintaining a culture of continuous improvement by empowering and supporting all staff to be reflective, evaluating their personal performance and being cognisant of professional development needs.
- Extending our learning and teaching peer observation programme to identify emerging best practice and provide support and professional development
- Ensuring that our quality arrangements effectively support further enhancement and continuous improvement across our provision and services and remain allied to the development of a Tertiary Quality Framework.
- Systematically using evidence-based approaches, using a range of sources, to identify strengths and areas for development to support continuous improvement.
- Continuing to work collaboratively with other UHI academic partners and external agencies and stakeholders to learn from emerging practice and to further enhance the student experience.

Key Performance Indicators

Our institutional key performance indicators are set annually and monitored against profiled targets on a monthly basis. KPI reports are accessible to all staff and are reviewed regularly by relevant Board committees, as a mechanism for monitoring progress against our strategies.

KPI Measures
Early Satisfaction & Engagement Survey (ESES)
National Student Survey (NSS) (previous AY)
Student Satisfaction & Engagement Survey (SSES)
Post Graduate Taught Experience Survey (PTES)