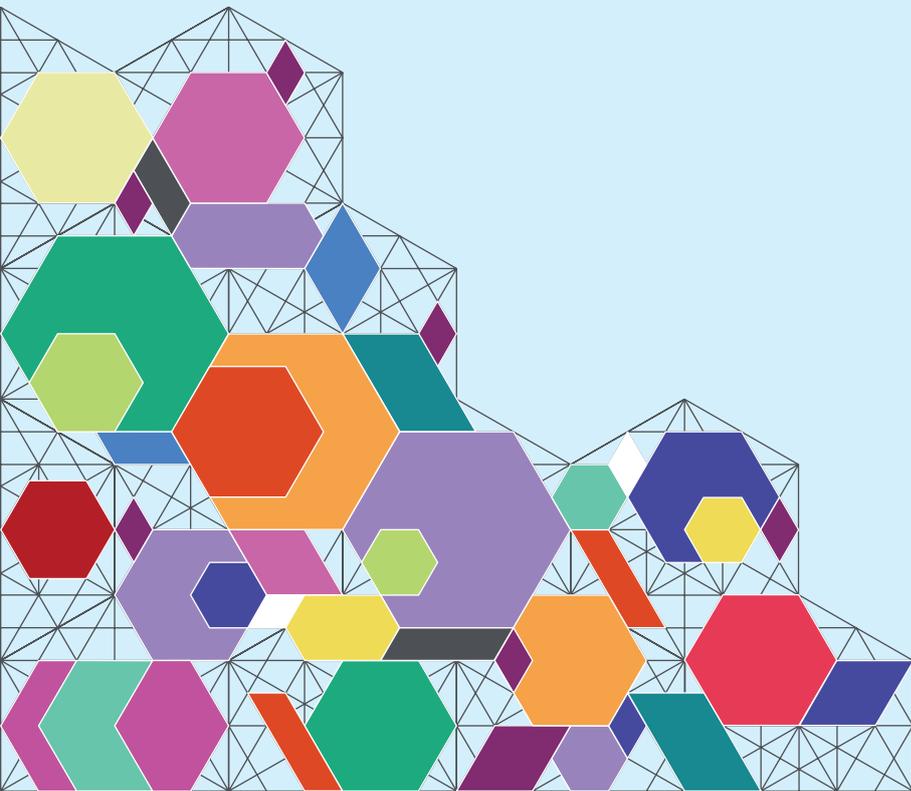


START
TOMORROW
TODAY

Quality Assurance and Enhancement Strategy



University of the
Highlands and Islands
Inverness College

Quality Assurance and Enhancement Strategy 2017-2020

How to use this Strategy

It is intended that this strategy will provide clear direction to the Board of Management, staff and stakeholders of Inverness College UHI on our strategic approaches to quality assurance and enhancement.

Staff should make use of this strategy when creating their Operational Plans.

Context

Quality assurance and enhancement activities are fundamental to ensuring that the college, and the university, maintains and continues to improve the quality of its provision for students and other stakeholders.

Due to its fundamental nature, the Quality Assurance and Enhancement Strategy relates to all the themes in the Strategic Plan 2017-20. The strategy also takes account of key external quality frameworks and demands, such as those of Education Scotland, the Quality Assurance Agency and awarding bodies.

The objectives relate to:

- The role of data
- Internal verification and audit
- Approval processes
- Quality monitoring arrangements
- Quality enhancement arrangements

Strategic Objective 1:

To ensure the quality of the student experience and the college performance is informed by relevant data.

We will achieve this by:

- Maintaining robust and effective systems and mechanisms to gather, process and use student data, taking account of all data protection requirements.
- Identifying relevant data sets and information for analysis and comparison with national, sector and/or regional benchmarks.

- Making relevant data on student and college performance easily accessible to staff and presenting it in a way that informs the monitoring and evaluation of quality and the college performance.
- Ensuring that staff have the knowledge and skills to enable them to access and use data safely and effectively, in line with their role, to support evaluation, planning and improvement.

Strategic objective 2:

To maintain robust and effective internal verification and audit processes.

We will achieve this by:

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

Strategic objective 3:

To maintain an approval process that assures the quality and sustainability of the college curriculum.

We will achieve this by:

- Maintaining a robust approval process for new awards to ensure that the curriculum remains relevant, valued, progressive and sustainable, and that students have access to high quality resources and support.
- Ensuring the approval process has the flexibility to respond to the demands of employers and other stakeholders while maintaining its integrity.
- Ensuring that the approval process includes the effective communication of decisions and outcomes at every stage.
- Embedding the approval process within our committee structure to ensure all decisions are ratified by the committee of the Senior Management Team and referred to the Academic Quality and Standards Committee.
- Working with colleagues across the university to maintain effective collaborative approval processes.

Strategic objective 4:

To maintain effective arrangements to monitor the quality of the college's provision.

We will achieve this by:

- Maintaining a calendar of quality monitoring arrangements that ensures alignment with other relevant operational activities and covers the entirety of the student journey, from application to post-course destination.
- Utilising relevant external quality frameworks and standards to structure our quality processes and behaviours.
- Ensuring our quality monitoring arrangements incorporate fully all aspects of the college's provision and services.
- Gathering a range of evidence effectively and systematically to inform self-evaluation and reflection on practice: the evidence will include student data, student and stakeholder feedback, internal and external audit and verification outcomes, external benchmarks and the findings from reflective activities.
- Maintaining a risk-based approach to quality monitoring to ensure the efficient and effective deployment of resource and to maximise impact.

Strategic objective 5:

To maintain effective arrangements to enhance the quality of the college's provision.

We will achieve this by:

- Maintaining a culture of continuous improvement by empowering and enabling all staff to reflect on their practice, evaluate their own and their team's performance and to seek creative solutions.
- Regularly reviewing our quality arrangements to ensure they continue to support effectively the enhancement and continuous improvement of our provision.
- Utilising systematically, at team and college levels, the evidence we gather from a range of sources to identify strengths and areas for development.
- Using our identified strengths and areas for development to inform actions that drive the continuous improvement of our provision.
- Working collaboratively with academic partners to further enhance the student experience across the region and the university.

Key Performance Indicators

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| KPI |
| Student progression rates |
| Student retention rates |
| Student successful completion rates |
| Successful completion rates by specific learner groups |

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|---|
| Student satisfaction rates |
| College and university leaver destination rates |
| External verification outcomes |
| External quality reports and endorsements |

Cross Reference to Strategic Plan

This strategy links to the following strategic aims:

(Remove where not applicable)

| |
|---|
| Strategic Aim |
| <p>Student Life</p> <p>We will build a vibrant campus community that all of our students are proud of, and within which they are engaged and supported to reach their potential. We will strengthen our existing relationships between our students, staff, employers and the wider community to further increase student participation and the student voice</p> |
| <p>Curriculum</p> <p>We will offer a progressive curriculum that is valued by our students, employers and the communities we serve, and that is delivered in a variety of ways to make it accessible to all. We will ensure the curriculum remains relevant, responsive to demand and aligned with employment opportunities, providing a range of progression pathways that contribute to the economic growth and social cohesion of our region.</p> |
| <p>Professional Practice</p> <p>Recognising that people have the greatest influence on our success, we will operate in a positive culture where we stretch ourselves to deliver the highest standards of service, support and delivery that exceeds expectations.</p> |
| <p>Organisational Development</p> <p>As a highly regarded organisation, we will attract and retain talented employees committed to achieving shared goals. We will create a supportive, collaborative and dynamic environment where students and staff are inspired to learn and develop. Our high performance culture will be underpinned by a dispersed leadership model, within which teams are empowered to deliver and share accountability for outcomes.</p> |
| <p>Research and Innovation</p> <p>We will build upon our successes in research by strengthening our impact and excellence and growing our regional and international reputation. We will continue to support and grow an innovative and inspired postgraduate researcher community. Our research will directly inform innovation and entrepreneurship activity in key sectors regionally and internationally</p> |

Sustainability

We will ensure our continuing financial stability by developing income streams and promoting efficient, effective service delivery. We will work collaboratively to enhance the prosperity of the regional economy. We are committed to acting responsibly by protecting our environment, maintaining and developing our infrastructure and managing our risks.