



Senate

Paper Title	HEFCE Annual Provider Review
Outcome requested	Senate is asked to note the summary of HEFCE's revised operating model for quality assessment (full details of the operating model are available at http://www.hefce.ac.uk/pubs/year/2016/201603/)
Points for Senate members to note and further information	All institutions will be subject to the new quality assessment arrangements from 2017-18, but QMUL will be required to comply with elements of the new process from 2016 because, under the previous model, QMUL was due to undergo the QAA's Higher Education Review in autumn 2016.
Questions for Senate to consider	Senate is asked to consider its approach to providing relevant and appropriate information to Council on academic standards and the quality of the student experience.
Regulatory/statutory reference points	Memorandum of assurance and accountability between HEFCE and QMUL <i>Quality Assurance Agency, UK Quality Code for Higher Education</i> <i>European Association for Quality Assurance in Higher Education, Standards and Guidelines for Quality Assurance in the European Higher Education Area</i> <i>Committee of University Chairs, The Higher Education Code of Governance</i>
Strategy and risk	Aligns with strategic risks: 2.01 High quality student experience throughout the student life cycle 7.01 Design and delivery of high quality portfolio of programmes 9.01 Reputational development and external relations 10.01 Partnerships 13.01 Maintain effective and constructive governance
Reporting/consideration route for the paper	The Education Quality Board and Council have also received an information note on the new arrangements.
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HEFCE published initial details of its revised operating model for quality assessment in March 2016. The model applies to all institutions from 2017–18, but QMUL will be required to comply with elements of it a year earlier by virtue of the fact that, under the previous model, we were due to undergo a QAA Higher Education Review towards the end of 2016. The revised model significantly reduces the burden of external quality assessment for QMUL.

From autumn 2016, Council will be asked to include the following assurances on academic quality and standards in its annual accountability return to HEFCE:

- the governing body has received and discussed a report and accompanying action plan relating to the student academic experience and student outcomes, including evidence from the institution's own period review processes which fully involve students and external expert advice;
- the governing body has received the outcomes of continuous improvement activity relating to learning and teaching and challenged the executive where necessary;
- the methodologies used as a basis to improve the student academic experience and student outcomes are, to the best of our knowledge, robust and appropriate;
- the governing body has received a report that confirms that the provider continues to meet the Standards of Part 1 of the European Standards and Guidelines (2015);
- the standards of awards for which we are responsible have been appropriately set and maintained;
- the institution has reviewed its arrangements for identifying and addressing early signs of student concerns or complaints; a report of this review, including analysis of any high frequency or particularly serious complaints, has been scrutinised by the relevant governance body within the institution; and any early signs of issues or complaints identified in the report have been, or are being, addressed.

This is aligned with efforts made following the Council effectiveness review in 2014–15 to provide Council with sufficient information on the academic business of QMUL to gain assurance that Senate is fulfilling the responsibilities given to it in the Charter and Ordinances. Further updates will be provided to the Education Quality Board, Senate and Council.