



**Annual report to the
Higher Education Funding Council
for Wales
and Higher Education Wales**

2012-13

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Introduction

The Quality Assurance Agency for Higher Education (QAA) has agreed a service level agreement (SLA) with the Higher Education Funding Council for Wales (HEFCW) and Higher Education Wales (HEW) for the period 1 August 2009 until 31 July 2015. The SLA sets out the respective responsibilities of the three organisations and that they will work in partnership on matters of mutual interest. This report covers the period 1 August 2012 to 31 July 2013 and sets out how QAA has met its responsibilities.

The SLA specifies that QAA will provide a report to HEFCW and HEW at the end of each year for the period of the agreement. This report includes:

- a report on progress against the programme of services for 2012-13
- a breakdown of expenditure against the headings of the payment schedule for Wales 2012-13 (see Appendix A)
- a summary of review outcomes covering the period of the SLA (2009-15) (see Appendix B).

Achievements in 2012-13

Table 1: achievements against programme of services for 2012-13

Activity	Completed: yes, no or partially
Undertake and deliver one Institutional Review, including training of review team and briefings for institution	Yes: see paragraphs 1-4, 10 and 32
Implement the QAA procedures for handling Concern about quality and standards in higher education	Yes: see paragraph 27
Undertake and deliver a developmental review of Foundation Degrees in Wales	Yes: see paragraphs 14-22
Provide training and support to secure the involvement of students in the Institutional Review (Wales) process	Yes: see paragraph 39, 40, 41
Work with HEFCW, HEW, the Higher Education Academy (HEA) and the higher education sector on quality assurance and enhancement issues relating specifically to Wales	Yes: see paragraphs 33-37
Support the Wales Initiative on Student Engagement (WISE) and student engagement in quality assurance processes	Yes: see paragraph 38
Work with HEFCW and the higher education sector in relation to the Credit and Qualifications Framework for Wales	Yes: see paragraph 44
Undertake regular visits to each of the higher education institutions in Wales	Yes: see paragraph 56
Attend meetings of relevant committees, including the HEFCW Student Experience, Teaching and Quality Committee (SETQC) and the Welsh Academic Development and Quality Group	Yes: see paragraph 56
Liaise with other relevant bodies, including the Welsh Government, Estyn, HEA, the National Leadership and Innovation Agency for Healthcare, and the National Union of Students (NUS) Wales	Yes: see paragraph 56
Ensure an organisational capacity to deal with Welsh-medium enquiries and meet Welsh Language Scheme requirements	Yes: see paragraphs 61 and 62

Summary of activities 2012-13

Review activity

QAA conducted:

- one Institutional Review, which resulted in a 'meets UK expectations' judgement in academic quality, standards, public information and enhancement; the review identified three features of good practice and four recommendations to improve the management of academic quality and standards
- eight developmental Reviews of Foundation Degrees in Wales: a diverse range of good practice and recommendations have been reported (approximately 35 features of good practice have been identified and just over 60 recommendations have been made - the larger number of recommendations is consistent with a developmental review process)
- monitoring the development, implementation and sign-off of the University of Wales' action plans; the action plans were signed off by QAA in July 2013
- Foundation Degree reviewer training on 9-10 October 2012
- one educational oversight review in Wales in April 2013 (confidence judgement).

Review support activity

QAA provided:

- support and technical expertise on the HEFCW consultation on revisions to the Institutional Review (Wales) process for 2014-15
- a training event for four reviewers, one student reviewer, an institutional facilitator and a lead student representative
- a briefing for institutions with reviews in 2013-14.

Development and enhancement activities

QAA held and/or supported the following:

- six meetings on the development of the UK Quality Code for Higher Education
- one meeting on the use of *Chapter B10: Managing higher education provision with others* of the UK Quality Code for Higher Education
- three Future Directions steering group meetings
- three WISE steering group meetings
- two HE in FE Forum meetings.

Other support activity

- **Wales Committee:** during 2012-13, QAA increased the number of meetings from two to three per annum and updated the terms of reference.
- **Office in Cardiff:** QAA opened its office in Cardiff in January 2013.
- **Meetings in Wales:** QAA officers attended 42 meetings.
- **Institutional visits:** QAA made nine institutional visits.

Review activity

Institutional Review

Glyndŵr University

1 During 2012-13, QAA conducted one Institutional Review of Glyndŵr University, in March 2013. The report was published on 28 June 2013. The judgements, recommendations and features of good practice are set out below.

Judgements

2 The QAA review team made the following judgements.

- Academic standards at the institution meet UK expectations for threshold standards.
- The quality of student learning opportunities at the institution meets UK expectations.
- Information about learning opportunities produced by the institution meets UK expectations.
- The enhancement of student learning opportunities at the institution meets UK expectations.

Features of good practice

3 The QAA review team identified the following features of good practice at Glyndŵr University.

- The University makes good use of its strong and extensive expertise in the development and delivery of e-learning methods.
- The University's Disability Assessment Centre provides comprehensive support for students with disabilities at the Wrexham campus.
- The Key Performance Indicator (KPI) Dashboard provides both current and historical management information which is accessible to staff at all levels, and can also be used to promote enhancement.

Recommendations

4 The QAA review team made the following recommendations to Glyndŵr University.

- Regulations for external examining should specify that sampling of assessment scripts always includes all delivery sites, and external examiners' reports should reflect this sampling, by the start of academic year 2013-14.
- Establish and implement a strategy and action plan for the improvement of learning resources and student support at Glyndŵr University London, by the start of academic year 2013-14.
- Ensure that learning resource issues reported through the commissioning and monitoring processes are addressed effectively and in a timely fashion, from the beginning of the academic year 2013-14 and thereafter.
- Include external panel members in all programme approval visits to collaborative centres, from the beginning of the academic year 2013-14 and thereafter.

Follow-up review activity in 2012-13: Aberystwyth University

5 Following the publication of the limited confidence judgement on Aberystwyth University's collaborative provision in October 2012, the University followed procedure by producing an action plan and follow-up progress reports. The action plan was signed off by QAA's Board in June 2013.

Follow-up review activity in 2012-13: University of Wales

6 QAA has worked closely with the University of Wales on completing its four outstanding actions plans in relation to its Institutional Review, an overseas audit and two Concerns investigations. The action plans were signed off by QAA at its Concerns case conference in July 2013.

7 **Next steps:** from 2013-14, QAA will introduce an annual monitoring process and report to the University of Wales and HEFCW on the University's 'exit arrangements'.

Mid-review follow-up

8 Approximately three years after the completion of its Institutional Review, an institution must submit a mid-cycle review report to QAA, commenting on the progress made since the previous review and on other relevant developments. QAA officers visit the institution to discuss matters raised in the report, and the visit also provides an opportunity to read relevant documentation on the institution's management of academic quality and standards. Following the visit, QAA provides a report for the institution and HEFCW. In 2012-13 there were no mid-review follow-up visits, as a consequence of there being no Institutional Reviews in the 2009-10 academic year.

Revisions to the Institutional Review process in 2012-13 (to come into effect from 2014-15)

9 In November 2011, QAA received from HEFCW a specification of the changes to the Institutional Review (Wales) process, for implementations from the beginning of the academic year 2012-13. The revisions were discussed and agreed at a meeting of the HEFCW Quality Assurance and Enhancement Sub-Group (QAESG) on 19 March 2012. The revised handbook was published in June 2012 and is available at: www.qaa.ac.uk/publications/informationandguidance/pages/ir-wales-handbook-2012.aspx.

Institutional briefing for institutions with reviews in 2012-13

10 A briefing event took place in April 2013 for institutions undergoing Institutional Review in 2013-14. The institutions involved were Cardiff Metropolitan University, Cardiff University and Swansea University.

Degree-awarding powers and university title

11 There has been no involvement with Welsh institutions in relation to degree-awarding powers/university title in 2012-13.

Audit of overseas provision

Transnational Education (TNE) China 2012

12 In selecting the sample of Chinese institutions for the TNE China project, QAA tried to capture the various types of partnerships or other links with UK higher education

institutions (for example, overseas campuses), and postgraduate as well as undergraduate courses. QAA has included the University of Wales as it has one of the highest student headcounts in China. However, QAA has opted for a case study rather than a review because there are recent overseas reports for the University of Wales, as well as a fairly recent Institutional Review.

13 The case study on the University of Wales was published in May 2013 and can be found at: www.qaa.ac.uk/publications/informationandguidance/pages/tne-china-2012-case-studies.aspx.

Review of Foundation Degrees in Wales 2012-13

14 All eight visits for the Review of Foundation Degrees in Wales in 2012-13 were completed within the agreed timeframe. The final review report, signalling the end of this series of reviews, was completed and sent to the lead institution in September 2013.

15 The review teams for the Review of Foundation Degrees in Wales were trained on 9-10 October 2012 in Cardiff.

16 During the reviews, self-evaluation documents were all received on time and all have been accompanied by a student submission, some prepared with the support of QAA's Student Engagement Team. The presence of the institutional nominee on the teams has proved helpful in locating relevant information for the external members of the team, particularly during visits.

17 All partner colleges have been visited, with transport arranged by the lead institutions and supplied by the institutional nominees, and this support has been very much appreciated by the teams. Partner colleges have clearly welcomed the efforts made by the teams to fulfil the aim to include all providers in the process, however small their Foundation Degree provision.

18 Teams have met a number of employers, both at the lead institutions and partner colleges, and in the workplace. Teams have found visits to the workplace helpful, both as a source of primary evidence and in contextualising the programmes.

19 A small number of programmes were selected by each team to examine in more detail. The choice of 'programme trails' was monitored by the review support officers so that, cumulatively, a wide range of curriculum areas, all modes of study, established and newer provision, and all funding bodies would be represented.

20 A diverse range of good practice and recommendations have been reported. Approximately 35 features of good practice have been identified and just over 60 recommendations have been made. The larger number of recommendations is consistent with a developmental review process.

21 An overview report identifying the main themes and issues will be published in November 2013.

22 To launch the overview report and disseminate the good practice identified in the report, an event will be held with the aim of enhancing Foundation Degree provision in Wales. The event is planned for November 2013. Representatives from HEFCW, CollegesWales and the QAA review teams will be invited and employer input will also be sought.

Educational oversight reviews

23 One Review for Educational Oversight has taken place at the Wales Evangelical School of Theology: www.qaa.ac.uk/institutionreports/reports/pages/reo-west-13.aspx.

24 In addition, two annual monitoring visits for Embedded College Review for Educational Oversight have taken place:

- Navitas Holdings (www.qaa.ac.uk/institutionreports/reports/pages/reo-am-navitasuk-13.aspx), including International College Wales, Swansea (www.qaa.ac.uk/institutionreports/reports/pages/reo-am-icws-13.aspx)
- Bellerbys Educational Services (Study Group UK) (www.qaa.ac.uk/institutionreports/reports/pages/ecreo-bellerbys-educational-services-am-13.aspx), including Wales International Study Centre (www.qaa.ac.uk/institutionreports/reports/pages/ecreo-wales-isc-am-13.aspx).

Higher education in further education institutions (HE in FE)

Review of directly funded HE in FE

25 At the SLA progress meeting on 18 January 2012, it was agreed to put on hold any further development of a review method for HE in FE until after the Welsh Government has completed its review of further education. On 19 March 2012, QAESG commented that any future HE in FE review method should align with Institutional Review (Wales). At the SLA meeting on 10 July 2012, the matter was revisited and it was agreed to wait until after the publication of the Welsh Government's review of further education, due in December 2012, before taking any further action. However, following an SLA meeting in July 2013, it was agreed with HEFCW that it is unlikely that any QAA review activity of directly funded HE in FE will take place before 2014-15. From 2013-14, all further education colleges with directly funded higher education will be required to become subscribers to QAA and in turn be subject to Institutional Review.

HE in FE Network

26 QAA officers attended meetings of the HE in FE Network, providing an update on QAA developments, on 5 October 2012 and 12 April 2013.

Concerns investigations

27 In 2012-13, QAA has initiated four Concerns inquiries with regard to institutions in Wales, out of a total number of 94 applications received to the Concerns scheme. Of the four in Wales, none have progressed to full investigations.

Access to HE in Wales 2012-13

28 There were 2,320 learners on Access to HE courses in Wales in 2012-13 (a decrease of 460 on the previous year). Eighty-eight courses were offered (three more than in 2011-12) by the 18 Access to HE providers in Wales (two fewer than in 2011-12 due to college mergers).

29 QAA monitors Access Validating Agencies (AVAs) through annual reporting and periodic reviews. The annual self-evaluation report submitted by Agored Cymru (the one AVA in Wales) on its 2010-11 activity was approved in January 2011. Feedback on the AVA's report included three commendations and five matters for attention.

30 In April 2012, Agored Cymru underwent a full AVA relicensing review. This was the first in a new cycle of reviews which used a revised set of criteria and a revised method, with revised possible outcomes (including a risk judgement). The QAA Board makes a decision about the renewal of the AVA's licence on the basis of the risk judgement. Following consideration of the report by the Access Recognition and Licensing Committee (ARLC) and approval of the licensing decision by the Board, reports are published on the Access to HE website.

31 In 2011-12, QAA reviewed the operation of the current Access to HE Diploma specification in England and Wales, in terms of the extent and significance of variation in requirements for achievement of the qualification. QAA's research in Wales included: one-to-one discussions with Agored Cymru; one of a series of round-table discussions, held in Llandrindod Wells (attended by 11 representatives from higher education, 11 from further education institutions in Wales, and five representatives from Agored Cymru); a meeting for higher education admissions staff (attended by representatives from Swansea University and Cardiff University); and surveys of students, providers and higher education admissions staff. The outcomes of this research have led to a decision by the ARLC that the current qualification specification should be revised, and development in this area is a high priority for our Access to HE work in 2012-13.

Review support activity

Reviewer training for Institutional Review

32 In December 2012, QAA held a training event for review teams and institutional facilitators for the review of Glyndŵr University in March 2013. This involved five reviewers (including one student reviewer) and one institutional facilitator and lead student representative. The event included a presentation from HEW on the higher educational policy context in Wales.

Development and enhancement activity

Supporting enhancement in Welsh higher education

33 In 2012, QAA informed Team Wales about its revised approach to enhancement work with the Welsh higher education sector. The overarching purpose of the revised approach is to integrate QAA's work with that undertaken in Wales, and so to complement existing activities while drawing on all sources of expertise available.

34 QAA continues to contribute to the programme of work and activities within the framework of the Welsh Future Directions Biennial Learning and Teaching Conference. QAA's membership at all three Future Directions work strands and the Future Directions steering group is ongoing.

35 With the Learning for Employment and the Learning in Employment work strands, QAA is conducting a project to follow on from the 2012 Future Directions conference. The aim of the study is to understand the ways in which providers evaluate the impact of activities they undertake to facilitate employability and/or learning in the workplace, and which providers have made more widely known as case studies at the conference earlier this year. The outcomes of the survey were made available at a joint HEA/HEFCW/HEW/QAA event on 15 May 2013, which took place under the auspices of the Welsh Skills and Employability Framework. Planning for this event was overseen by HEFCW, in close collaboration with the HEA.

36 QAA's Standards, Quality and Enhancement Team has continued to invite membership at advisory groups and to hold consultation events in Wales, to elicit and facilitate the Welsh sector's input into proposed chapters of the UK Quality Code for Higher Education (the Quality Code). This work is in itself showcasing sound and aspirational practice across all countries of the UK, since QAA draws on recognised good practice when drafting the reference points and including reference to good practice examples. Recent engagement with the Welsh higher education sector is informing the revision of Part A: Setting and maintaining academic standards, and *Chapters B1: Programme design and approval, B6: Assessment of students and accreditation of prior learning and B8: Programme monitoring and review.*

37 QAA is increasingly holding topical events and workshops to support providers' familiarisation and engagement with the Quality Code. A workshop concerning *Chapter B10: Managing higher education provision with others* was held for Welsh providers on 25 April 2013 in Cardiff.

Student engagement

WISE and sector events

38 QAA has continued to support the work of WISE along with other sector colleagues in the past year. QAA staff have attended student events in Wales, including course representative conferences, Students as Partners meetings/conference and NUS Wales training events. From autumn 2013, QAA will be funding WISE (via NUS Wales) over two years to develop projects to enhance student engagement in Wales.

Institutional Reviews and Review of Foundation Degrees in Wales 2012-13

39 QAA now has a student reviewer sitting on every Institutional Review in Wales, including two student reviewers fluent in Welsh.

40 QAA continues to support students' unions in producing student submissions for these review methods. For Review of Foundation Degrees, a student submission was submitted for every review. Full lead student representative guidance has been developed and published for these review methods.

Work with partners in the sector

41 QAA attended and presented at HEA Wales' Students as Partners in Practice conference in November 2012. QAA has continued to work closely with this strand.

Work with NUS Wales

42 Following on from the [three-strand reports in 2011-12](#),¹ QAA has continued its investment in partnership work with NUS. Starting in September 2012, QAA has funded two projects in UK students' unions (including Wales), both lasting two years, looking at:

- supporting students' union staff development - this development programme will encourage students' union staff to work with student representatives across the UK, helping them to engage with quality assurance and enhancement activity in their own institutions
- annual quality reports - this project will support participating students' unions to formally raise issues relating to teaching and learning in their institutions through an annual submission process, modelled on student submissions to QAA review teams; regular submissions from students' unions make institutions acutely aware of the issues that are affecting the quality of students' education, driving change for the better.

National Research

43 In autumn 2012, QAA commissioned two research projects. One project looks at 'Student Perceptions of Quality and Standards' and the other project focuses on 'Student Engagement in Quality Assurance and Enhancement'. Both projects involved Welsh institutions and the reports and outcomes for both are due in autumn 2013.

¹ www.qaa.ac.uk/partners/students/projects

Other support activity

QAA support for the Credit and Qualifications Framework for Wales (CQFW)

44 In 2012-13, the Credit Common Accord Forum (CCAF) came to an end.

QAA website content development

45 In terms of changes to the Wales area of the website, QAA has now established a landing page for the regional navigation: www.qaa.ac.uk/wales. The work was finalised in February 2013.

46 Information about the Cardiff office was updated, and the [About Us section](#)² used to provide shorter links towards Institutional Review (Wales), and content signposting links to the Welsh Language Scheme and student-led activity. [Additional links](#)³ relating to QAA's work with partner organisations in Wales were also added.

47 QAA undertook a survey in 2013 on how its audiences interacted with the Welsh Language Scheme and whether there was anything lacking in terms of content.

Professional, Statutory and Regulatory Bodies (PSRB) Forum

48 PSRB Forum events were held in November 2012, and March and July 2013.

The following PSRBs in Wales were invited to attend:

- Care Council for Wales
- General Teaching Council for Wales
- Institute of Chartered Accountants in England and Wales
- Law Society of England and Wales
- Estyn.

Liaison with other relevant bodies

49 See paragraphs 56 and 58.

Assisting with enquiries from the higher education sector and from others in Wales

50 During 2012-13, QAA Wales received a range of enquiries directly from the public and from staff at higher education institutions. These included student enquiries about the equivalence of qualifications, about overseas provision, and enquiries based on dissatisfaction with the provision. QAA received a total of 23 enquiries about Welsh institutions.⁴

51 In addition to these enquiries, the Head of QAA Wales and Method Administrative Officer fielded a range of questions as part of the routine business of liaising with institutional contacts.

² www.qaa.ac.uk/wales/pages/about-us.aspx

³ www.qaa.ac.uk/wales/pages/useful-links.aspx

⁴ QAA is only able to log enquiries as a Welsh enquiry where the enquirer has actually disclosed that they are a Welsh student or provider.

Supporting, monitoring and reporting on QAA activity

Team Wales

52 Team Wales is an internal QAA committee, remitted to monitor, evaluate and ensure that QAA delivers on its commitments in Wales. It is chaired by the Head of QAA Wales, includes representatives from across QAA's group structure, and meets formally three times per year. In 2012-13, Team Wales met in October 2012 and in March and July 2013.

QAA Wales Committee

53 The Advisory Committee for Wales met three times in 2012-13. The first meeting was held in Cardiff in December 2012 and included discussion on progress on the Further and Higher Education Bill, news item on MBAs, QAA's office in Cardiff, and the QAA Annual Reception. Other areas covered included the annual report to HEFCW and HEW (2011-12); University of Wales and Accredited and Affiliated Institutions; using the Quality Code to prepare for Institutional Review; and the European Association for Quality Assurance in Higher Education (ENQA) Review of QAA (2013). Following this meeting, there were a number of changes made to the name of the Committee (now the QAA Wales Committee), its terms of reference and the membership. The second meeting was held in Cardiff in March 2013, with reports on the Review of Foundation Degrees in Wales and QAA's enhancement activities in Wales. The final meeting of the year was held in Cardiff in July 2013 and included discussion of the Welsh Government's technical consultation document and the HEFCW consultation on Institutional Review.

QAA's office in Cardiff

54 Following the establishment of a QAA office presence in Cardiff at the end of 2012, it has been agreed to extend the current sharing arrangement with NUS Wales for a further 12-month period. The office is proving a valuable enhancement to QAA's profile in Wales and meetings have been held there with stakeholders, including the Welsh Government, HEFCW and Coleg Cymraeg Cenedlaethol.

QAA Annual Reception

55 On 19 June 2013, QAA held its annual parliamentary reception at the Senedd. Speakers included the Education Minister, a student reviewer and QAA's Chief Executive.

Head of QAA Wales

56 The Head of QAA Wales has held a range of meetings with relevant bodies in Wales and has attended a range of events. These are listed below.

Table 2: meetings involving the Head of QAA Wales

Date	Meeting with and/or attendance at:
17/09/12	HEFCW – QAESG
18/09/13	NUS Wales
21/09/13	Welsh Government
02/10/12	Quality Code consultation event
04/10/12	Council for Industry and Higher Education seminar
05/10/12	Future Directions steering group meeting
08/10/12	University of Wales

09/10/12	Foundation Degree reviewer training
19/10/12	HEFCW annual meeting
23/10/12	HEFCW – SETQC
24/10/12	HEFCW - SLA progress meeting
25/10/12	University of Wales
30/10/12	Bangor University
31/10/12	Aberystwyth University
22/11/12	Coleg Cymraeg Cenedlaethol
26/11/12	HEFCW/Estyn memorandum of understanding meeting
04/12/12	University of Wales
17/01/13	Quality Code consultation event
23/01/13	HEFCW - QAA Chief Executive Officer meeting
06/02/13	HEFCW – SETQC
13/02/13	Future Directions steering group meeting
14/02/13	HEW Learning and Teaching Advisory Group
25/02/13	University of Wales Trinity Saint David
05/03/13	Welsh Government
06/03/13	SLA progress meeting
21/03/13	HEFCW – QAESG
10/04/13	University of Wales
12/04/13	HE in FE Forum
18/04/13	HEFCW - SLA meeting
22/04/13	Institutional Review (Wales) briefing event
25/04/13	Quality Code <i>Chapter B10</i> event
26/04/13	HEA event on P/T students
09/05/13	Aberystwyth University
14/05/13	University of Wales
22/05/13	HEFCW - SETQC
06/06/13	HEA Foundation Degree event
10/06/13	University of South Wales
11/06/13	HEW - launch event Cardiff Metropolitan University
12/06/13	HEW - meeting with Minister
19/06/13	HEA Future Directions event Welsh Language Commissioner QAA Annual Reception
18/07/13	HEW officer meeting

57 Contact details for the Head of QAA Wales can be found at:

- www.qaa.ac.uk/contactus
- www.qaa.ac.uk/wales

Other QAA officer time in Wales

58 As well as the Head of QAA Wales, other QAA staff have been involved in delivering a range of review support and other services in Wales. These are set out in the table below.

Table 3: other QAA officer time in Wales

Date	Activity
11/12/12	QAA Wales Committee
23/01/13	HEFCW - QAA Chief Executive Officer meeting
19/06/13	QAA Annual Reception
20/06/13	QAA Board meeting
02/07/13	QAA Wales Committee

Liaison Officer Scheme

59 In addition to the annual visits by the Head of QAA Wales, QAA operates a scheme whereby each higher education institution in Wales is allocated a liaison officer to provide a direct point of contact on a broad range of quality assurance matters outside of formal review processes. The liaison officer does not necessarily visit an institution, but is responsible for responding to queries raised by institutions.

Publications (Wales only)

60 QAA developed a number of publications specific to Wales in 2012-13. These are listed in the table below.

Table 4: Wales-only QAA publications

Date	Publication
August 2012	Handbook for the Review of Foundation Degrees in Wales www.qaa.ac.uk/publications/informationandguidance/pages/FD-Wales-handbook.aspx
October 2012	Institutional Review: Bangor University www.qaa.ac.uk/institutionreports/reports/pages/inst-review-Bangor-12.aspx
October 2012	Institutional Review: Aberystwyth University www.qaa.ac.uk/institutionreports/reports/pages/inst-review-Aberystwyth-12.aspx
November 2012	Institutional Review: University of Wales: Trinity Saint David www.qaa.ac.uk/institutionreports/reports/pages/inst-review-Trinity-12.aspx
November 2012	Annual Report to the Welsh Language Board 2011 www.qaa.ac.uk/publications/informationandguidance/pages/annual-report-to-WLB-2011.aspx
November 2012	Welsh Language Scheme risk assessment www.qaa.ac.uk/publications/informationandguidance/pages/wls-risk-assessment.aspx
November 2012	Welsh Language Scheme 2012-15 www.qaa.ac.uk/publications/informationandguidance/pages/Welsh-language-scheme-2012.aspx
November 2012	Supporting Welsh speakers through our Welsh Language Scheme

	www.qaa.ac.uk/publications/informationandguidance/pages/supporting-Welsh-speakers.aspx
December 2012	Mini guide: a brief student guide to Review of Foundation Degrees in Wales www.qaa.ac.uk/publications/informationandguidance/pages/FDW-mini-guide.aspx
December 2012	Review of Foundation Degrees in Wales: Guidance for lead student representatives www.qaa.ac.uk/publications/informationandguidance/pages/FDW-LSR-guide.aspx
January 2013	Podcast: Review of Foundation Degrees in Wales - The facts www.qaa.ac.uk/Publications/Podcasts/Pages/Foundation-Degrees-Wales-guidance.aspx
January 2013	Survey of QAA's bilingual services (online survey which was open until 15 March)
February 2013	Podcast: QAA's bilingual services in Wales www.qaa.ac.uk/Publications/Podcasts/Pages/ASA-Cymru.aspx
March 2013	Annual report to HEFCW and HEW 2011-12 www.qaa.ac.uk/Publications/InformationAndGuidance/Pages/annual-report-HEFCW-2011-12.aspx
April 2013	Concerns Scheme: updated web content, submission form and guidance published bilingually www.qaa.ac.uk/Complaints/Pages/default.aspx

Welsh Language Scheme

61 QAA submits an annual monitoring report of the Welsh Language Scheme to the Welsh Language Commissioner, and in 2012-13 reported on the following:

- in 2012, QAA had seven Welsh-speaking staff members
- QAA Wales officially opened its office in Cardiff, with bilingual web pages/office signage, in January 2013
- ongoing updates to Welsh web pages, particularly the online glossary and Good Practice / Recommendations Knowledge bases published
- printed mini guide produced for staff about the Welsh Language Scheme and staff information talk given
- podcast on Welsh Language Scheme and bilingual reviews published in February 2013
- online survey conducted about QAA's bilingual services.

Table 5: Bilingual publications and correspondence

Date	Publications/correspondence
06/08/2012	University of Wales/Finance and Business Training/London School of Business and Finance Concerns press release
14/08/2012	Graduates for our future web copy
07/09/2012	Good practice headings
17/09/2012	Good practice search text
19/09/2012	Further information for Welsh Language Commissioner
26/09/2012	HEFCW Mid Review correspondence
26/09/2012	Glamorgan Mid Review correspondence

26/09/2012	Swansea Met Mid Review correspondence
01/10/2012	Foundation Degree Wales training programme
01/10/2012	Foundation Degree Wales training evaluation sheet
01/10/2012	Foundation Degree Wales training participant list
04/10/2012	IR University of Aberystwyth press release
22/10/2012	Foundation Degree Wales method student web content
29/10/2012	Leighton Andrews - Annual Reception letter/email
09/11/2012	QAA Welsh Language scheme press release
09/11/2012	Welsh Language Scheme risk assessment
14/11/2012	Good practice themes
20/11/2012	Complaints revised web copy
20/11/2012	'How can I complain?' web copy
05/12/2012	Recommendations Knowledgebase web content
11/12/2012	Letter to National Library of Wales
20/02/2013	Welsh podcast (transcript and translation into English)
21/02/2013	Good Practice Knowledgebase supporting evidence
22/02/2013	Annual report to HEFCW 2011-12
22/02/2013	Concerns Scheme guidance and submission form
13/03/2013	Annual report to Welsh Language Commissioner 2012
03/04/2013	Glossary updates 2013
18/04/2013	Foundation Degree Wales Bangor University
10/05/2013	REO Wales Evangelical School of Theology
13/05/2013	Institutional Review Wales: guide for lead student representatives
24/05/2013	Annual Reception materials
07/06/2013	Institutional Review Wales: Glyndŵr University
13/06/2013	TNE China overview layout
08/07/2013	Institutional Review Wales: student mini guide
09/07/2013	QAA Concerns Scheme wizard tool
22/07/2013	GPKB case study - University of Bangor Peer Guide Scheme
22/07/2013	GPKB case study - University of Bangor Dyslexia Support

62 QAA has published 12 bilingual publications during 2012-13; 27 shorter translations were commissioned (such as web pages, event invitation and correspondence); 16 smaller items were translated in-house. Three bilingual press releases were published during 2012, two publicising the publication of bilingual reports and one highlighting QAA's renewed Welsh Language Scheme and the bilingual services that QAA provides for its stakeholders in Wales.

Appendix A: breakdown of expenditure (2012-13)

	2012-13 Budget £	2012-13 Actuals	Variance £
Review costs	136,995	128,650	8,345
Pay Reviews Group	110,810	108,756	2,054
Additional Wales costs	5,540	5,245	295
Public Engagement Group costs	56,280	72,019	(15,739)
Research, Development & Partnerships Group costs	82,532	81,853	679
Infrastructure pay costs	106,037	114,767	(8,730)
Infrastructure non pay costs	97,731	105,920	(8,189)
Total costs	595,925	617,210	(21,285)
Income			
Other Income - including subscription and investment income	(296,150)	(295,848)	(302)
Allocation of DAP deficit	2,225	4,131	(1,906)
SLA 2012-13	(302,000)	(302,000)	0
Total Income	(595,925)	(593,717)	(2,208)
Total un-funded / shortfall	-	23,493	(23,493)

Appendix B: summary of QAA review outcomes (2009-15)

Review method	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Institutional Review		University of Wales, Newport	Aberystwyth University	Glyndŵr University	Cardiff Metropolitan University	University of South Wales
		University of Wales	Bangor University University of Wales Trinity Saint David		Cardiff University Swansea University	University of Wales Trinity Saint David
Overseas (TNE)	University of Wales (Malaysia)	University of Wales (Singapore)				
Concerns (full investigations)		University of Wales (Turning Point Business School, Singapore; Accademia Italiana, Bangkok; and Fazley International College, Kuala Lumpur)	University of Wales (and LSBF/FBT)			
Review of Foundation Degrees				Aberystwyth University		
				Bangor University		
				Cardiff Metropolitan University		
				Glamorgan University		
				Glyndŵr University		
				Swansea University		
				University of Wales, Newport		
				University of Wales Trinity Saint David		

Access to HE				Agored Cymru		
Review for Educational Oversight and Embedded College Review for Educational Oversight			Wales International Study Centre International College Wales, Swansea	Wales Evangelical School of Theology		

Key

	Confidence judgement/meeting UK expectations/meeting responsibilities with no serious risk to academic quality and standards identified. May include recommendations to address areas for improvement.
	Some aspects of provision found to have limited confidence/or required improvement/or concerns identified. Follow-up action completed.
	Some aspects of provision found to have limited confidence/or required improvement/or concerns identified. Follow-up action ongoing (includes the provision of action plans to address weaknesses).
	No confidence/does not meet expectations

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