



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

2009-10

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Introduction

The Quality Assurance Agency for Higher Education (QAA) has agreed a Service Level Agreement (SLA) for the period 1 August 2009 until 31 July 2015 with the Higher Education Funding Council for Wales (HEFCW) and Higher Education Wales (HEW). The SLA sets out how the three partners will work together on matters of mutual interest and their respective responsibilities. This report covers the period 1 August 2009 to 31 July 2010 and sets out how QAA has met its responsibilities.

The SLA specifies QAA provide a report to HEFCW and HEW at the end of each year for the period of the Agreement, to include:

- a report on the progress against the programme of services for 2009-10
- a breakdown of expenditure against the headings of the payment schedule for Wales (see Appendix A).

Review activity

Institutional review

1 In August 2009, QAA published the Institutional review report for Swansea Metropolitan University:

www.qaa.ac.uk/reviews/reports/institutional/SwanseaMet09/RG447SwanseaMet.pdf.

2 There were no Institutional reviews scheduled for 2009-10. However, QAA undertook planning and preparation for the reviews scheduled for 2010-11, including: publication of the new handbook; selection of and training of the review teams and institutional facilitators; the initial institutional briefing meetings; and the more detailed preliminary meetings.

Year of review	Institution	Activity/Visit dates	Comments
2008-09	Swansea Metropolitan	BV: January 2009 IR: March 2009	Outcome judgement: Confidence Report published August 2009
2009-10	Planning, preparation and implementation of IR (2009-10) <ul style="list-style-type: none">• Publication of handbook: October 2009• Institutional briefings for reviews in 2010-11: October/November 2009• Reviewer selection: February 2010• Preliminary meetings for reviews in 2010-11: February 2010• All Wales institutional briefing on revised IR method: February 2010• Training event for reviewers and institutional facilitators: July 2010		
2010-11	University of Wales	BV: September 2010 IR: October 2010	Outcomes judgement: TBC Report to be published: April 2011
2010-11	University of Wales, Newport	BV: September 2010 IR: November 2010	Outcomes judgement: TBC Report to be published: May 2011

Publication of revised institutional review handbook

3 In October 2010 QAA published the *Handbook for Institutional review (Second edition)* on its website, see:

www.qaa.ac.uk/reviews/reviewWales/Handbook2009.pdf.

Institutional briefing on revised IR method: February 2010

4 A briefing event on the revised Institutional review process for Wales took place on 4 February at the Metropole Hotel, Llandrindod Wells. The event included sessions on collaborative provision; student engagement and student reviewers; enhancement in Institutional review; the role of the institutional facilitator and preparing for Institutional review; and the European Standards and Guidelines, the Academic Infrastructure and other reference points.

5 Following the event, delegates were asked to complete an evaluation survey. The results found the event to be well organised with high quality presentations which prepared the delegates for reviews in their institutions. However, the event could be further improved by providing Welsh language versions of all presentations and other supporting documentation. More spoken Welsh would be appreciated by Welsh speaking delegates that attend.

Degree awarding powers and university title

6 There was no degree awarding powers or university title scrutiny activity in Wales in 2009-10.

7 QAA worked with the Welsh Assembly Government on adapting the existing criteria for the award of Foundation degree awarding powers to a Wales context. Also, QAA provided advice to the Welsh Assembly Government on matters relating to university title.

Overseas audit

8 Some UK institutions offer their higher education programmes through partnership links with organisations abroad. Institutions are responsible for the academic standards of their awards, whether delivered inside or outside the UK. As part of its work, QAA reviews the partnership arrangements that UK higher education institutions have made with organisations in other countries to deliver UK programmes.

9 QAA conducts overseas audit on a country by country basis. QAA's method for overseas audit is customised according to the country in which programmes are located, and the type of programmes being covered.

10 As well as auditing the partnership arrangements of institutions, QAA also gathers information about the activities of UK institutions in a particular country. QAA produces reports about individual institutions' arrangements and an overview report. Some institutions with overseas provision may not be audited, but may take part in the information gathering exercise which feeds into the country overview, or into case studies exploring particular aspects of overseas partnership provision.

11 In 2009-10, QAA planned and undertook an overseas audit of Malaysia. A partner link with the University of Wales was selected to be part of the review. This included visits to both the home institution and the partner link. A report on the outcomes of the visit is due for publication in September 2010.

12 In 2010-11, QAA plans to undertake an overseas audit of provision in Singapore, which will include one institution from Wales.

Higher education in further education

Publication of information bulletin

13 In 2009-10, QAA published an information bulletin to highlight the outcomes of the two developmental reviews undertaken the year before. The bulletin can be found at:

www.qaa.ac.uk/publications/infobulletins/HeFeWales2010/InfoBulletinWales10.pdf

HE in FE Forum

14 In February 2010, CollegesWales re-launched the HE in FE Network Forum. This included a presentation on the roles and responsibilities of QAA. In May 2010, CollegesWales organised a number of the members from the Forum to comment on the development of a new HE in FE review method for Wales.

Development and consultation on HE in FE review method

15 In June 2008, QAA conducted two Developmental reviews of directly-funded higher education (HE) in further education (FE) at the two largest further education institutions (FEI) in Wales: Coleg Llandrillo and Coleg Sir Gâr. The reviews focused on the effectiveness of the FEI's quality assurance processes and the extent to which each FEI, and its awarding body partners, are able to maintain standards and assure and enhance the quality of students' learning opportunities. The Developmental review did not consider directly the responsibilities of awarding bodies. The responsibilities of the awarding bodies in this context, HE institutions, are assessed separately by means of the Institutional review process. The review process allows each FEI to demonstrate the effectiveness of its management of the academic standards and quality of its directly-funded HE provision, as set out in the partnership agreement(s) with HE institutions.

16 The next stage is to move from a Developmental to Summative review process for all directly-funded HE in FE, including those FEIs where the full-time equivalents (FTEs) are fewer than 50. A Summative review process will make formal judgements and recommendations about the standard and quality of the provision, including a published report, and will not include a member of the FEI under review as a full member of the team. In cases where the number of directly-funded FTEs are 50 or fewer the review will take account of this by reducing the time spent at the institution and size of team.

17 FEIs in Wales will soon be entitled to apply for Foundation degree awarding powers. QAA's advice to FEIs interested in applying for the powers is not to apply for degree awarding powers until they have been through a Summative review with QAA. There may be some FEIs which currently do not have any directly-funded provision but wish to apply for degree awarding powers. Again, in such cases the prospective applicant is strongly advised to go through a Summative review first.

Timetable for the development of a Summative review process for HE in FE

Activity	Indicative time-scale
Development of operational description/handbook	April/May 2010
Informal consultation on proposals	April/May 2010
Preparation for consultation	May/June 2010
Open formal consultation on draft handbook for summative review	18 June 2010
Close consultation	30 July 2010
Publication of final version of handbook	8 October 2010
Review schedule	To be agreed

Mid-cycle review

18 Approximately three years after the completion of its Institutional review, the institution concerned must submit a mid-cycle review report to QAA, commenting on the progress made since the previous review and on other relevant developments. The institution receives a one-day visit by QAA officers to discuss the matters raised in the report and it is also 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 2009-10, there was one mid-cycle review at Glyndŵr University.

Causes for Concern procedures

19 The causes for concern procedures came into effect on 1 August 2008. Details of the procedures are available at: www.qaa.ac.uk/causesforconcern. In 2009-10 the small number of initial inquiries under the Causes for Concern procedures in Wales did not progress further. In 2010-11 there are plans to introduce a revised Causes for Concern operating procedure.

Access to HE

20 In August 2009, Open College Network Wales changed its name to Agored Cymru and became an independent awarding organisation. QAA, which licenses Agored Cymru to act as an Access Validating Agency (AVA), was represented at the launch event.

21 QAA implemented a common system of grading for the Access to HE Diploma in 2009-10. We provided a speaker for Agored Cymru's all-Wales conference in April and our grading consultant attended an Access to HE tutors' forum to support the AVA's training on grading, and to undertake monitoring of the grading implementation process. As Agored Cymru and several Welsh colleges had been involved in our grading pilot programme, colleges were well prepared, and there was a smooth introduction of new grading systems and procedures for Access to HE across Wales.

22 QAA also held a roadshow for HE admissions staff in Welsh HEIs about approaches to specifying entry requirements and making conditional offers to Access to HE students, in the context of changes to the qualification introduced by QAA.

23 The Department for Children, Education, Lifelong Learning and Skills contributed to the annual Key Statistics document and the Joint Agency Statistical Report on Access to HE, which were published in June 2010. Agored Cymru also provides data directly to QAA.

24 Welsh interests continue to be well represented on QAA's Access to HE committees in 2009-10: Agored Cymru's Chief Executive sat on the Access Qualification Development Group; and the AVA's Access to HE Manager was a member of the Review Method Development Group, which has been involved in the development of a new method for AVA review. In addition, Professor Noel Lloyd CBE continued to chair the Access Recognition and Licensing Committee, QAA's most senior Access to HE committee, which reports directly to the QAA Board.

Review support activity

Reviewer training for Institutional review

25 There was one reviewer training session in 2009-10. This session in July 2010 included both teams for the reviews at University of Wales and University of Wales, Newport and the institutional facilitators. The training included a session on developments in Wales presented by a colleague from Higher Education Wales. Feedback from evaluations was very positive, particularly in preparing teams for the different policy context in Wales.

Monitoring and evaluation of Institutional review

26 In 2009-10 there were no Institutional reviews in Wales to evaluate.

Development and enhancement activity

Student engagement (including support for WISE)

Student reviewers

27 A total of 51 students have been recruited to the register of auditors and reviewers. Allocations were made over the summer and 30 students were trained in October/November. Only one of the students was from an HEI in Wales. This does not pose a logistical problem because, as with all reviewers, we use the same register for England and Wales, but we will wish to reflect upon how we work with HEIs and representative bodies in Wales to promote more applications.

28 Given that a new review method has just been launched in Wales, students will join all teams. The first review with a student member will take place in autumn 2010.

Wales Initiative for Student Engagement (WISE)



29 This statement was launched at the Senedd by the then Children, Education, Lifelong Learning and Skills Minister, Jane Hutt AM, on 12 October. She was joined by the Chair of HEFCW Roger Thomas and QAA's new Chief Executive Anthony McClaran.

30 HEFCW have already allocated resources for NUS Wales to continue the 'Have Your Say' campaign under the banner of WISE. The WISE logo was designed by QAA.

Event to launch Institutional review method to student representatives in Wales

31 On 24 February, QAA and NUS Wales jointly hosted an event (under the WISE banner) to launch the new Institutional review method to student representatives. Delegates from across Wales registered to attend the event and heard presentations and keynote speeches covering a range of topics, including student reviewers, course representation, the 'Have Your Say' campaign and Institutional review. The event was also used to launch the new guides for student representatives. These were written by students who had engaged with QAA activities in the past and so will hopefully be more accessible and focused on the information that students will need to engage effectively with the process and the reports.

Cross-sector group

32 The cross-sector group involving NUS Wales, QAA, HEFCW, HEW and Higher Education Academy (HEA) Wales met on 24 February 2010 to discuss progress on various projects. HEFCW have agreed to fund further activities from NUS Wales to promote and support student engagement and involvement in shaping the student experience.

33 It was agreed that a useful development for this group would be to hold a joint annual session/workshop with HEW's Learning and Teaching Pro-Vice Chancellors network at its September meeting.

Quality enhancement and assurance in Wales - A changing picture?

34 In 2009-10, QAA worked jointly with HEA in Wales on a project designed to survey Welsh HEIs' approaches to the enhancement of quality. A project report entitled *Quality enhancement and assurance in Wales - A changing picture?* was published by HEA in October 2009, which noted a growing focus on enhancement, but the absence of a shared definition, beyond the one proposed by QAA for Institutional review. The report drew a distinction between 'top down' and 'bottom up' approaches and noted a variety of drivers for enhancement, including those provided by the Welsh policy context.

35 The publication of the project report was followed by a discussion event on 23 October 2009. Presentations were provided by QAA, HEA, the Centre for Excellence in Learning and Teaching at University of Wales, Newport and HEFCW, and there were opportunities for discussion of the report and of enhancement more generally. The report was generally well received at the conference, although the limited focus on assessment and feedback, funding and Welsh medium provision was noted. Topics of discussion included strategic frameworks for enhancement, the need to engage staff in documenting and disseminating their own practice, the role of students in enhancement, issues of risk and sustainability, and the challenges involved in measuring impact.

Outcomes from Institutional review in Wales

36 Following a commission from HEFCW, QAA has produced a short series of thematic publications summarising the findings of the Institutional review reports published between 2004 and 2009. These papers, together with a short introduction and conclusion, were published under the generic title 'Outcomes from Institutional review in Wales' on QAA's website on 18 February 2010:

www.qaa.ac.uk/reviews/reviewWales/outcomes/default.asp. Each paper draws together the findings of cognate sections of the Institutional review reports. The publications are as follows:

- Part one: Institutions' quality frameworks, and arrangements for approval, monitoring and review (covering: the institution's framework for managing quality and standards; internal approval, monitoring and review; external participation in review processes; programme-level review and accreditation by external agencies)
- Part two: Institutions' arrangements for managing academic standards (covering: assessment practices and policies; external examiners and their reports; external reference points; student admissions and progression and completion data)
- Part three: Institutions' arrangements for engaging students and the wider world (covering: student representation at the strategic and operational level; feedback from students, graduates and employers; procedures for student complaints and appeals; collaborative provision)
- Part four: Institutions' intentions for enhancement and arrangements for supporting teaching and learning (covering: intentions for enhancement; staff appointment, appraisal and reward; staff support and development; distributed and distance learning; learning support resources; academic guidance, support and supervision; personal support and guidance).

37 Overall, these papers found the management of quality and standards in Welsh HEIs to be generally sound. Areas of particular strength included student representation and feedback, intentions for enhancement, and academic and personal support for students.

Support for the Biennial Learning and Teaching Conference

38 In January 2010, HEFCW introduced a policy on Mechanisms for Supporting the Enhancement of Learning Opportunities. As part of the mechanism, QAA looks to work closely with HEA and other partners to provide support for a Biennial Learning and Teaching Conference. The Officer for Wales attended Steering Group meetings in February and June 2010. The first conference is being planned for 2011-12.

QAA support for the Credit and Qualifications Framework for Wales

39 QAA supports the Credit and Qualifications Framework for Wales (CQFW) in the following ways:

- membership of the Credit Common Accord Forum
- presenting relevant issues to QAA's Advisory Committee for Wales.

Support activity

Redevelopment of QAA's website

40 From August 2009, all QAA news items have been translated into Welsh and appear on the bilingual section of the website. Subsequently, other 'fast-changing' items (events, consultations, recent publications, films and podcasts tabs) are also being translated when new items are added.

41 Web pages about our work in Wales now bear the dragon watermark, with the exception of the page about our Welsh Language Scheme, which is being changed. We have added a new page for our annual reports to the Welsh Language Board, which are published bilingually.

Liaise with other relevant bodies

42 See paragraphs 47, 49-50 for a list of meetings and other liaison with relevant bodies.

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

43 During 2009-10, QAA Wales received a range of enquiries direct from the public and from staff at HEIs. These included student enquiries about the equivalence of qualifications, overseas provision and other aspect of their higher education experience.

44 In addition to these enquiries, the QAA Officer for Wales and Project Officer (Wales) fielded a range of questions as part of the routine business of liaising with institutional contacts about a variety of matters.

Supporting, monitoring and reporting on QAA activity

Team Wales

45 Team Wales is an internal QAA committee. The role of Team Wales is to monitor, evaluate and ensure QAA delivers on its commitments in Wales. Team Wales is chaired by the Officer for Wales, includes representatives from across QAA's group structure and meets formally three times per year. The work carried out by QAA officers in Wales is ongoing and monitored by Team Wales. In 2009-10, Team Wales met in October 2009, March 2010 and July 2010.

Advisory Committee for Wales

46 The Advisory Committee for Wales met twice in 2009-10. The first meeting was held in Cardiff in December 2009. The second meeting was held in Cardiff in June 2010 to coincide with a QAA Board meeting and annual Subscribers' meeting. The meeting included a presentation from QAA's Chief Executive and discussion around a wide range of issues, including: the implications of *For our Future*; the review of the Academic Infrastructure; revisions to the Causes for Concern procedures, among others.

Officer for Wales

47 QAA's Officer for Wales has held a range of meetings with relevant bodies in Wales. These are listed in table 2, below.

Date 2009	Meeting with...	Date 2010	Meeting with...
3 September	NUS Wales officers	20 January	HEFCW SETQC
7 September	WAG officers	27 January	HEFCW CEO meeting
11 September	NLIAH officer	4 February	IR briefing event for HEI and FECs
24 September	Glyndŵr University	5 February	HEinFE Network meeting, Llandrindod Wells
12 October	WAG HE External Reference Group and launch of the WISE statement	17 February	HEW PVC meeting, Swansea Metropolitan University
14 October	Review briefing visit, University of Wales, Cardiff	24 February	WISE meeting, University of Glamorgan
15 October	WAG officers	1 March	University of Wales Institute, Cardiff
19 October	HEW Officer	9 March	University of Wales (Gloucester office)
21 October	HEFCW SETQC	12 March	HEFCW joint meeting of Committees
23 October	HEA/QAA enhancement event, Llandrindod Wells	24 March	HEFCW SETQC

30 October	WAG HE External Reference Group, Cardiff	25 March	Institutional meeting at Cardiff University
6 November	HEFCW Institutional review meeting	28 April	Trinity College, Carmarthen
6 November	Estyn MOU meeting	28 April	Swansea University
9 November	University of Wales, Newport IR briefing	29 April	Coleg Sir Gâr
12 November	HEW Committee meeting	29 April	Swansea Metropolitan University Institutional meeting
25 November	Welsh Academic Development and Quality Group (cancelled)	7 May	HEinFE Forum meeting
25 November	Bangor University	26 May	HEFCW/HEW SLA meeting
26 November	Aberystwyth University	8 July	HEFCW SETQC
26 November	University of Wales, Lampeter	1 June	Advisory Committee for Wales
27 November	Meeting with LSC Alliance	3 June	Glyndŵr University mid-cycle review visit
4 December	University of Wales IF Workshop	24 June	Biennial conference meeting
7 December	NUS Wales	23 June	WAG re Foundation Degrees
9 December	HEFCW/HEW SLA	25 June	Budget meeting QAA, HEFCW, HEW
11 December	Advisory Committee for Wales	13 July	Education Minister (Wales)
8 January	Welsh administrators conference (cancelled)	19 July	Aberystwyth University
18 January	Biennial Learning and Teaching Conference	20 July	Supporting the Student Experience (Aberystwyth University)

Table 2: meetings involving the QAA Officer for Wales

48 Contact details for the Officer for Wales can be found at: www.qaa.ac.uk/aboutus/contactus.asp and are included in each edition of *higher quality*: www.qaa.ac.uk/news/higherquality.

Other QAA officer time in Wales

49 As well as the Officer for Wales, other QAA staff have been involved in delivering a range of review, support and other services in Wales. These are set out in table 3, below.

Date	Activity	Number of QAA (except Officer for Wales)
7 September 2009	WAG discussions re: FDAP	One
12 October 2009	Wales Initiative for Student Engagement	Four

	Launch	
23 October 2009	Quality enhancement and assurance in Wales - a changing picture? Llandrindod Wells	Six
7 December 2009	NUS Wales meeting with Sophie Buchaillard-Davis and Rhys Dart, Cardiff	One
10 December 2009	Welsh Credit Common Accord Forum (CCAF)	One
11 December 2009	QAA Advisory Committee for Wales meeting, Cardiff	Four
20 January 2010	HEFCW Student Experience and Teaching Quality Committee	One
27 January 2010	Chief Executive Officer meeting with HEFCW	One
4 February 2010	Wales IR briefing event, Llandrindod Wells	Ten
24 and 25 February 2010	QAA/NUS Wales Training Day plus WISE meeting involving HEFCW, HEW, HEA Wales, NUS Wales	One
26 March	Consultation event on Welsh Language Measure	One
16 April 2010	ESCalate Student Engagement Conference, University of Glamorgan	One
22 April 2010	University of Wales Student Engagement	One
29 April 2010	Welsh Credit Common Accord Forum (CCAF)	One
4 May 2010	Round-table discussion event on the Academic Infrastructure and external examining, Cardiff	Four
1 June 2010	QAA Advisory Committee for Wales meeting, Cardiff	Five
8 July 2010	Welsh medium education strategy conference, Cardiff	One

Table 3: other QAA officer time in Wales

Liaison officer scheme

50 QAA operates a scheme whereby each HEI in Wales is allocated a liaison officer. The role of liaison officer supplements the Officer for Wales role and is intended to provide a point of contact on QAA-related matters. The liaison officer engagement is set out in table 4, below.

Date	Institution
Telephone contact, July 2010	Aberystwyth University
Visit, 18 June 2010	Bangor University
25 March 2010	Cardiff University
Correspondence/telephone call	Glyndŵr University
No visit required	Swansea Metropolitan University
No visit required	Swansea University
No visit required	Trinity College Carmarthen
Visit, 24 June 2010	University of Glamorgan
Visit, 14 October 2009	University of Wales

No visit required	University of Wales, Lampeter
No visit required	University of Wales, Newport
Visit, 16 June 2010	University of Wales Institute, Cardiff

Table 4: liaison officer contacts

Publications (Wales only)

51 QAA undertook a limited number of Wales-only publications in 2009-10. These are listed in table 5, below.

Date	Publication
October 2009	<i>Handbook for Institutional review: Wales (Second edition)</i> www.qaa.ac.uk/reviews/reviewWales/Handbook2009.pdf
February 2010	Circular letter 02/10: Notice of publication of four <i>Outcomes from Institutional review in Wales</i> papers www.qaa.ac.uk/news/circularLetters/CL0210.asp
February 2010	<i>Outcomes from Institutional review in Wales: Institutions' quality frameworks and arrangements for programme approval, monitoring and review</i> www.qaa.ac.uk/reviews/reviewWales/outcomes/QAA312OutcomesWales_PartOne.pdf
February 2010	<i>Outcomes from Institutional review in Wales: Institutions' arrangements for managing academic standards</i> www.qaa.ac.uk/reviews/reviewWales/outcomes/QAA322OutcomesWales_PartTwo.pdf
February 2010	<i>Outcomes from Institutional review in Wales: Institutions' arrangements for engaging with students and with the wider world</i> www.qaa.ac.uk/reviews/reviewWales/outcomes/QAA321OutcomesWales_PartThree.pdf
February 2010	<i>Outcomes from Institutional review in Wales: Institutions' intentions for enhancement and support for teaching and learning</i> www.qaa.ac.uk/reviews/reviewWales/outcomes/QAA317OutcomesWales_PartFour.pdf
February 2010	<i>Institutional review: a guide for student representatives</i> www.qaa.ac.uk/reviews/reviewWales/IR_guideForStudentReps.pdf
February 2010	<i>Mini guide: a brief student guide to Institutional review</i> www.qaa.ac.uk/reviews/reviewWales/IR_miniGuide.pdf
February 2010	Information bulletin 2010: <i>Higher education in further education institutions in Wales</i> www.qaa.ac.uk/publications/infobulletins/HeFeWales2010/InfoBulletinWales10.pdf
May 2009	<i>The annual report to the Welsh Language Board on the implementation of QAA's Welsh Language Scheme (2009)</i> www.qaa.ac.uk/aboutus/policy/welshLanguage/AnnualReports/WLB_report2009.pdf

Table 5: Wales-only publications

Welsh Language Scheme

52 In 2008-09, QAA submitted its Welsh Language Scheme to the Welsh Language Board for re-approval. Re-approval was secured in 2008 and the Scheme is available at:

www.qaa.ac.uk/aboutus/policy/welshLanguage08/welshscheme08.asp.

53 In February 2009, QAA submitted its annual compliance report to the Welsh Language Board. Currently, QAA has six employees with varying degrees of Welsh language proficiency. Table 6, below, sets out the documents translated by QAA in 2009-10 under the terms of its Welsh Language Scheme.

Date	Type (circular letters, reports, letters etc)
25 August 2009	Aberystwyth University mid-cycle review report and letter
26 August 2009	Bangor University mid-cycle review report and letter
26 August 2009	HEFCW - letter re mid-cycle review reports to two institutions
2 September 2009	Annual report to HEFCW and HEW
7 September 2009	Trinity St David - letter confirming dates for Institutional review in 2011-12
23 October 2009	Quality assurance and enhancement in Wales - a changing picture? (jointly with HEA)
6 November 2009	<i>Outcomes from Institutional review in Wales: Institutions' intentions for enhancement and support for teaching and learning</i>
13 October 2009	<i>Outcomes from Institutional review in Wales: Institutions' quality frameworks and arrangements for programme approval, monitoring and review</i>
13 November 2009	Circular letter 02/10: Notice of publication of four <i>Outcomes from Institutional review in Wales</i> papers
13 November 2009	<i>Outcomes from Institutional review in Wales: Introduction</i>
13 November 2009	<i>Outcomes from Institutional review in Wales: Conclusions</i>
27 November 2009	<i>Outcomes from Institutional review in Wales: Institutions' arrangements for managing academic standards</i>
27 November 2009	<i>Outcomes from Institutional review in Wales: Institutions' arrangements for engaging with students and with the wider world</i>
4 February 2010	Invitation and Evaluation form for Institutional review briefing event, Llandrindod Wells
18 March 2010	Annual report 2009 and letter to Welsh Language Board
18 May 2010	University of Glamorgan - Liaison officer change
10 June 2010	CL07/10 Draft handbook for the review of higher education in further education colleges

Table 6: Welsh language publications and correspondence

Conclusion

54 The table below lists the main QAA activities in Wales and provides a quick check on progress against the activities.

Activity	Completed: Yes, No or partially
Prepare for implementation of revised IR process, including training of review teams and briefings for institutions	Yes (see paragraphs 2, 3, 25)
Hold briefing event for all HEIs in Wales on the revised IR process	Yes (see paragraph 4)
Carry out one mid-cycle review, to include an institutional visit, feedback on progress made and any strengths and weaknesses in the institution's current and future plans	Yes (see paragraph 18)
Further develop appropriate arrangements for the assessment of directly-funded HE provision in FE institutions in Wales, where this provision is not covered by other quality assurance arrangements	Yes (see paragraphs 15-17)
Publish outcomes from IR	Yes (see paragraph 36)
To provide advice and implement the QAA procedures for handling Causes for Concern	Yes (see paragraph 19)
To provide training and support to secure the involvement of students in the Institutional review process: Wales	Yes (see paragraphs 27-33)
To work with HEFCW, HEW, HEA and HE Sector on quality assurance and enhancement issues relating specifically to Wales	Yes (see paragraphs 34-35)
To work with HEFCW and the higher education sector in relation to the Credit and Qualification Framework for Wales	Yes (see paragraph 39)
Undertake regular visits to each of the higher education institutions in Wales and to the further education institutions that have higher education portfolios	Yes (see paragraphs 47 and 50)
Attend meetings of relevant committees including the HEFCW SEQTC and the Welsh Academic Development and Quality Group	Yes (see paragraph 47)
Liaise with other relevant bodies including, where appropriate, the Welsh Assembly Government, Estyn, the Higher Education Academy, Lifelong Learning UK, the Leadership Foundation and NUS Wales, among others	Yes (see paragraph 47)
Assist with enquiries from the higher education sector and from others in Wales	Yes (see paragraphs 43-44)
To ensure an organisational capacity to deal with Welsh-medium enquiries and meet other language scheme requirements	Yes (see paragraph 53)

Table 7: a summary of progress against activities in the Service Level Agreement

55 In conclusion, QAA has met all its commitments as set out in the Service Level Agreement for 2009-10.

Appendix A: Breakdown of expenditure (2009-10)

Analysis of Budget v Actuals 2009-2010

	Budget	Actual	Variance
Review costs	366	107	259
Access costs	13,963	15,435	-1,472
Overseas costs	5,334	5,013	321
Reviews Group pay costs - includes proportionate pay costs for Reviews and Information Unit and Officer for Wales/Team Wales' time	86,403	107,784	-21,381
General review support costs	6,189	6,874	-685
Publication and translation costs	15,750	11,102	4,648
Other - non-pay costs for Reviews Group	6,558	5,427	1,131
DAP	5,000	5,848	-848
Development and Enhancement Group - includes benchmarking, <i>Code of practice</i> , liaison and promotion within sector	68,301	61,574	6,727
Infrastructure pay costs - proportionate costs	107,685	106,752	933
Infrastructure non-pay costs - includes proportionate costs for overheads	104,931	104,052	879
Non-pay credit - includes proportionate credits for investment interest, sales of publications	-4,000	-3,716	-284
Subscriptions	-275,959	275,959	0
HEFCW contribution	-140,521	-140,521	0
Deficit		9,771	

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