



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

2008-09

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Introduction

The Service Level Agreement, from 2006-07 to 2009-10, between the Quality Assurance Agency for Higher Education (QAA) and the Higher Education Funding Council for Wales (HEFCW) and Higher Education Wales (HEW) sets out in broad terms how the three partners will work together on matters of mutual interest. As part of the reporting process QAA produces an annual report on its activities in Wales. This report provides reassurance that contractual obligations have been completed.

The report covers the period 1 August 2008 to 31 July 2009.

The Service Level Agreement stipulates that QAA shall provide a report to HEFCW and HEW at the end of the period of the Agreement, to include:

- a report on the achievement (or otherwise) of QAA in delivering its services in Wales
- a breakdown of expenditure against the headings of the payment schedule for Wales (See Appendix A).

Review activity

Institutional review

1 In 2008-09, QAA undertook two Institutional reviews. The outcomes of the reviews are set out in table 1, below.

Year of review	Institution	Outcome judgement	Review date	Publication date
2008-09	Glamorgan University	Confidence	November 2008	May 2009
2008-09	Swansea Metropolitan University	Confidence	March 2009	August 2009

Table 1: Institutional reviews (2008-09)

2 In preparation for the review a QAA officer met with institutional representatives at least 12 months in advance of the review. A preliminary meeting by the coordinating assistant director was undertaken 36 weeks before the review and a briefing visit five weeks in advance of the review.

Institutional review from 2009-10

3 The current cycle of Institutional review started in 2003-04 and was completed in this academic year. From 2009-10, a revised Institutional review process will be introduced. The main changes to the Institutional review process from 2009-10 are:

- an increased focus on the enhancement of student learning opportunities
- the introduction of student reviewers
- consideration of European Standards and Guidelines and other guidance relating to European or other international practices
- the introduction of a rolling programme of reviews
- a shift to a risk-based approach, with the time between reviews reduced, where a judgement of limited or no confidence has been found
- an enhanced role for the institutional facilitator
- an increased focus on research degree programmes
- two separate judgements, one on 'quality' and the other on 'academic standards of awards', instead of the single judgement on 'quality and standards'
- the option of an annual student statement by the student representative body, to complement the student submission for Institutional review
- the introduction of separate and hybrid collaborative review to the Institutional review process.

4 The first review under the revised review method is planned for summer 2009-10.

5 The revised review process was developed in collaboration with the HEFCW Quality Working Group, which included representatives from across the higher education sector in Wales. The review method has been developed in the context of, and builds upon, the previous cycle of reviews which ran from 2003-09. The handbook describes the revised process of Institutional review that will operate,

within the context of a 'rolling programme', in Wales from 2009-10 whereby all institutions are reviewed within six years. The handbook is available at: www.qaa.ac.uk/reviews/reviewWales

Degree awarding powers and university title

6 The power to award degrees is regulated by law. In order to be able to award a recognised higher education degree in the UK, an organisation needs to be authorised to do so either by Royal Charter or Act of Parliament. QAA offers confidential advice to the Privy Council on applications, but does not award these powers to organisations. QAA's Advisory Committee on Degree Awarding Powers is responsible for overseeing the criteria and scrutiny processes, and to make recommendations on their development to the QAA Board.

7 In 2008-09, QAA advised the Privy Council on one application for taught degree awarding powers and one application for research degree awarding powers from institutions in Wales.

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, not at the same time as a university or college's Institutional review. 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 often produces an overview report of UK higher education in a particular part of the world. 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 2008-09, QAA planned and undertook an overseas audit of India. The University of Wales was involved and provided a briefing paper to QAA that supported the *Audit of overseas provision, India* overview report. In 2009-10 QAA plans to undertake an overseas audit to Malaysia. There have been a number of institutions involved in the planning and preparation for this visit.

Higher education in further education

12 Following the review of directly-funded higher education in further education, a meeting was held in February 2009 with representatives from HEFCW, HEW and Fforwm to discuss how the outcomes of the review might be best disseminated. It was agreed that QAA would continue to support this area through its involvement with a reconstituted higher education in further education network and participation in a conference organised by Fforwm. QAA also plans to produce an Information Bulletin to help publicise its work in this area.

Mid-cycle review

13 Approximately three years after the completion of its Institutional review, the institution concerned is normally required to 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. There were two mid-cycle reviews in 2008-09, one at Aberystwyth University and the other at Bangor University.

Causes for Concern procedures

14 The Causes for Concern procedures came into effect from 1 August 2008. Details of the procedures are available at: www.qaa.ac.uk/causesforconcern In 2008-09 there were no Causes for Concern cases investigated by QAA in Wales.

Access to HE

15 The database of all QAA-recognised Access to HE courses, including courses in Wales, went live on 1 August 2008 and has proved a useful resource with 76,868 searches being made for the period until February 2009. The database is available on the Access to HE website at www.accesstohe.ac.uk

16 Work on the further development of the Access to HE Diploma has continued. A number of Welsh colleges have made a major contribution to the programme of tests and trials for the common grading model to be introduced for all Access to HE courses in 2009. QAA has now published most sections of the implementation handbook, *Grades and the Access to HE Diploma: implementation handbook*. The handbook is available on the Access to HE website.

17 The consultant working on the grading development project for QAA spoke at the recent Open College Network Wales conference, which focused on grading the Access to HE Diploma.

18 The Department for Children, Education, Lifelong Learning and Skills (DCELLS) contributed as usual to the annual Access to HE *Key statistics* publication and the *Joint agency statistical report* on Access to HE, which were published in May 2009. The Open College Network Wales also provides data directly to QAA, as required by QAA's annual reporting procedures for Access Validating Agencies. In December 2008, the Open College Network Wales reported a decrease in student enrolments (10 per cent) for 2007-08. The data for the same period is awaited from DCELLS, and this will be compared with that supplied direct to QAA by Open College Network Wales in an attempt to establish the reasons for any discrepancies. The Access Data Development Group will continue to monitor the two data sets.

19 Welsh colleges were surveyed as part of a broader data trends survey, and their responses were included in the final report.

20 The Open College Network Wales annual self-evaluation report (for activity in 2007-08) was scrutinised and approved by the Access Recognition and Licensing Committee.

21 Welsh institutions and agencies are represented on all of QAA's major Access to HE committees, including:

- Access Recognition and Licensing Committee (currently chaired by Professor Noel Lloyd)
- Access Qualification and Development Group (membership includes the Chief Executive of Open College Network Wales)
- Access Data Development Group (membership includes representation from DCELLS).

Review support activity

Reviewer training for Institutional review

22 The review teams selected for the two reviews in 2008-09 were drawn from a pool of previously trained Institutional reviewers. Consequently, there was no requirement for reviewer training sessions in 2008-09.

Briefing event for institutional facilitators

23 In 2008-09, the Assistant Directors coordinating the Institutional reviews at the University of Glamorgan and Swansea Metropolitan University held one-to-one briefing sessions with the respective institutional facilitators. These sessions covered the role of the institutional facilitator and potential issues which the facilitator may come up against when performing the role.

Monitoring and evaluation of Institutional review

24 As part of QAA's ongoing evaluation of Institutional review in Wales, reviewers, review secretaries and institutions are asked to complete evaluation questionnaires. In 2008-09, QAA's Information Unit produced a report based on the findings of the questionnaire from nine reviews. The overall satisfaction levels of institutions and reviewers were found to be high. For reviewers it ranged from 89 per cent to 100 per cent and for institutions satisfaction levels ranged from 97 per cent to 100 per cent.

Development and enhancement activity

Student engagement

25 In November 2008, QAA held an event entitled Quality Takes Time in partnership with the National Union of Students (NUS) Wales. The event was an opportunity to discuss matters in preparation for a QAA review, and to discuss what to do after the review, paying particular attention to interpreting and using the review report.

26 At this event students were also given an opportunity to contribute to and comment upon HEFCW and QAA's initial proposals for a new review process in Wales. Two focus group discussions took place and the comments were fed back to HEFCW and incorporated into its draft proposals.

27 Following the establishment in 2007 of a cross-agency forum in Wales on student engagement including NUS Wales, QAA, HEFCW, the Higher Education Academy (HEA) and HEW, it was agreed in 2008 that a joint statement on the Wales

approach to student engagement should be drawn up to reflect the collective approaches of the sector agencies and to set out how they are seeking to help and support higher education institutions. This draft has been prepared by QAA on behalf of the sector bodies and will be launched along with a joint project led by NUS Wales in October 2009.

28 Consultation on student membership of audit and review teams continued in 2008/09 and a pool of auditors/reviewers was recruited in May 2009 which included Welsh speakers and students from higher education institutions in Wales. A joint pool of auditors and reviewers will be used for audit and review in England and Wales.

Enhancement event

29 HEFCW has commissioned a publication summarising the main themes pursued in the Institutional review reports published between 2004 and 2009. Following receipt of draft material, initial editing and informal discussion, it has been decided to publish this as a series of four *Outcomes from Institutional review* papers. These papers will address the following themes:

- institutions' arrangements for managing academic standards
- institutions' quality frameworks and arrangements for approval, monitoring and review
- institutions' arrangements for engaging with students and with the wider world
- institutions' arrangements for supporting teaching and learning.

30 Three of the four papers are being reviewed and updated with material from the final two reports of the cycle. A fourth paper is currently being edited. Papers will also be subjected to an internal review process. When the text has been finalised the papers will be translated into Welsh and will be published on QAA's website. Publication is scheduled for early December 2009.

QAA/HEA joint project on institutions' arrangements for quality enhancement

31 QAA and the HEA are currently undertaking a joint project to ascertain the extent to which higher education institutions in Wales are changing their quality assurance arrangements to focus more explicitly on quality enhancement. This builds on a similar project conducted in England and Northern Ireland in 2007-2008.

32 The project utilises the findings of structured interviews with higher education institutions, conducted through QAA's liaison scheme. All subscribing institutions in Wales have taken part in these interviews, and the results are currently being considered by the project team. A report summarising the findings will be published in the autumn, and will be discussed at a project conference, which is to be held in Llandrindod Wells on Friday 23 October 2009. A draft programme for this conference has been drawn up and bookings for the event have now opened.

QAA support for the Credit and Qualifications Framework Wales

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

- membership of the Credit Common Accord Forum
- presenting relevant issues to QAA's Advisory Committee for Wales
- participation in review and evaluation of CQFW

- partnership working on the review and revision of *The framework for higher education qualifications in England, Wales and Northern Ireland* (FHEQ)
- partnership working on the development of a credit framework for higher education in England
- partnership working in the Vocational Qualifications (VQ) Reform programme and development of the Qualifications and Credit Framework (QCF)
- partnership working on the preparation of the second edition FHEQ for self-certification against the *Framework for Qualifications of the European Higher Education Area* (FQ-EHEA)
- partnership working on alignment of national qualifications frameworks to the European Qualifications Framework for Lifelong Learning (EQF).

Support activity

Redevelopment of QAA's website

Welsh website update

34 As part of the revamp of the main QAA website, country portals were introduced on the home page, including one for Wales that gives the option of viewing the Wales pages in either English or Welsh. The home page itself has also been enhanced and most of the information on it is available bilingually (the exception is 'fast-changing' items under the news, events, consultation and recent publications tabs). The main menu for the site is also available bilingually. From August 2009, all QAA news items will be translated into Welsh and appear on the bilingual section of the website.

35 QAA has updated and revised the pages about QAA's work in Wales and these are now more comprehensive than before. All are also available bilingually. The page about Institutional review in Wales (under 'Types of review' in the main menu) has been updated, revised and made available in Welsh. The publication *Introduction to QAA (May 2009)* has been produced in Welsh and is available on the website at: www.qaa.ac.uk/aboutus

36 The Communications team now has an officer who coordinates and quality checks all Welsh translations completed for QAA by translation companies.

Future developments

37 Planned website developments are:

- some pages of the website now have a dragon watermark, which will be carried forward to other Wales-pages in due course
- further work will take place during 2009-10 to develop the useful links section of the website to include 'thumbnail' images of Welsh higher education institutions and contact details for each higher education institution and college of further education in Wales
- a video of student involvement in Institutional review will be produced during 2009-10.

Liaise with other relevant bodies

38 QAA has liaised with the following bodies in 2008-09:

Estyn

- attended Estyn 2010 Stakeholder Forum (23/10/08)
- tripartite meeting between QAA, HEFCW and Estyn (13/11/08)
- QAA representative observed Estyn ITT training event (15/01/09)
- attended Estyn Stakeholder Forum (03/03/09)
- attended Estyn Stakeholder Forum (15/07/09).

QAA Advisory Committee for Wales

- attended meetings in Cardiff (24/11/08) and Swansea (20/05/09).

Welsh Medium Higher Education: Federal College Planning Board

- attended meeting of the Board (25/03/09).

HEFCW

- attended HEFCW event on the outcomes of the consultation on Institutional review (21/10/08)
- attended E for Enhancement Conference (02/04/09)
- attended Education for Sustainable Development and Global Citizenship conference (09/07/09)
- attended Service Level Agreement meeting with HEFCW and HEW (27/11/08).

HEA

- attended meeting on 21/10/08 and ongoing.

HEA/British Council (European Dimension in Learning & Teaching)

- attended British Council/HEA conference, Expanding Horizons: the benefits of the European dimension on the student learning experience (18/05/09).

HEW Pro Vice-Chancellor (PVC) Forum

- presentation at meeting (November 2008)
- presentation at meeting (June 2009).

HEW

- Chairman of QAA Board met with heads of HEW (May 2009).

WAG

- attended meeting with Education Minister and WAG officers (29/10/08)
- attended meeting with WAG officers (03/12/08).

NUS Wales

- joint NUS Wales/QAA student event, Aberystwyth (November 2008).

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

39 During 2008-09, QAA Wales received a range of enquiries direct from the public and from staff at higher education institutions. These included student enquiries about the equivalence of qualifications, about overseas provision and about their dissatisfaction with some aspect of their higher education experience.

40 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

41 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 2008-09, Team Wales met in October 2008, March 2009 and July 2009.

Advisory Committee for Wales

42 The Advisory Committee for Wales met twice in 2008-09. The first meeting was held in Cardiff in November 2008 and items discussed included: Institutional review from 2009 - issues for consideration by QAA; QAA Quality Enhancement activity in Wales; and *New Audit (England): A report on developments and possible implications for Wales*. The second meeting was held at Swansea University in May 2009 and the items discussed included: Institutional review 2009 - the development of the Institutional review process; and an update on QAA student engagement.

Officer for Wales

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

Date	Meeting
15/09/08	HEFCW Quality Working Group
02/10/08	Glyndŵr University
10/10/08	University of Wales
16/10/08	UWIC
21/10/08	HEFCW consultation event
22/10/08	Aberystwyth University
22/10/08	University of Wales, Lampeter
23/10/08	Estyn forum meeting
29/10/08	Education Minister, Welsh Assembly Government
03/11/08	HEFCW/QAA CEO meeting
10/11/08	HEFCW/enhancement meeting
13/11/08	HEFCW-QAA-Estyn liaison meeting
14/11/08	Joint NUS Wales/QAA student event, Aberystwyth

24/11/08	Advisory Committee Wales and Pan-Wales Student Forum, Open University Cardiff
26/11/08	Welsh Academic Development Quality Group (WADQG)
27/11/08	Service Level Agreement meeting with HEFCW/HEW
28/11/08	HEFCW Quality Working Group
03/12/08	Welsh Assembly Government Officer
05/12/08	Bangor University
10/12/08	Swansea University
10/12/08	Swansea Metropolitan University
11/12/08	Meeting at Coleg Sir Gâr
08/01/09	University of Wales moderators event, Cardiff
16/01/09	HEFCW Learning and Teaching Committee
06/01/09	University of Wales
25/02/09	Meeting at HEFCW on higher education in further education
25/03/09	Meeting of Welsh Medium Higher Education: Federal College Planning Board
27/03/09	UWIC
24/04/09	HEFCW Quality Working Group
29/04/09	HEFCW Learning and Teaching Committee
14/05/09	WADQG (UWIC)
20/05/09	Advisory Committee for Wales, Swansea University
04/06/09	Mid-cycle review visit at Bangor University
05/06/09	Mid-cycle review visit at Aberystwyth University
17/06/09	University of Wales, Newport about Institutional review dates
18/06/09	Budget meeting with HEFCW/HEW (Cardiff)
26/06/09	HEFCW Learning and Teaching Committee
03/07/09	Cardiff University
29/07/09	HEFCW Quality Working Group
05/08/09	Trinity College Carmarthen

Table 2: Meetings involving the QAA Officer for Wales

Other QAA officer time in Wales

44 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
21/10/08	HEFCW conference on Institutional review
22/10/08	PVC Network in Wales, Llandrindod Wells
10/11/08	Meeting with HEFCW about enhancement matters, Cardiff
13/11/08	Briefing meeting for Outcomes... Wales authors, Birmingham
24/11/08	Advisory Committee for Wales, Open University, Cardiff
15/01/09	Estyn training event
30/01/09	Project meeting for joint enhancement project, QAA Gloucester
23/02/09	QAA/HEA Wales Enhancement Project meeting
02/04/09	E for Enhancement conference, organised by JISC Regional Support Centres Wales and HEA, Cardiff University
18/05/09	Bologna Conference, Cardiff
20/05/09	Advisory Committee for Wales, Swansea University
26/05/09	Project meeting for joint enhancement project, QAA Gloucester
10/06/09	Wales PVC Group
09/07/09	Education for Sustainable Development and Global Citizenship

	conference
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Table 3: Other QAA officer time in Wales

Liaison officer scheme

45 QAA operates a scheme whereby each higher education institution in Wales is allocated a liaison officer. The role of liaison officer is separate from the review role and is designed to facilitate a two-way dialogue about matters of mutual interest. The liaison officer engagement is set out in table 4, below.

Date	Institution
18/11/08	UWIC
06/02/09	University of Wales
09/03/09	University of Wales, Newport
19/03/09	Swansea University
29/04/09	Aberystwyth University
30/04/09	University of Wales, Lampeter
07/05/09	Cardiff University
07/05/09 (teleconference)	University of Glamorgan
22/05/09	Swansea Metropolitan University
11/06/09	Bangor University
03/08/09	Trinity College Carmarthen
Liaison (telephone contact and discussion at the Liaison Conference, London)	Glyndŵr University Wrexham

Table 4: Liaison officer visits

Publications (Wales only)

46 QAA undertook a limited number of Wales-only publications in 2007-08. These are listed in table 5, below.

Date	Publication
August 2008	<i>Collaborative provision in higher education in Wales - a conference report</i> . Available at: www.qaa.ac.uk/events/CollabProvWales08/ConfReportEng.asp
March 2009	The annual report to the Welsh Language Board on the implementation of QAA's Welsh Language Scheme (2008)
May 2009	<i>Handbook for Institutional review: Wales (second edition). Draft for consultation</i> . Available at: www.qaa.ac.uk/news/circularLetters/CL0609.asp
June 2009	<i>Introduction to QAA</i> (bilingual version). Available from: www.qaa.ac.uk/aboutus

Table 5: Wales-only publications

Welsh Language Scheme

47 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

48 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 2007-08 under the terms of its Welsh Language Scheme.

Date	Type (circular letters, reports, letters etc)
06/08/08	Collaborative provision in Higher Education in Wales - a conference report
12/09/08	Letter and report to Trinity College Carmarthen about application for taught degree awarding powers
16/09/08	Letter and report to Coleg Llandrillo about Developmental review - June 2008
17/10/08	Letter and report to Coleg Sir Gâr about Developmental review - June 2008
31/10/09	Letter about Quality Takes Time event
28/11/08	Article Richard Wyn Jones
27/01/09	Letter about QAA Advisory Committee for Wales - register of members' interests
17/02/09	Letter to HEW about QAA Advisory Committee on Degree Awarding Powers: review of degree awarding powers and university title scrutiny processes
17/02/09	Letter to Swansea Metropolitan about review of degree awarding powers and university title scrutiny processes
17/02/09	Letter to Trinity College, Carmarthen about review of degree awarding powers and university title scrutiny processes
17/02/09	Letter to Swansea University about review of degree awarding powers and university title scrutiny processes
17/02/09	Letter to Bangor University about review of degree awarding powers and university title scrutiny processes
17/02/09	Letter to Glyndŵr University about review of degree awarding powers and university title scrutiny processes
17/02/09	Letter to Dept for Children, Education, Lifelong Learning and Skills, Welsh Assembly Government about QAA Advisory Committee on Degree Awarding Powers and university title scrutiny processes
17/02/09	Letter to University of Wales about QAA Advisory Committee on Degree Awarding Powers
11/03/09	Revised Welsh Language Scheme letter and annual compliance report to the Welsh Language Board on the implementation of QAA's Welsh Language Scheme (2007)
15/05/09	Letter to University of Wales Registry about QAA Institutional review 2009-10
05/06/09	Letter and programme: QAA and HEA Quality assurance and enhancement in Wales - a changing picture - event, 23 October 2009
23/06/09	Letter to University of Wales, Newport about QAA Institutional review 2010-11
01/07/09	Letter to Glyndŵr University about QAA Institutional review 2009 onwards
01/07/09	Letter to Swansea Metropolitan University about QAA Institutional review 2009 onwards
01/07/09	Letter to Swansea University about QAA Institutional review 2009 onwards
01/07/09	Letter to University of Wales Institute, Cardiff about QAA Institutional review 2009 onwards
01/07/09	Letter to Aberystwyth University about QAA Institutional review 2009 onwards

01/07/09	Letter to Bangor University about QAA Institutional review 2009 onwards
01/07/09	Letter to Cardiff University about QAA Institutional review 2009 onwards
01/07/09	Letter to University of Glamorgan about QAA Institutional review 2009 onwards

Table 6: Welsh language publications and correspondence

Conclusion

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

Activity	Completed/comments
To complete two Institutional reviews	Yes (see paragraphs 1-2)
Carry out two mid-cycle reviews, 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 13)
To support higher education delivered in further education colleges	Yes (see paragraph 12)
To deliver training modules for QAA reviewers on the requirements and specifications of the Institutional review process for Wales	Yes (see paragraph 22)
To provide specific support to institutions when preparing for institutional visits. Each institution will be given an opportunity to invite QAA to visit, up to 12 months before the Institutional review visit	Yes (see paragraph 23)
To obtain feedback from institutions regarding the conduct of each Institutional review, to contribute to an evaluation of the operation of QAA's framework in Wales	Yes (see paragraph 24)
To provide advice and implement the QAA procedures for handling Causes for Concern	Yes (see paragraph 14)
To provide training and support to secure the involvement of students in the Institutional review process: Wales	Yes (see paragraphs 25-28)
To work with HEFCW officers on quality assurance and enhancement issues relating specifically to Wales	Yes (see paragraphs 29-32)
To work with HEFCW and the higher education sector in relation to the Credit	Yes (see paragraph 33)

and Qualification Framework for Wales	
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 38 and 40)
Attend meetings of relevant committees including the HEFCW Quality Assessment and Learning and Teaching Committees, and the Welsh Academic Development and Quality Group	Yes (see paragraph 38)
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 38)
Assist with enquiries from the higher education sector and from others in Wales	Yes (see paragraph 32)
To include contact details for the Officer for Wales in those of QAA's publications that give contact details generally	Yes (see www.qaa.ac.uk/aboutus/contactus.asp and www.qaa.ac.uk/news/higherquality)
To ensure an organisational capacity to deal with Welsh-medium enquiries and meet other language scheme requirements	Yes (see paragraphs 41-43)

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

50 In conclusion, QAA met all its commitments as set out in the Service Level Agreement for 2008-09.

Appendix A: Breakdown of expenditure (2008-09)

Analysis of Actuals v Budget 2008-2009

	Budget	Actual	Variance
Review costs	36,514	41,905	-5,391
Access costs	24,852	25,609	-757
Overseas costs	8,053	6,452	1,601
Reviews Group pay costs - includes proportionate pay costs for Reviews and Information Unit and Officer for Wales/Team Wales' time	102,940	128,176	-25,236
General review support costs	1,694	2,856	1,162
Publication and translation costs	16,250	9,978	6,272
Other - non-pay costs for Reviews Group	7,988	6,836	1,152
Development and Enhancement Group - includes benchmarking, <i>Code of practice</i> , liaison and promotion within sector	75,336	50,927	24,409
Infrastructure pay costs - proportionate costs	100,501	96,497	4,004
Infrastructure non-pay costs - includes proportionate costs for overheads	106,372	118,071	-11,699
Non-pay credit - includes proportionate credits for investment interest, sales of publications	-9,421	-2,037	-7,384
Subscriptions	-256,750	-256,750	0
HEFCW contribution	-214,329		-214,329
Deficit	0	14,191	

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