

# **Robust quality and procedures: meeting students' expectations**

**Anthony McClaran**  
**Chief Executive, QAA**

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- ‘I believe a **firmer** and **more direct** approach to quality monitoring should be taken’
- ‘I think the QAA should have a totally changed structure and remit...I will be seeking the necessary policies, structures, and other reforms to bring about a **consumer revolution** in higher education’

*Aaron Porter, President of  
NUS, speaking in November  
2010*



# Robust quality and procedures

What are we doing now?



# Institutional Review

- student-centred quality assurance
- a flexible approach to review
- a desire for accessible public information about higher education institutions.

# Annual themes

- flexibility and responsiveness
- themes to be decided by the sector, not imposed on it
- A balance between enhancement and reassurance

# Concerns and complaints

- Immediate and robust
- Links with the work of the OIA
- Provides public reassurance

‘The acid test for HE providers is whether they offer excellent teaching and a high-quality experience for students. If they can do that, at a fair price, then it doesn't matter whether they are old universities or new ones; for profit or not for profit. They have something to contribute and should have the chance to do so. That is the case for a more open market.’

David Willetts  
MP



## **Robust quality and procedures: meeting students' expectations**

- To meet expectations we need to understand them
- Student engagement has never been more important



