



QQI
10 YEARS

Putting the 'P' in 'Q': the People in Quality – Recognising the Diversity of Student Experience in EQA reviews

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External Review of Quality Assurance in Higher Education Institutions

- a self-evaluation conducted by the institution, resulting in the production of a self-evaluation report,
- an external assessment and site visit by a team of reviewers,
- the publication of a review report including findings and recommendations, and
- a follow-up procedure to review actions taken.

External Review of QA in HEIs

- **March 2020 – Process pivoted to virtual methodology**
- **Digital documentation**
- **Online review team briefing / training**
- **Online planning / preparation visit**
- **Online “site-visit”**

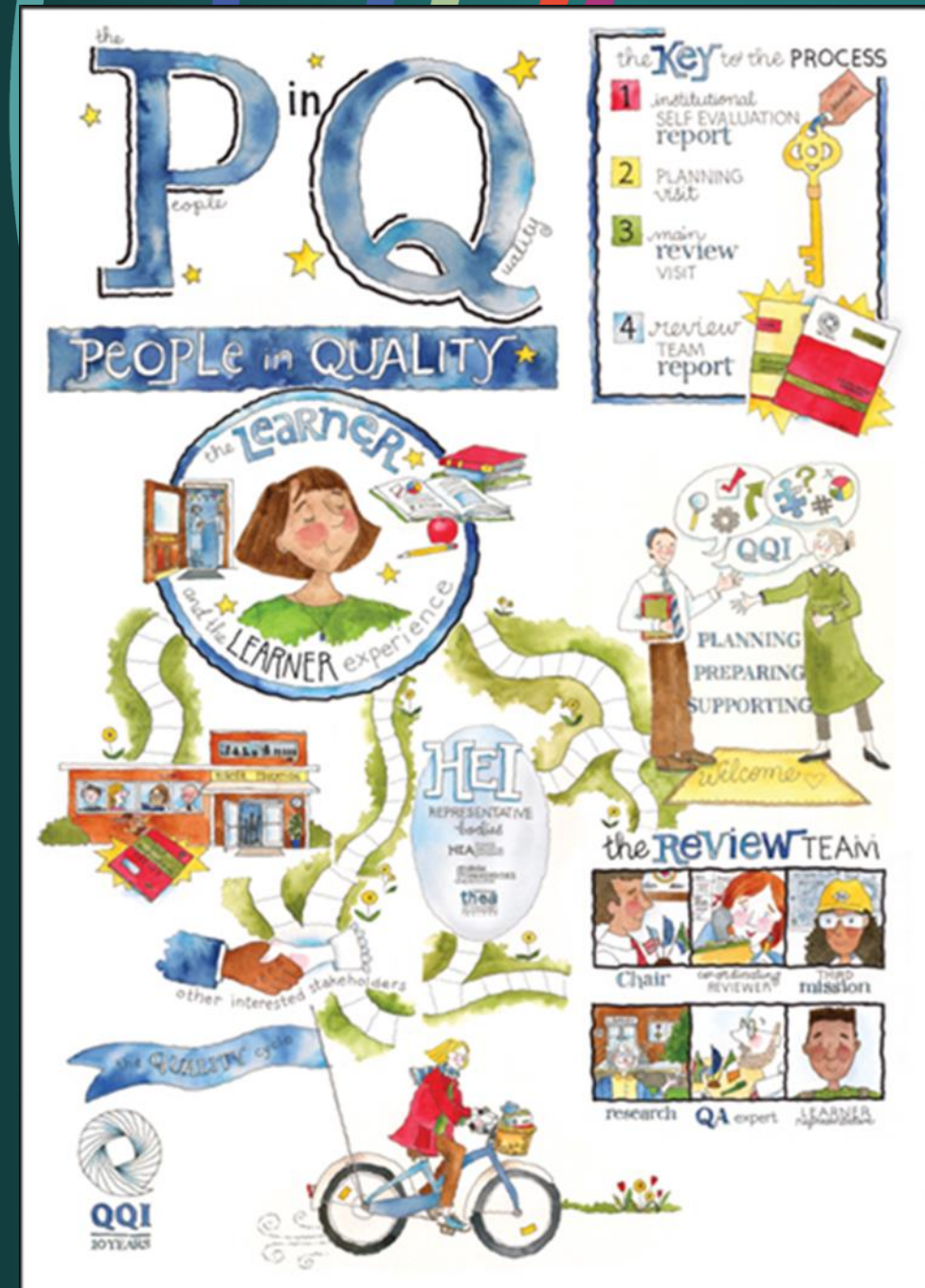
Benefits of the virtual process

- **Enhanced inclusivity and diversity of learner and other stakeholder engagement**
 - The Review Team
 - The Institution
- **Evidence, both formal and informal, from the virtual process suggests enormous benefits and rich enhancement is derived from engagement of diverse learners and other stakeholders in both IQA and EQA process**
- **Diverse Learner Voice**



Emphasise the P in Q – the People in Quality

- Useful concept for institutions and agencies to share with learners, staff and other stakeholders in providing insights into the richness of the review process



Return to “old normal”?

Build on lessons learned and take positive steps

- (I) Revised criteria for selection of external review team, beyond gender equality, to include a commitment to Equality, Diversity and Inclusion (EDI) principles in establishing an external review team.
- (II) Revised and updated Cinnte Handbook, to include, in more explicit guidelines for institutions on mechanism for enhancing engagement with a diversity of learners and other stakeholders, and the benefits derived from same.
- (III) Publishing of material in accessible formats.
- (IV) Development of a separate short, clear guide for learners, explaining the EQA process.
- (V) A renewed focus on ‘People’ in our model, process and supporting documentation.

Removing Ableism from Review Panel Selection

- Experiences of Disabled Academics & Recommendations for the Future (17 August 2021)
- Create an Environment for Disclosure
- Position Disability as an Equality and Diversity Consideration
- Cultural Change, Awareness & Education
- Universal Design Approach – Language & Communication





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