

Office of Quality, Standards
and Partnerships



UNIVERSITY OF
LINCOLN

QUALITY ASSURANCE MANUAL

Internal Review

SECTION 09

Introduction

Higher Education institutions should establish sound systems for internal quality assurance and enhancement, and that they should review the effectiveness of these processes on a regular basis.

One of the ways the University discharges this responsibility is through Internal Reviews conducted by the Office of Quality, Standards and Partnerships. Internal Reviews aim to provide an objective assessment to the University's Academic Board (through delegated approval to Academic Affairs Committee) of the adequacy of the internal systems of quality assurance and enhancement. This is done through scrutiny of the systems, processes and procedures in operation.

Internal Review enables the University to:



Internal Review Stages



Stage 1 – Initial Academic Affairs Committee Approval

A proposal for an Internal Review will be produced by the Office of Quality, Standards and Partnerships and submitted to Academic Affairs Committee (AAC) for approval. The proposal will detail the reasoning behind the choice of review, the aims and methodology of the review and expected outcomes.

Upon approval, one or more Quality, Standards and Partnerships Officers will be assigned to the Internal Review. They will contact key staff within the Colleges, Schools and (where appropriate) Professional Service Departments, to explain and discuss the nature of the review work, and to identify useful pre-review documentation. Timescales for the conduct of the internal review will be agreed with appropriate members of staff.

Stage 2 – Fieldwork

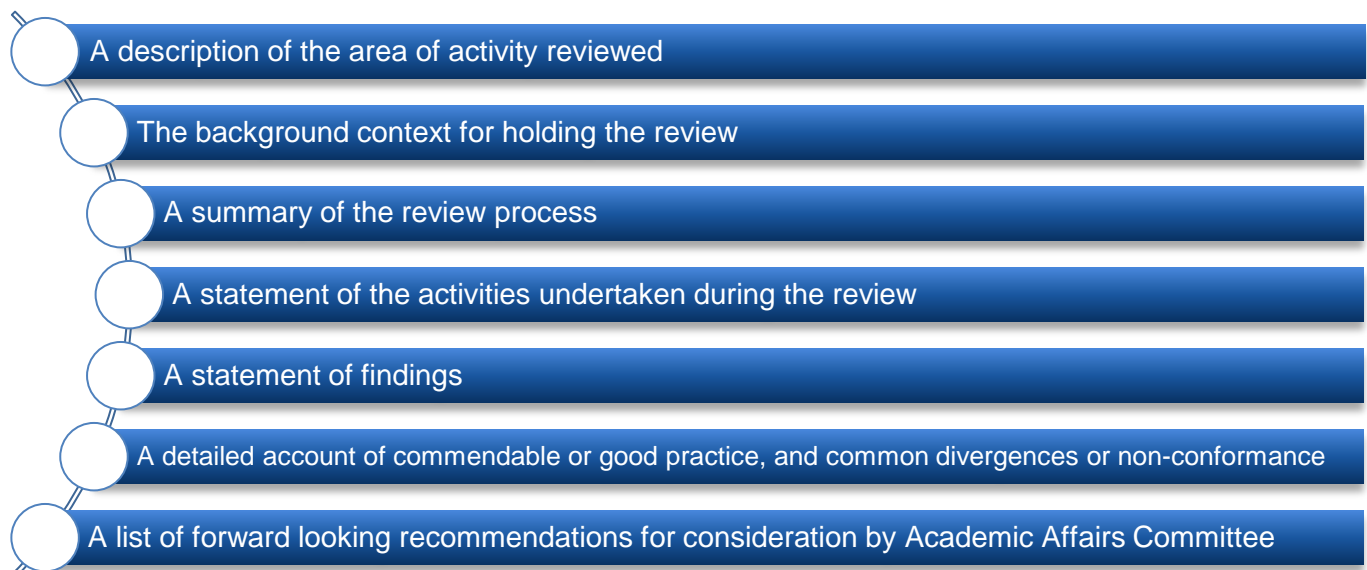
The next stage is likely to involve the following activities, although the frequency and emphasis of each element will vary according to the nature of the review in question:



Review activity will not necessarily be restricted to any one location, campus or organisation. Where, for example, partner institutions are involved in the issue being examined then the review team may ask to speak to partner institution staff, review partner institution records and documentation etc. Normally where the issue under consideration affects multiple locations and campuses, samples and review activity will occur at each location.

Stage 3 – Reporting

At the end of the review the Quality, Standards and Partnerships Officer(s) will produce a report on the review findings. This report will detail:



The report will be circulated to the key staff involved in the review in order to comment on factual accuracy.

Where recommendations, divergences or non-conformance are identified, the parties involved will be required to provide a written response and action plan to address the issues concerned. These responses will be incorporated into the report.

Stage 4 – Final Academic Affairs Committee Approval

The final report is submitted to AAC for discussion and approval. AAC will consider the actions to be taken by the University, College or individual School/Department as required, identifying individuals responsible for each recommendation to be carried forward within a set timeframe. AAC will be responsible for monitoring progress with regard to each recommendation and may seek evidence of implementation.