

Quality terminology

Annual Engagement Visit - Formal annual visits to colleges by Education Scotland to consider certain aspects of quality improvement.

External Education Scotland Review – the review conducted every 4 years by Education Scotland. It evaluates the college on 3 key principles – High Quality Learning, Learner Engagement and Quality Culture. The review is carried out by a Managing Inspector (MI), and between 5 and 10 other inspectors, with 2 student team members.

Framework for the Development of Strong and Effective College Students' Associations in Scotland – The Framework sets out a sector-agreed framework for how colleges and students' associations can work in partnership, with the support of sector agencies and NUS Scotland, to develop strong and effective students' associations. More information can be found at - <http://www.saframework.co.uk>

Learner Engagement Questionnaire – is a document sent to the students' association in advance of the review. The completed questionnaire is considered by the Managing Inspector and the Student Team Member. It will assist them to identify areas on which to focus during the external review.

Management of quality - Simply, this refers to the college's approach to managing the overall student learning experience. Colleges need to have processes and procedures in place to ensure that learning and teaching is of a high standard, and this is known as 'management of quality'. In a student context, management of quality is relevant as it refers to how all students (including sabbatical officers, class reps and other students) are involved in these various processes and procedures to improve the standard of learning and teaching. All students should have an opportunity to improve learning within their college.

Outcome Agreements – Introduced in 2012, Outcome Agreements set out what colleges plan to deliver in return for their funding from the Scottish Funding Council. Their focus is on the contribution that colleges make towards improving life chances and creating sustainable economic growth for Scotland. The SFC expects colleges to show evidence of how the outcomes within the outcome agreements have been developed and discussed with the students' association.

Student Engagement Framework - [A Student Engagement Framework for Scotland](#) (*available in the Resource Library on the sparqs website*) is a document endorsed and owned by all the sector agencies and representative bodies in the college and university sector. The Framework consists of five key elements of student engagement, and six features of effective student engagement. It offers a coherent and detailed way of understanding student engagement that can be helpful to institutions and students' associations as they attempt to develop and plan their student engagement activities.

Student Learning Experience - the [Student Learning Experience](#) refers to all elements of a student's experience during their time at their college. There are seven different elements: Curriculum, Learning Resources, Learning and Teaching Process, Assessment and Feedback, Progression and Achievement, Guidance and Support, Quality Enhancement and Assurance. (*available in the Resource Library on the sparqs website*).

Student Partnership Agreements - Student Partnership Agreements are a way in which students' associations and colleges can promote ways in which students can interact with staff at their college to improve quality. They're also an opportunity to agree priority areas upon which the students' association and college will work together. More information about SPAs is available in

Quality glossary

the [sparqs Student Partnership Agreement Guidance](#) (available in the Resource Library on the *sparqs website*).

Student Satisfaction and Engagement Survey - The intention of the SSES is to set out a national approach to monitoring student satisfaction and engagement that will help to create a consistent sectoral measure and contribute to quality improvement. Ultimately, this will enable the sector to use the survey to derive, among other benefits, data for the purpose of benchmarking and quality enhancement. After a pre-pilot in 2014/15, the expectation is that this survey will become part of the national quality landscape in Scottish Further Education during 2015/16.

Student Team Member (STM) – Student Team Members are part of the Education Scotland review team. Teams vary depending on the size of the college but there are usually two Student Team Members whose remit is to gather the views of learners across the college.

Quality - In the context of being a student representative, quality refers to the standard of everything to do with learning, teaching, assessment, and the additional support to ensure this happens within an institution. When quality is referred to it usually means “how good is this?”

Quality Assurance – Quality assurance approaches aim to ensure that existing standards are met, this is to ensure a baseline of quality across the further education sector.

Quality Enhancement - Quality enhancement is about how learning and teaching can be improved. It refers to all the work that an institution, departments and individuals do to make learning and teaching better.

Quality glossary

Sector Agencies

sparqs - student partnerships in quality Scotland is a development agency that exists to assist and support students, students' associations and institutions to improve the effectiveness and engagement in quality assurance and enhancement in institutions across Scotland. More information can be found at - www.sparqs.ac.uk

Scottish Funding Council - The Scottish Funding Council is a public body which distributes money to colleges and universities on behalf of the Scottish Government. They are ultimately responsible to the Government for the spending of this money, and so they oversee the quality of learning and teaching provision to ensure that standards are high. More information can be found at - <http://www.sfc.ac.uk/>

NUS Scotland - A confederation of students' associations across Scotland whose purpose is to promote, defend and extend the rights of students as well as to develop and champion strong students' unions. More information can be found at - <http://www.nus.org.uk/en/nus-scotland/>

Education Scotland - The national body responsible for assuring the quality of colleges and schools in Scotland. They conduct external reviews in colleges. - <http://www.educationscotland.gov.uk/>

Colleges Scotland - Colleges Scotland is the representative body of Scotland's college institutions. More information can be found at - <http://www.collegesscotland.ac.uk/>