

That's Quality! Universities 2022 Programme

**Wednesday, 20th July
10am – 4pm via Zoom**

- 10:00 – 10:15 **Welcome and overview of TQ series** (*Plenary*)
- 10:15 – 11:00 **Getting to know you and the role of an Education Officer** (*Tutor Groups*)
This will be an opportunity for you to get to know your tutor group and the sparqs' Development Consultant who will be supporting you throughout the course. This session will also look at the hopes and fears you have for the year ahead in your role.
- 11:00 – 11:15 **Break**
- 11:15 – 12:30 **What makes a quality student experience?** (*Plenary and Tutor Groups*)
In this session we will begin to explore the approach to quality assurance and enhancement in Scotland, and the defining principles which underpin this. We will consider what makes a quality student experience by reflecting on your own experiences.
- 12.30 – 1:30 **Lunch**
- 1:30 – 2:30 **Representing diverse student voices** (*Plenary and Tutor Groups*)
This session will get you thinking about who the students are you represent; how do you know what they want, how will changes impact difference groups, and how can you use certain tools like data to better advocate for change.
- 2:30 – 2:45 **Break**
- 2:45 – 3:45 **Engaging with the Enhancement Theme and Student-Led Project** (*Plenary with Tutor Group activity*)
This session will introduce the Enhancement Theme and Student-led Project and opportunities to influence this work. This session will be led by QAA Scotland staff.
- 3:45 – 4:00 **Close and next steps**

Learning outcomes for sessions:

Getting to know you and the role of an Education Officer

- To support officers and SA staff to make connections across the Sector
- To help officers get to know sparqs staff
- To think about the role of an education officer and some of the work they'll do locally and across the Sector

What makes a quality student experience?

- To better to understand the Scottish quality landscape and the principles that underpin our frameworks
- To explore the difference between assurance and enhancement
- To begin to explore the new quality arrangements over the next few years
- To engage in dialogue around their own student experience, what made it good/bad, how do you know, and how you can make it better.

Representing diverse student voices

- To get officers thinking about the different students they represent
- To consider the different ways to better know what your students want; how can you find out and what tools can you use
- To explore the officers manifesto points and consider the impact some changes might have on student groups, particularly those is might disadvantage
- To get officers to reflect on a time in their own student journey where their voice was/wasn't listened to.

Engaging with the Enhancement Theme and Student-Led Project

- To introduce officers to QAA Scotland, the Enhancement Theme and the Student-led project
- To ensure officers know how they can engage in the Theme and SLP and the opportunities to attend meetings, events and steering groups
- To explore with officers how their manifesto points and ambitions can relate to the work of the Theme in their day-to-day role.