

OFFICIAL

Key performance measures for the designated quality body

The Office for Students has now agreed with the Quality Assurance Agency for Higher Education (the QAA) the key performance measures (KPMs) that will be used to measure the performance of the QAA in its role as the designated quality body (DQB).

Acronyms

DAPs: Degree Awarding Powers.

QSR for registration: Quality and Standards Review to be used by the DQB for providers applying to be registered with the OfS

QSR for monitoring and intervention: Quality and Standards Review to be used by the DQB for providers registered with the OfS

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
Quality of output	<i>Are the assessments evidence based?</i>	1a. 100% of QSR reports are judged by the OfS to demonstrate: <ul style="list-style-type: none">that reviewers have selected and assessed evidence according to Annex 4 of the published guidance documents¹a clear relationship between the evidence that has been assessed and the judgements made by reviewers about this evidence, and the outcomes reached by the review team. The relationship between the evidence and the judgement must be described with explicit		1b. that 100% of advice about DAPs is judged by the OfS to demonstrate: <ul style="list-style-type: none">that reviewers have selected and assessed evidence according to Annexes 4 and 5 of the published DAPs guidance and supplementary guidance for providers²a clear relationship between the evidence that has been assessed, the judgements made by reviewers about this evidence and the outcomes reached by the review team . The relationship between the evidence and the advice must be described with explicit reference to the relevant DAPs criteria in Annex C of

¹ Guidance on QSR for registration and QSR for monitoring and intervention available here: <https://www.qaa.ac.uk/reviewing-higher-education/types-of-review/quality-and-standards-review>

² Guidance on assessment by the DQB for providers applying for degree awarding powers is available here: <https://www.qaa.ac.uk/en/reviewing-higher-education/degree-awarding-powers-and-university-title/guidance-and-criteria/applicants-in-england>

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
		<p>reference to the relevant core practices of the UK Quality Code, by reference to the report template agreed by the DQB and the OfS.</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • More than 95 per cent: green • 90-95 per cent: amber • Less than 90 per cent: red <p>Specific written feedback will be provided to the DQB on a quarterly basis about its performance against this KPM. QAA will need to provide a report on the actions it will take to improve performance, where necessary.</p>		<p>the OfS's regulatory framework, or the three NDAPs test components, by reference to the report templates agreed by the DQB and the OfS</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • More than 95 per cent: green • 90-95 per cent: amber • Less than 90 per cent: red <p>Specific written feedback will be provided to the DQB on a quarterly basis about its performance against this KPM. QAA will need to provide a report on the actions it will take to improve performance, where necessary.</p>
	<p><i>Do the assessments enable OfS decision making?</i></p>	<p>2a. 100% of QSR reports are judged by the OfS as fully enabling decision-making.</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • More than 95 per cent: green • 90-95 per cent: amber • Less than 90 per cent: red <p>The OfS decision-maker will use the following descriptors to make their judgement:</p> <ul style="list-style-type: none"> • The assessment clearly describes the evidence that has been assessed. 		<p>2b. 100% of DAPs advice is judged by the OfS as fully enabling decision-making.</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • More than 95 per cent: green • 90-95 per cent: amber • Less than 90 per cent: red <p>The OfS decision-maker will use the following descriptors to make their judgement:</p> <ul style="list-style-type: none"> • The assessment clearly describes the evidence that has been assessed.

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
		<ul style="list-style-type: none"> • The assessment clearly and concisely sets out a judgement about each core practice of the UK Quality Code under review • The assessment contains a clear justification for each judgement, by reference to the evidence assessed • The assessment also explains the degree of confidence the review team has in the judgement, if less than full confidence, by reference to the published guidance • The assessment is focussed on the outcomes a provider is expected to deliver for its students, rather than how those outcomes should be delivered, and does not rely on any extraneous information. <p>Specific written feedback will be provided to the DQB on a quarterly basis about its performance against this KPM. DQB will need to provide a report on the actions it will take to improve performance, where necessary.</p>		<ul style="list-style-type: none"> • The assessment clearly and concisely sets out a judgement about each DAPs criterion or NDAPs test component • The assessment contains a clear justification for each judgement, by reference to the evidence assessed • The assessment is focussed on the outcomes a provider is expected to deliver for its students, rather than how those outcomes should be delivered, and does not rely on any extraneous information. <p>Specific written feedback will be provided to the DQB on a quarterly basis about its performance against this KPM. DQB will need to provide a report on the actions it will take to improve performance, where necessary.</p>
	<p><i>Are the assessments consistent and reliable?</i></p>	<p>3a. 0% of providers receiving a positive assessment by the DQB in a QSR are at increased risk of a breach, or have breached, one or more of the ongoing conditions B1, B2, B4 or B5 within 1 year of assessment</p>		<p>3b. 0% of providers that, having received a positive assessment from a full DAPs assessment, are shown to be not meeting one or more of the DAPs criteria within 1 year of assessment</p> <p>NB. For the purposes of this KPM, the evidence which identifies that the provider is not meeting the criteria must be</p>

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
		<p>NB. For the purposes of this KPM, the evidence which identifies the breach or increased risk must be consistent with the evidence the DQB review team was permitted to ask for (by reference to Annex 4 of the published guidance), extant at the time of the review, and, where relevant, within the provision or areas of provision sampled by the review team.</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • Less than 5 per cent: green • 5-10 per cent: amber • More than 10 per cent: red 		<p>consistent with the evidence the DQB team was permitted to ask for, extant at the time of the assessment, and, where relevant, within the provision or areas of provision sampled by the DQB team.</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • Less than 5 per cent: green • 5-10 per cent: amber • More than 10 per cent: red
		<p>4. 0% of representations from providers result in a revised judgement about whether a provider meets a core practice of the UKQC, or a DAPs criterion or a New DAPs test component (for QSR and DAPs assessment respectively).</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • Less than 5 per cent: green • 5-10 per cent: amber • More than 10 per cent: red <p>The QAA will need to provide a report on the reasons for successful representations and the actions it will take to improve performance, where necessary.</p>		
<p>Inputs and operations</p>	<p><i>Do reviewers have the right expertise?</i></p>	<p>5. 100% of QSR review and DAP scrutiny teams comprise reviewers with sufficient relevant and current academic, regulatory and investigative expertise, as defined in the relevant published guidance and also below:</p>		

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
		<ul style="list-style-type: none"> • Each review team includes at least one reviewer qualified to doctoral-level, or with equivalent professional experience, and who holds, or has held in the previous 12 months, a current senior academic leadership role³ in a UK higher education provider. • Where necessary, the review team has demonstrably made use of specialist advisers qualified to comment on academic subjects, organisational structures and practices, or issues of which the review team has insufficient knowledge or experience. • Every reviewer has successfully completed the QAA's generic and method-specific training, and relevant CPD at least once during the 18 months prior to the review. <p>There is a banded rating as follows for 2018-19</p> <ul style="list-style-type: none"> • 80 per cent: green • 71-79 per cent: amber • 70 per cent or below: red <p>There is a banded rating as follows for 2019-20</p> <ul style="list-style-type: none"> • 100 per cent: green • 91-99 per cent: amber • 90 per cent or below: red 		

³ 'primarily describing someone who is or has been responsible for developing and running a programme of study, with responsibility for the quality of that programme'.

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
	<i>Are outputs delivered on time?</i>	<p>6a. 100% of review reports are delivered to the OfS according to the timescales in the published guidance.</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • 100 per cent: green • 91-99 per cent: amber • 90 per cent or below: red <p>The review process starts at the point of the provider submission. QAA will need to explain why timelines are not achieved.</p>	<p>6b. 100% of review reports are delivered to the OfS according to the timescales agreed with the OfS at the review specification stage (pages 6 and 7 of the published guidance).</p> <p>There is a banded rating as follows:</p> <ul style="list-style-type: none"> • 100 per cent: green • 91-99 per cent: amber • 90 per cent or below: red 	<p>6c. 100% of DAP reports are delivered to the OfS according to the timescales agreed at the point of referral. Timescales for the different DAPs processes will vary and a more standardised timescale will be published and the KPM updated to reflect this.</p>
Value for money	<i>Are the assessments cost effective?</i>	<p>7. Providers understand how the fee for a QSR or DAP is calculated.</p> <p>This will be determined by asking each provider in the post-review evaluation questionnaire to say, according to a four-point scale (where four is 'strongly agree' and three 'agree'), to what extent they agree with the statement, 'I understand how the fee for my review was calculated'.</p> <p>A modal average score of 3 or 4 will be regarded as green. A modal average of less than 3 will be regarded as red.</p>		

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
		<p>8. Providers regard the review or assessment as having been carried out efficiently, with no more burden being placed on them than was necessary to fulfil the DQB's obligations as described in the published guidance. This will be determined by asking providers who have undergone QSR for registration and DAPs assessment in the post-review evaluation questionnaire to say, according to a four-point scale (where four is 'strongly agree' and three 'agree'), to what extent they agree with the statement, 'The QAA team carried out the review/assessment efficiently in accordance with the published guidance.' The statement for providers who have undergone QSRMI will be, 'The QAA team carried out the review/assessment efficiently in accordance with the published guidance and review specification.'</p> <p>A modal average score of 3 or 4 will be regarded as green. A modal average of 2 will be regarded as amber. A modal average of 1 will be regarded as red.</p>		
Overall performance	<i>Has the QAA fulfilled its role as the DQB effectively?</i>	<p>The OfS's Quality Assessment Committee provides a judgement of its confidence, approximately every six months on the following statement 'The QAA has fulfilled its role as the DQB effectively'</p> <p>According to the following ratings: Substantial confidence, moderate confidence, limited confidence</p> <p>In determining its level of confidence the OfS's Quality Assessment Committee will consider the overall performance of the QAA based on an aggregation of its performance against the KPMs with the following banded rating:</p> <p>100% of KPMs are green – substantial confidence 75% of KPMs are green and none are red – moderate confidence 75% of KPMs are green and some are red – limited confidence</p> <p>Confidence will also be determined by consideration of how the KPMs have been delivered.</p>		

Heading	Key question	KPM QSR for registration	KPM QSR for monitoring and intervention	KPM DAPs
		<p>Descriptors that characterise effective fulfilment of the DQB role include:</p> <ul style="list-style-type: none"> - The DQB meets its KPMs and there are no red ratings - Leadership of the DQB demonstrates that it recognises that the approach of the work performed as the DQB is distinct from the role previously fulfilled by the QAA and communicates coherently with the OfS - Evidence of training of DQB staff on the regulatory environment - Drafts of review methods and supporting material are appropriately framed, do not require significant comment from the OfS, and demonstrate that the DQB understands the regulatory and legal framework for its work - The DQB recognises and manages risk in relation to its work as the DQB which includes managing conflicts of interest with commercial work performed as the QAA. - Quarterly reports demonstrate that milestones are achieved and provide sufficient detail about progress (for example they include dates for completion of work and flag risks) - Annual reports clearly and concisely set out an account of the DQB's work for the OfS and whether milestones have been delivered. The reports demonstrate a reflective approach about the reasons for performance, lessons learned and implemented as a result and an appropriate articulation of risk <p>The QAC will provide feedback to the DQB on its overall opinion and confidence in the work of the DQB along with detailed feedback on individual KPMs.</p>		

All ratings bands will be reviewed after 12 months.