



So you're involved in TQER!

1: What is TQER?

Tertiary Quality Enhancement Review (TQER) is the way that the learning provision in Scotland's colleges and universities is externally checked to find out how good it is and how it might become better.

Every college and university in Scotland is experiencing this review once between 2024 and 2030. The reviews are run by the [Quality Assurance Agency for Higher Education \(QAA\)](#). The reviews at each institution all help the [Scottish Funding Council \(SFC\)](#), who fund colleges and universities on behalf of the Scottish Government, to answer one important question:

'Is the provision delivered by Scotland's colleges and universities of high quality and is it improving?'

The answer to that question depends very much on the views of UHI students!

UHI's Tertiary Quality Enhancement Review will be undertaken by a team of expert reviewers from other colleges and universities, including a student member who will have a particular interest in what students at UHI have to say about their learning. The review will have two main parts:

- An **Initial Review Visit**, on 5th to 6th October. At this visit, the review team will meet various staff and have a number of meetings with students. The themes that will come out of the meetings with students will help the review team understand the priorities or issues to dig into further.
- A **Main Review Visit**, which takes place between 16th and 19th November. This will allow the review team to build on what they learned – especially from students – in the Initial Review Visit.

2: How will the meetings with students work?

The review team will be based in [UHI House in Inverness](#) during the review, but all their meetings will take place on Teams – so you can join from wherever you are based in the Highlands and Islands or beyond!

Each meeting with students will last about an hour, and will involve up to 12 students. You may not know the other students, because the review team wants to learn about the experiences of a diverse range of courses, locations, levels and modes of study all across UHI. So chances are none of your coursemates will be involved.



3: What will I be asked?

Everything you'll be asked will be about **your** student experience:

how enjoyable you find your course, its relevance to your work, life or future aspirations, the support you receive, and what would make UHI better. They may also ask how you are involved in shaping your learning, or if you are a [Student Voice Rep](#).

So there's no right or wrong answer: they just need you to be full and honest. You should give examples: such as the things that have happened to you or your fellow students that shape your view of being a student at UHI, or specific ways that you think it could be better. And if you don't know an answer to a question, that's OK too!

4: What happens afterwards?

The review team will reflect on what they learn in all the student meetings. What students tell them in the Initial Review Visit in October will help them decide what they want to explore in more depth at the Main Review Visit in November. That could be aspects of learning at UHI the review team think are particularly good, things they think might need to be improved, or simply things they want to find out more about.

After the Main Review Visit the review team will write a report containing a judgement about the quality of learning in UHI, the good practice they found, and the recommendations for improvement. The report will be made public, but it won't include your name or attribute any comments to you. UHI and HISA will then work on actions.

5: What do I get out of attending a student meeting?

Firstly you'll get a good insight into how quality works in UHI, and in colleges and universities across Scotland. That might help you compare it with how quality improvement works in your industry or workplace.

Secondly, you'll get an interesting insight into other students' experiences across UHI, which may be quite different to your own.

Finally, you'll get to improve the student experience at UHI for the future!

6: What if I have any more questions?

If you're unsure about any details of your meeting with the review team, please [email HISA](#) or contact [the local HISA team at your nearest campus](#).

There's information about [how Tertiary Quality Enhancement Review works on the QAA's website](#). You can also [read examples of the review reports that QAA have written](#) and the kinds of recommendations they make. But you're not required need to read any of this: the review team want to meet you not because you're an expert on quality systems and reviews, but because you're an expert on your own experience at UHI!