



QQI RENGAGEMENT
Thematic Analysis
What Can New Applicants Learn from the
Story So Far?

November 2020

OBJECTIVES OF THE THEMATIC ANALYSIS

- To review and analyse the panel reports (32) generated to identify and expand on the **main themes arising**;
- To **support future applicants**;
- To **enhance the transparency of the reengagement process** and ensure it is a fit-for-purpose process.

THE CONTEXT

- This analysis was carried out During the Covid 19 Pandemic (March – May 2020)

THE METHODOLOGY

- Review of 32 reengagement reports (published and unpublished).
- Individual interviews with panel members (chairs, report writers and members) and with providers
- Individual interviews and briefings with select QOI staff
- Online questionnaires with 99 respondents (panels and providers)
- Documentation review of QOI policies and guidelines
- Observation of QOI information session
- Focus group discussions which were planned did not take place due to the public health emergency

OUTCOMES OF REENGAGEMENT

- Three outcomes are possible; approval, refusal with mandatory changes and outright refusal.
- As part of the process there is also an option for a panel to recommend a deferred decision.
- The most common outcome in the reengagement process is **refusal pending mandatory changes** (40%).
- The least common outcome is to be **approved without mandatory changes** (25.5%).
- Whilst not technically an outcome, **deferred decisions** account for 34.5% of recommendations.
- No provider at the time of the research had been outright refused.

74.5% OF APPLICANTS ARE REQUIRED TO ADDRESS MANDATORY CHANGES

MANDATORY CHANGES

- **74.5% of providers in the reengagement process are required to make mandatory changes prior to completing the process (deferred decisions and refused pending mandatory changes).**
- **On average each provider is required to address six mandatory changes.**
- **A total of 140 mandatory changes have been recommended at the time of the research.**
- **46.5% of mandatory changes relate to governance and management of QA.**
- **20.5% relate to the documented approach to QA.**

THE PROCESS

- Providers found the process to be a positive experience which has led to improvements in QA.
- Providers found the process to be onerous and resource intensive but worthwhile
- Panel members found the process to be consistent in its application.
- Panel members found that process to be fit for purpose

What can providers learn from this analysis?

- Familiarize yourself with the QQI documentation
- Look at the published reports to see what is considered good practice and where mandatory changes were necessary
- Take advantage of formal information session and reach out to providers that have been through the process. Everyone is keen to help.
- Make sure your documentation is clear and can be understood and navigated by people who have no involvement in your institution.
- Take the self-evaluation seriously and involve as many internal and external stakeholders as you can.
- Be really clear of the purposes of your committees and make sure there is a very clear line drawn between academic and commercial decision making.
- Test your own documentation against the QQI criteria and make sure there are no gaps
- Be really open throughout the process and look at this as an opportunity to showcase your institution
- Ask QQI for help if you need it. The staff are always willing to provide clarification when needed.