Bangor University

2024 Quality Enhancement Review Action Plan

The Quality Enhancement Review (QER) takes place every six years and is the method by which Welsh higher education providers are reviewed by the Quality Assurance Agency (QAA) under the Medr (formerly HEFCW) Quality Assessment Framework (QAF).

The review team visited the University in December 2024 to meet with students, staff, and placement providers.

The review confirmed that:

- Bangor University **meets** the requirements of ESG Part 1 for internal quality assurance;
- Bangor University **meets** the relevant baseline regulatory requirements of the Quality Assessment Framework for Wales.

This is a positive judgement, which means that the University has robust arrangements for securing academic standards, managing academic quality and for enhancing the quality of the student experience.

The review team made no recommendations.

This action plan has been jointly developed by the University and Students' Union. The development of an action plan following the review visit is an integral part of the QER process.

The implementation of the action plan will be monitored by the Quality Enhancement Review Group and reported through the Education and Student Experience Committee.

Commendation	Action	Responsibility	Outcome	Target Date for Completion
1. The strong relationship	Continue to foster the	PVC Education and	The strong relationship	Ongoing
between the University and	strong relationship	Student Experience	between the University and	
students, with the views	between the University and		students continues to	
and feedback of students	students through existing	Students' Union President	ensure feedback is used to	
at the forefront of	and improved		enhance the student	
initiatives/projects to	mechanisms. Examples of		learning experience.	
enhance the student	improvements include a			
experience.	redesigned student			
	helpdesk, improved			
	webpages and signposting			
	to services and work of the			
	Student Experience			
	Delivery Group.			
2. The extent to which the	Continue to promote and	PVC Welsh Language and	Sustainability of provision	Ongoing
Welsh language and	embed Welsh language	Culture	and continued delivery of a	
bilingualism are deeply	and bilingualism in the		high-quality Welsh	
embedded in the culture of	culture of the University.	UMCB President	language and bilingual	
the University, to the clear	Examples include; projects		student learning	
benefit of all staff and	delivered by Canolfan		experience.	
students in terms of	Bedwyr to encourage use			
learning opportunities and	of Welsh and develop			
a sense of belonging.	confidence in using Welsh,			
	the introduction of cross-			
	College Welsh medium			
	modules to ensure			
	sustainability of the			
	provision and enhance			
	student experience via			
	increased student			
	numbers on modules, and			
	Undeb and UMCB to share			
	insight, commendations			May 2025

	and recommendations			
	from the Welsh Student			
	Experience Insight Report.			
3. The extensive and	Continue to effectively and	PVC Education & Student	Effective implementation	December 2025
responsive support	efficiently support	Experience	of Business Case for	
available both	students through their		Change ensuring	
academically and	time at University, within	Academic Registrar	continuity of essential	
pastorally, to help support	the bounds of the Business		services.	
students' needs	Case for Change, which is			
throughout their time at	being developed in 2025.			
the University.	For example, further			
	develop the referral			
	pathways into external			
	services and embed a			
	resilient and pro-active			
	ethos towards support			
	amongst the student			
	population.			
4. The significant value	Continue the culture of	PVC Education and	Staff are engaged with	Ongoing
placed on staff	placing significant value on	Student Experience	training and develop best	
development and the	staff development for all		practice knowledge in their	
extent to which this is fully	staff related to education	Chief People Officer	field of expertise.	
embedded across the	and the student			
University, which is of	experience. Examples			
considerable benefit to	include continued			
both staff and student	promotion of the CPD			
learning.	programme, mandatory			
5	training monitoring and			
	further promotion of			
	reward and recognition for			
	professional services staff.			
5. The implementation of	Embed the Assessment	PVC Education and	The Assessment	Cycle of implementation
the Assessment	Equivalence Framework	Student Experience	Equivalence Framework is	through

Equivalence Framework to	across the institution. This		fully embedded across the	revalidation/validation
ensure fairness and	will be achieved by	School DTLs	University.	process (cycle completed
consistency in assessment	integrating requirements		-	by September 2029)
practices within and	into validation/revalidation	Quality Enhancement Unit		
between disciplines.	events, through school			
	teaching and learning			
	away days and monitoring			
	of NSS assessment and			
	feedback scores.			
6. The systematic	Continue to further embed	Academic Registrar	Integrated and efficient	August 2026
integration and use of data	the systematic use of data		systems where data is	
to inform quality	throughout quality	PVC Education and	readily available to monitor	
assurance processes,	assurance and support	Student Experience	and enhance the quality of	
facilitate tailored student	processes. Examples		programmes and the	
support, and to underpin	include the Exam Board		student experience.	
targeted enhancements.	reporting project and			
	programme health check			
	and annual monitoring			
	integration.			

Area of Ongoing Development	Action	Responsibility	Outcome	Target Date for Completion
1. The steps being taken to strengthen the University's approach to the management of collaborative provision.	Finalise and gain approval for Code 12: Code of Practice for Collaborative Provision.	Head of QEU	The approach to the management of collaborative provision will be strengthened.	May 2025
	Embed the work of the Collaborative Provision Delivery Group.	Head of QEU		Ongoing

Ensure the funding for current partners		Ongoing
being renewed, and	new	
partnerships, delive		
high-quality, sustair	nable	
provision.		
	Academic Registrar	
Ensure effective	PVC Heads of Colleges	May 2025
resourcing for		
collaborative provis		
included within the		
Business Case for C and moving, forward	-	
through the annual		
planning process.		
Embed the new role	of the DVC Global Engagement	September 2025
Deans of Global		
Engagement across	the	
institution.		
Specify the role of the	-	December 2025
Students' Union for		
collaborative partne	er.	
Develop and deliver		Ongoing
training for academ		
on processes relate		
franchised/validate	a	
provision.		

Ensure TNE data is	Deputy Academic	June 2025
contained within the	Registrar	
student records system.		