

<b>Subject</b>	Operating an External Quality Agency
<b>Segment</b>	Preparation of the Report
<b>Topic</b>	5.1 Overview

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**Please note that this is a text-only version. All links and animations are not activated in this version. It is recommended that you view the topic online for an interactive learning experience.**

## Table of Contents

1. Introduction
2. Module Overview
3. Objectives
4. Reading
5. Terminology

### 1. Introduction



Towards the end of the site visit, or after the visit, the reviewers are responsible for the writing of the review report most often with the support from the agency. The compilation of the report is the final stage of a quality review process. After the agency has processed the outcomes of the review as conveyed by the team, the report conveys the quality assurance (QA) agency's decisions about the quality of institution and/or the programs

This module details the different approaches to report writing for the varying circumstances of reviews and audits. It discusses the purpose of reports and indicates the substance of what is generally included. One of the important areas covered is the construction of an argument that demonstrates to the institution or program head how the team has used evidence to come to their final conclusions. The module includes real-world examples to demonstrate these points.

### 2. Module Overview

#### **Preparation of the Report – Overview**

Let us review the topics we will cover in this module.

#### **Purposes and Types of Review Reports**

This topic discusses the purpose of reports and indicates in a general way the substance of what is usually included. You will also learn about different approaches to report writing for the varying circumstances of reviews and audits.

#### **Report Scope and Style**

This topic describes the different components of a report and outlines ways in which the content may be organized in the report. The style of writing, use of evidence and 'tone' of report text is also discussed.

#### **Compiling and Distributing Reports**

<b>Subject</b>	Operating an External Quality Agency
<b>Segment</b>	Preparation of the Report
<b>Topic</b>	5.1 Overview

This topic outlines different processes for compiling reports involving review teams, agency staff and combinations of these to produce reports in a timely fashion. Ways of framing outcomes of reviews are outlined showing how the way these are presented flows directly from the purpose of a review. The arguments for and against publication of reports is discussed. The topic also includes an extract from a fictitious report to demonstrate the points made.

### 3. Objectives

#### Objectives: Preparation of the Report

Upon completion of this module, you should be able to

- identify the characteristics of different types of reports that meet the prescribed outcomes for accreditation, evaluation and audit exercises
- explain how evidence is used in drawing conclusions
- identify the main sections typically found in reports and the processes for compiling these reports in a timely way

### 4. Reading

#### Reading: Suggested Reading and References

- AACSCT, Introduction to Accreditation Standards. Retrieved on 6 March 2009.
- Australian Universities Quality Agency, [Audit Manual version 6.0](#), Melbourne 2009.
- Australian Universities Quality Agency, [Audit Report of The University of Adelaide](#), March 2003.
- HKCAAVQ [Guidelines on Four-stage Quality Assurance Process under the Qualifications Framework QF Levels 1 – 3 version 1.0](#), Hong Kong, May 2008.
- HKCAAVQ [Guidelines on Initial Evaluation and Program Validation – QF Levels 4 to 7, version 1.0](#), Hong Kong, May 2008.
- INQAAHE Guidelines of Good Practice in Quality Assurance, 2007.
- Irish Universities Quality Board IRIU Handbook, 2009  
<http://www.iuqb.ie/info/iriu.aspx>.)
- Middle States Commission on Higher Education. [Team Visits: Conducting and Hosting an Evaluation Visit](#). Philadelphia, Pa., MSCHE 2007. Addendum 2008 Summary of Actions a Team May Take
- QAA Institutional Audit Handbook, 2006. Retrieved on 8 May 2009.
- QAA Institutional Audit Report: Canterbury Christ Church University College May 2005. Retrieved on 8 May 2009
- [Key Documents of the Brisbane Communiqué Initiative](#)
- Taiwan Assessment Evaluation Association (TWAEA): Evaluation Report Retrieved on 6 March 2009 from <http://utce.twaea.org.tw>.

#### Websites:

There are websites mentioned at different points in this module so you will need to refer to them from time to time. You may also need to use other websites for some of the Discussion tasks in different topics included in the module. You can link to quality assurance websites through the International Network of Quality Assurance Agencies (INQAAHE) at the following URL:  
<http://www.inqaahe.org/members/list-full.php>

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Note that there several categories of membership of INQAAHE and hence other lists to consult if you do not find an agency you are trying to locate.

## **5. Terminology**

### **Reminder:**

These QA materials were written by an international team and so, inevitably, there is a variety of terms used throughout the text. The Syllabus section of this subject includes an overview of these terms to help you comprehend individual terms and their meanings in the QA context. You will need to consult this list from time to time!