

Wrexham University 2025

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 February 2025 to meet with students, staff, and placement providers.

The review confirmed that;

- Wrexham University meets the requirements of ESG Part 1 for internal quality assurance;
- Wrexham 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 two commendations and one recommendation, with 5 areas of on-going development.

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 Academic Board.



Commendation or Recommendation or Area of on-going development	Action	Responsibility	Outcome	Target Date for Completion
Commendation: The strategic approach of the University to meeting the needs of the region, including the emphasis on inclusivity and widening access, and promoting the Welsh language, culture and economy.	Continue to develop and implement relevant strategies for regional engagement, civic mission and Welsh Language and Culture. Examples would be the re-design of CYFLE to further enhance and develop Welsh Medium learning in partnership with Y Coleg Cymraeg Cenedlaethol which is designed to support the Welsh Government's aim to achieve a million Welsh speakers by 2050 and to contribute to the bilingual workforce of the future.. Additionally, the University will continue to develop further pathways for Welsh in the Workplace and bespoke Welsh language skills for Policing, Social Work, Health and Nursing, and work in other subject areas. Our partnership with North Wales Reaching Wider Partnership will remain a key relationship (in how we continue to work collaboratively across the region in supporting learners into higher education) as will our work with the North Wales Ambition Board and other regional development and skills bodies.	PVC External Engagement Head of Welsh Medium Development	The strategic approach of the University continues to meet the needs of the region, including the emphasis on inclusivity and widening access, and promoting the Welsh language, culture and economy.	Ongoing
Commendation: The work being done across the University to integrate inclusive and trauma and adverse childhood experience-informed practices across academic, pastoral and learning support, to enable	Work will continue to prioritise and promote TrACE across a range of areas, including: - Ongoing work with the Crime and Justice Board for Wales and with our partners the National Adverse Childhood Experience Hub - Enabling the regional TrACE community of practice, working in partnership with Betsi Cadwaladr University Health Board and Traumatic Stress Wales in Theatr Clwyd	DVC Dean of FSLs	The University will continue to embed our recognition and practice of being TrACE informed in all we do and within our policies and procedures, working to support all our student to succeed.	Ongoing

all students to fulfil their potential.	• Embedding TrACE across all of our civic mission projects and work and working with Organisational Development (OD) to enable this work to be business as usual. • Working toward creating a Trauma-Informed workforce wellbeing enabling plan at the university.			
Recommendation: Ensure that personal tutoring arrangements are implemented consistently for the benefit of students.	The University has in place an Annual Quality Assurance Audit (AQAA) process, and for 2025/26 Personal Tutoring will a focus of such an audit. The audit will take as its starting point the discussions with the WER Panel and their subsequent feedback and recommendation. This will involve a wide range of academic and professional staff as well as students, and will consider a wide range of factors including communication, effective timetabling, recording or reporting, monitoring and associated reporting. As will all such work the SU will be closely involved. This Audit will then form the basis for informing and revising practice, and the efficacy of subsequent actions will be monitored through the Committee for Student Experience and Opportunities.	DVC Assoc PVC Academic Development	There will be a robust and consistently applied framework and associated arrangements for a University wide Personal Tutoring system which supports all our students through their journey in higher education.	September 2026
Area of On-going development: The steps being taken to collect students' views consistently and proportionately to maximise student engagement and feedback.	A Student Voice and Surveys Academic Development Team (ADT) strand has been introduced during the 2024/25 academic year to look at potential enhancement opportunities within this area. In addition to this a temporary working group is being established reporting to Learning and Teaching Quality Committee (LTQC) looking at Student Voice Forums and Student End of Module Evaluations. The findings of the review will be considered through both mechanisms to ensure that feedback mechanisms	Assoc PVC Academic Development	Enhanced clarity and consistency in the collection and evaluation of student feedback to effectively inform and improve the student experience.	June 26

	offered to students are clear and closed feedback loops are clearly communicated to students.			
Area of On-going development: The steps being taken to continue reviewing the provision of digital and physical library materials for students.	An action plan will be developed, supported by the ADT network, to ensure that library provision is appropriate for meeting student needs. This will cover all sites and apply to all our student cohorts. A range of actions will be taken including the review by Academic Support Librarians of reading lists against module specifications to inform purchasing decisions and liaise with academic colleagues to further develop the collection. There will also be a review of how other, digital , resources can be be best made available and how we can ensure support for our on-line students. Student reps will be an important part of how we promote the tools available to students, and how students can be supported, as well as workshops run by the our Digital Learning Team supported written guidance on the use of these tools to support students. Awareness raising is needed to address the perception that all print titles are available as eBooks, and this could be achieved through closer collaboration with academic colleagues to share information with students.	Exec Director Operations	Effective and adequate provision of library provisions, with associated regular reviews in place.	ongoing
Area of On-going development: The actions being taken to ensure all marks for short courses are submitted to, and subsequently considered by, an	The University are developing a Short Course and Micro Credentials Policy, which aims to formalise the processes already in place to govern Short Courses at the University and provide a framework for future developments. This includes roles and responsibilities of the various stakeholders involved in the process, such as the Assessment and Awards	Assoc PVC Academic Development Head of Quality	An effective policy and associated practice that ensures effective management of all aspects of short course, including timeliness of	Dec 2025

assessment board within the scheduled timeframe.	Team and will look to map current processes and clarify requirements. A consultation process will take place to ensure that all involved have an opportunity to help shape the policy. The policy will ensure that the process for considering marks is clearly set out and understood by all.		processes around marking.	
Area of On-going development: That the role of the Board of Governors in the approval and oversight of academic partnership arrangements is kept under review.	The Quality and Regulations Team with the Partnerships Office are undertaking the annual review of the Academic Partnerships Procedures. This will include consideration around the role of the Board in approval and oversight of partnerships. This review will be undertaken annually alongside all of Regulations, Policies and Procedures managed by the Quality and Regulations.	University Secretary DVC	Ensure continued and robust approval and oversight of partnerships, with appropriate levels of governor involvement.	Ongoing
Area of On-going development: The steps being taken to ensure effective arrangements for approving new partnerships and the effective oversight of quality and standards within academic partnerships.	The commissioning process for new partnerships has been significantly revised as evidenced within the Academic Partnerships Procedure 24-25, the University will continue to use the process in place and adapt it as required to ensure that it remains robust. Existing partnership arrangements will continue to be reviewed, including 'deep dives' where required, partner visits and reports/action plans. This will be carried out through the Academic Partner Internal Review process.	DVC Assoc PVC Academic Development PVC External Engagement and Partnerships	Effective and robust approval and oversight of partnerships within the University, from approval through delivery and (where appropriate) to termination and teach out.	Ongoing
Area of On-going development: The actions being taken to monitor and oversee the arrangements in place to safeguard academic	Where the University has determined to end a partnership the Quality and Regulations Team and Partnerships Office have and are working together to manage the teach out process.	DVC Assoc PVC Academic Development	Effective and robust approval and oversight of partnerships within the University, from approval through delivery and (where	Ongoing

standards, quality assurance, and the student experience while collaborative provision programmes are in teach-out or being discontinued.	This work will be monitored through the Academic Partnerships Committee in the first instance, where relevant standing items will be in place to enable reporting on all aspects of academic partnerships.	PVC External Engagement and Partnerships	appropriate) to termination and teach out.	
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