

Issue 101

June 2020

## Member survey highlights recruitment challenges emerging from COVID

Many thanks to those UK NARIC members who have taken time to complete our 2020 annual member survey. There is still time to respond to the survey if you have not yet done so. Early results now highlight some of the key COVID and post-COVID concerns for institutions in the coming months.

Over half of respondents so far are worried about falling demand from international students, with two thirds saying their main challenges will be ensuring that individuals continue to come, and providing reassurance to those coming from overseas. 37% foresee challenges with offering places to students who have not sat their final examinations.

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## VET-QRA service now live

UK NARIC's VET-QRA scheme is now live. Vocational Education and Training Quality Review and Accreditation (VET-QRA) offers vocational education and training providers an independent peer review assessment that can lead to UK NARIC accreditation - the VET-QRA Quality Mark.

A [guide to the VET-QRA process \[PDF\]](#) is now available, and for further information you can email [vetqra@naric.org.uk](mailto:vetqra@naric.org.uk) [READ MORE](#)

## Charting the impact of COVID-19 on education



The UK NARIC research team continues to track announcements on school closures and exam arrangements worldwide, and to publish these as announcements are made on the UK NARIC blog.



## UK NARIC individual services achieve record satisfaction scores

UK NARIC has achieved a company record Net Promoter Score (NPS) of 76 in the latest survey period for its individual services such as the Statement of Comparability and Visas and Nationality Statements.

This is despite UK NARIC customer service staff having to work from home due to COVID-19 restrictions. The NPS of 76 is far ahead of the typical average score of 44.

With lockdown easing in the last few weeks, numbers of individual applications to UK NARIC have increased significantly and, if these trends continue, may reach pre-COVID levels in the near future. [READ MORE](#)



## June webinars now available to view

Recordings of all training webinars held in June are now available for viewing any time.

These recordings are - *Briefing on standardised test in the USA education system; Briefing on the long-cycle programmes in the French education system; Briefing on the upper secondary and higher education system in Ghana; Briefing on the upper secondary and higher education system in Nigeria.*

To select and view, please visit the [recorded online training sessions web page](#). Members may use their pre-paid places for this online training; contact your account manager for details. Non-members can email [events@naric.org.uk](mailto:events@naric.org.uk) to book places. [READ MORE](#)

At the time of writing this news story - 30 June - the latest figures from UNESCO indicated that 112 countries have closed schools and universities at a national level. At the peak in April, 193 countries were affected by closures. [READ MORE](#)

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## Interviews begin in refugee skills evaluation initiative

UK NARIC is taking part in the first round of evaluation interviews to assess the skills of refugees, as part of a cross-Europe initiative led by the Council of Europe and the UN High Commissioner for Refugees.

The initiative is designed to identify suitably qualified individuals, evaluate their skills, and harness these skills to support European healthcare efforts to deal with COVID-19. So far we have interviewed refugees from Guinea, Iraq, Pakistan, and Syria. [READ MORE](#)

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## Free webinar on TNE and distance learning: 29 July

Transnational education (TNE) and distance learning have become highly relevant topics as institutions explore options for the COVID/post-COVID situation.

As part of UK NARIC's continuing programme of additional [resources and support](#) for our members in these challenging times, we present a free webinar on TNE and distance learning, with international guest speakers, on 29 July. The focus will be on different possible approaches to TNE and distance learning; maintaining quality in these areas of activity; and the potential recognition challenges.

This webinar date will be posted soon on our [training schedule web page](#) to enable you to book, with details of all the speakers [READ MORE](#)



## Indian Standard XII board examinations guide now online

Our *Indian Standard XII board examinations guide* is now live and available to view and download in the [Publications tab](#) on the [Members' Hub page](#) [log-in required]. Numbers of applications from India may rise as a result of the [changes](#) introduced in late 2019 to student visas. [READ MORE](#)



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