AUA Consulting is all about improving professional services practice and developing professional services performance.

AUA Consulting is a consultancy practice ‘of the sector for the sector’. Our consultants are practitioners in higher education administration and management, and the financial surplus derived from AUA Consulting is reinvested to support the Association’s charitable objectives (connecting and developing HE professionals) and for the benefit of our members in support of higher education.
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We can support you with:

- Strategic development of student and academic administration including Registry/Faculty/School/Department structures, professional services organisational models, service standards and monitoring
- Development advice, support and reviews of academic quality processes and academic regulations
- Reviewing your baseline compliance obligations/options/opportunities
- Improving your practice in equality, diversity and inclusion, including equality impact assessment
- Strategic advice and operational reviews of student recruitment and admissions, including working with international agents
- Developing your international strategy
- Corporate and academic governance reviews and guidance
- Best practice in committees management and administration
- Risk management and reviews/advice in compliance areas, like data protection
- Strategic advice and reviews of student services operations/functions, including services benchmarking and international best practice
- Reviews of student affairs administration eg student complaints and academic appeals
- Evaluating your student employability offer
- Developing service standards in academic administration/student services, including service monitoring and evaluation best practice
- Using the AUA CPD Framework to embed positive behavioural attributes that drive high performing staff, building up to the AUA Mark of Excellence
- Tailored CPD for your professional services staff - function specific and/or focused on professional skills and behaviours. Skills-related topics include 'Delivering excellent service', 'Guiding your team through change'. Contact AUA Consulting to discuss our bespoke CPD design service to meet the needs of you and your team.

It was great to have the consultant’s expertise.

The consultant was well informed and very well briefed.

A really great report, exactly what we needed.
Our Consultants

AUA Consultants draw on an impressive depth of professional expertise; typically our consultants have 20/30+ years of directly relevant HE experience. And of course being part of AUA, our consultant team have the backing of the Association’s almost 60 years of heritage in the sector.

We will definitely be using AUA Consulting again and will recommend it to others.

If you would like to find out how AUA Consulting can help your organisation, please get in touch with the AUA team.

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