

## **Procedures for Evaluating the Effectiveness of Quality Assurance Procedures**

The College undertakes to accommodate any and all periodic reviews by HETAC that may be carried out under Section 28 (4) of the Qualifications (Education and Training) Act of 1999.

At the annual quality assurance meeting in June, the College carries out a complete revision of the content and implementation of the following (this list may be expanded):

1. Procedures for Design and Approval of New Programmes, Subjects and Modules
2. Procedures for Assessment of Learners
3. Procedures for Ongoing Monitoring of Programmes and Services
4. Procedures for Evaluation of Each Programme at Regular Intervals
5. Procedures for Selection, Appointment, Appraisal and Development of Staff
6. Procedures for Evaluating Premises, Equipment and Facilities
7. Procedures for Evaluating Services Related to Programmes of Higher Education and Training
8. Procedures for evaluating the effectiveness of quality assurance procedures
9. Calendar of activities July-September, October-December, January-March, April-June
10. Programme Development, Delivery and Review
11. Teacher's Handbook
12. Student's Handbook
13. Objectives of the College and its Development Plan
14. Placement Tests
15. Equality Policy
16. Communication Policy
17. Appeals and Complaints Procedures
18. Content and Format of Student and Staff Questionnaires
19. Content and Format of Observation Sheet
20. Health and Safety Policy
21. Inventory of Equipment
22. Marketing Plan
23. DBL Organisation Chart
24. Organisation Chart for Internal and External Examinations

***In addition, an assessment is made of the College's performance in the following areas:***

### **1. STUDENT SUPPORT SERVICES MANAGEMENT**

The function of providing services to support students throughout their relationship with the College.

Student support services include: welfare services; accommodation services; counselling services; careers services; health services; religious services; disability services; catering services; sports and leisure services; language services; study needs of international students; social facilities for students.

Student support services may be: managed and provided directly by the College; specified by the College but managed and provided by a third-party organisation under contract; managed and provided as a joint venture between the College and other institutions.

## **2. EDUCATIONAL SECTOR RELATIONS MANAGEMENT**

The function of managing the College's relationships with other educational institutions, professional associations and learned bodies in the educational sector, as well as regulators.

These regulators include: government departments, funding councils, inspectorates, standards bodies, research councils and professional bodies.

Activities include: establishing and maintaining membership of professional associations, learned bodies and other organisations; participating in the activities of these organisations; liaising and collaborating with other institutions on projects of mutual interest.

## **3. COMMUNITY RELATIONS MANAGEMENT**

The function of establishing, maintaining and fostering the College's relationship with its local community.

Local community covers local government, charities, businesses and other organisations.

## **4. ALUMNI RELATIONS MANAGEMENT**

The function of maintaining and fostering the College's relationship with its former alumni.

## **5. FUNDRAISING**

The function of raising revenue additional to that provided by the main funding bodies, to support and develop the College's estate, activities and operations.

## **6. PUBLISHING**

The function of producing publications for distribution internally or externally. Publications include material published in any medium and format.

## **7. STRATEGIC PLANNING & PERFORMANCE MANAGEMENT**

The function of developing and establishing the College's overall strategy, developing its strategic plan and managing its overall performance against the plan.

## **8. GOVERNANCE**

The function of developing the College's corporate governance structure and rules, and in conducting business in accordance with those rules.

## **9. RISK MANAGEMENT**

The activities involved in managing identified risks to the viability or success of the College.

## **10. QUALITY MANAGEMENT**

The function of managing overall quality in the College.

## **11. AUDIT**

The function of conducting audits of the College's affairs and operations for internal control purposes and to ensure compliance with institutional, industry or legal requirements. Audits include both internal and external audits.

## **12. LEGAL AFFAIRS MANAGEMENT**

The function of managing the College's legal affairs. Legal services may be provided by employees or external legal advisers.

## **13. GOVERNMENT RELATIONS MANAGEMENT**

The function of managing the College's overall relationship with government departments and agencies.

## **14. ENVIRONMENTAL MANAGEMENT**

The function of managing the impact of the College and its business on the environment, and ensuring compliance with environmental legislation.

## **15. PROPERTY AND FACILITIES**

This includes such topics as: property acquisition, property development, property disposal, facility development, facility maintenance, facility security management, and associated fields.

## **16. FINANCE MANAGEMENT**

The function of managing the College's financial resources. This includes finance strategy development, finance management planning, financial audit, and other relevant areas.

## **17. PERSONNEL MANAGEMENT**

The function of managing the College's workforce as a whole, and the College's relationship with individual employees. "Employees" means people employed directly by the College on permanent or fixed-term contracts.

## **18. LIBRARY and INFORMATION RESOURCES MANAGEMENT**

The function of managing the library and its services and holdings, as well as information resources which are generated or acquired by the College in the course of its work or to support its work.

## **19. INTELLECTUAL PROPERTY MANAGEMENT**

The function of managing the College's intellectual property. Intellectual property includes patents, designs, trademarks and copyright.

## **20. INFORMATION & COMMUNICATIONS TECHNOLOGY (ICT) SYSTEMS MANAGEMENT**

The function of managing the College's ICT systems.

## **21. EQUIPMENT & CONSUMABLES MANAGEMENT**

The function of managing equipment and consumables purchased by the College.

## **22. INSURANCE MANAGEMENT**

The function of assessing the College's liabilities and insurance needs and maintaining adequate insurance cover.

## **23. PROCUREMENT**

The function of acquiring ownership or use of goods, works and services through purchase or lease.

## **24. INTERNAL SERVICES MANAGEMENT**

The function of managing services operated by the College to support its employees and, in some cases, its students.

## **25. VERIFIABLE DATA**

The College will generate and collate all necessary data in order to monitor critical quality indicators, including but not limited to:

- entry points,
- continuous assessment results,
- examination results,
- completion rates,
- learner feedback,
- the reports of external examiners/evaluators/verifiers (see Appendices 14, 15 and 16),
- course board reports,
- external periodic reviews and
- graduate destination data (see Appendix 11).

Data will be considered by the most appropriate forum, planned interventions recorded and carried out, and the effectiveness of these interventions evaluated.

The College will make all quality data and reports available to stakeholders, consistent with the strategic aim set out in the documents that preceded this section.