



**DBL** College

For a better future

**DBL Director of Business & IT Studies**

**Bi-Annual Quality Assurance Report**

07/12/07

# 1. QUALITY ASSURANCE POLICY AND PROCEDURE

1. The mission of the College is to develop, promote and maintain education and training programmes to the highest international standards and quality, particularly in the fields of further and higher education.

2. The College has as its central guide a quality ethos, and shall undertake to establish its administrative structure and carry out all its activities according to this ethos.

3. The College understands that it must have in place a working system for monitoring the effectiveness of its quality assurance procedures (including provision for periodic reviews under section 28 (4) of the 1999 Education Act). The College shall carry out a general review of its policy and procedures on an annual basis, during the last week of June each year. This must be completed by 30 June. This will be done in addition to any quality review deemed necessary at another time.

4. The policy regarding communication with learners, staff and any others who have a current or potential interest in the work undertaken and policies observed by the College is contained in the document named "Communications Policy" (Section 13 of the HETAC submission).

5. Consistent with the values and policies of DBL College in other areas, the following principles underpin the policy and process for quality assurance: quality, improvement, transparency, consistency, contextuality, provider responsibility and equality.

6. The responsibility for the quality assurance policy of the College rests with the board of directors of the College. In certain circumstance, the board may delegate responsibility for quality assurance to a particular individual or group of individuals, clearly identified and from an appropriate level in the organisation of the College.

7. The quality assurance procedures provide for the involvement of external experts in the review of the quality assurance policy and procedures. The essential elements in the selection of these experts are independence, transparency and professionalism. All such experts must declare any personal, professional, academic or business interests that could conflict with their responsibilities with regard to quality assurance.

8. The College shall commit to the provision of adequate resources to enable the quality assurance procedures to be implemented satisfactorily.

9. The processes and criteria of the College will be consistent with the highest standards for quality assurance in education. The College expects that these criteria and processes will continue to develop and evolve in line with best international practice.

10. In the context of accountability, quality assurance is used as a mechanism to monitor and improve performance. As such, it involves a commitment to continuous improvement employing three basic activities: setting goals and standards, evaluating practice and structures against these standards, and carrying out follow-up to improve practice and structures.

11. In terms of our quality assurance policy, the central strategic objectives of DBL College are the following:

- To determine and ensure compliance with appropriate standards of education and training.
- To promote and support continuous improvement in the quality and standards of provision of education and training, working in partnership and consultation with other education and training stakeholders.
- To manage our programmes according to quality assurance and learner assessment procedures.
- To ensure that clear and accurate information concerning the quality and standards of our programmes is obtained and made available to the appropriate course planners, teaching staff and other stakeholders.

- To apply international best standards in evaluation and reviews of education and training.

12. The College shall employ a systematic process for achieving and evaluating its objectives. The College shall review its own policies, procedures and practices, to learn whether it is achieving its objectives, and to determine how to improve its performance.

13. In order to achieve this, the College have in place appropriate quantitative and qualitative measures and indicators. This shall be undertaken in the context of the autonomy of the College, as well as the diversity of providers and award bodies with their various emphases in terms of objectives and ethos, teaching content and technique, and methods of evaluation.

14. The College shall undertake to monitor in a systematic and scheduled manner its progress towards achieving its quality goals and, in particular, further strengthening the quality of its educational provision. It understands that there are aspects of quantifiable monitoring that are amenable and others which are less so. To this end, as systematic documentation of actions taken is paramount in maintaining, improving and reviewing quality, the College shall provide evidence in the form of verifiable data concerning the quality objects being monitored.

15. The College shall use as the central elements of its system of quality control the following three activities in a transparent and clear manner:

- Self-evaluation
- External review
- Information to and from stakeholders

16. As such, the quality assurance procedures, in relation to each programme, service or other element concerned, shall focus on:

- Objectives of the programme, service or other element.
- Evidence that the programme, service or other element is meeting its objectives.
- Effectiveness of procedures for correcting deficiencies and making improvements.

17. The College shall use the findings from quality assurance procedures to improve the quality of education and training provision and meet the needs of learners.

18. The College shall take the necessary corrective action to remedy deficiencies identified by the quality assurance procedures.

19. These quality assurance procedures shall incorporate the principle, and facilitate the application and implementation, of internal and external review of the effectiveness of its quality assurance processes.

20. The College shall give relevant information on institutional and programme quality to the appropriate stakeholders.

21. The College shall regard the following as its principal areas of quality assurance:

- 1. Design and approval of new programmes, subjects and modules.
- 2. Assessment of entrants, current learners and graduates, as well as examination candidates.
- 3. Ongoing monitoring of programmes.
- 4. Evaluation of each programme at regular intervals (usually every two years).
- 5. Selection, appointment, appraisal and development of staff.
- 6. Evaluating premises, equipment and facilities
- 7. Evaluating services relating to programmes of education and training.
- 8. Evaluating the effectiveness of quality assurance procedures.

22. The College recognises the need to provide evidence in the form of verifiable data and to document this evidence systematically. The College has established procedures that provide for systematic formal deliberative and decision-making and full follow-up procedures.

23. The College shall use the following methods and tools to carry out its quality assurance procedures:

- The expert panel shall be composed of the following persons: director of studies, director of school and/or registrar, and one external expert, and where and when appropriate teaching staff and other(s) who are deemed necessary.

#### **Assessment of entrants, current learners and graduates:**

It shall be the responsibility of the College Principal and the Registrar to ensure the following:

- The educational service offered by the College shall be of the highest quality.
- Clear and transparent communication is undertaken by the most immediate and reliable means.
- Proper assessment is carried out in the placement process.
- The existing structures and mechanisms are assessed at the close of each period.
- The rules and regulations of the College, and where applicable those of an outside awarding body, shall be strictly adhered to with regard to the conduct of entrants, current students, graduates and examination candidates.

#### **Teaching quality:**

It shall be the responsibility of the College Principal and the Registrar to ensure the following activities:

- Presentation of syllabus, course plan, materials and related information at the latest two weeks before class starts.
- Review of these by expert panel.
- At least one classroom observation per period.
- One questionnaire at end of period for students and staff.
- One meeting between director of studies, registrar/College director and staff per month.
- One meeting between director of studies, registrar/College director and class representative per month.
- One general meeting with staff at end of period of teaching.
- The rules and regulations of the College, and where applicable those of an outside awarding body, shall be strictly adhered to by all staff.

#### **External awards quality assurance:**

It shall be the responsibility of the College Principal and the Registrar to ensure the following activities:

- Identification of roles to be undertaken by College staff and the full responsibilities of each.
- Clear communication of requirements of programmes recognised by external body.
- Full compliance with these requirements and, where applicable, of the rules and regulations of the College.
- Assessment of performance of programme or examinations.
- Review of activities with a view to improving these services.

**Facilities and equipment:**

It shall be the responsibility of the College Principal and the Registrar to ensure the following:

- Evaluation of adequacy and performance of facilities and equipment once each period through observation, questionnaires, suggestions of external experts, and other methods.

**Directors of Studies**

Directors of Studies report directly to the Academic Director and Principal, and have responsibility for the overall management of their Schools including:

The director of studies has the following responsibilities and duties:

1. Help ensure – with the director, registrar and staff of the College – the general academic well-being of the programmes of Business
2. The performance and conduct of teachers:

## 2. USE OF FACILITIES AND EQUIPMENT:

	Current	Required	Explanation
No. of classrooms	9	Bigger classrooms	New FETAC groups February 2008, new HETAC group September 2008
Total Classroom Capacity	151	-	-
<b>Classroom 1: (Room 1)</b>			
Capacity	12	Merge with room 2	New office required for staff + bigger capacity room required for new business classes
Primary Use	English classroom	Business Classroom	New Business Classes Starting Feb 25 <sup>th</sup> 2008
Furniture			
Number of Tables	4	New tables / conference chairs required	To facilitate new business classes starting Feb 25 <sup>th</sup> 2008.
No. of seats	12	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	Needs to be affixed to board	-
Screens	-	White pull down screen required	New Business Classes Starting Feb 25 <sup>th</sup> 2008
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	Projector required	To facilitate new business classes starting Feb 25 <sup>th</sup> 2008
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Fluorescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	2	-	-

Power Points	4	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds			
<i>Recommendations</i>	Some damage on walls from chairs & tables	-	-
<b>Classroom 2: (Room 2)</b>			
Capacity	16	Merge with room 1	Bigger capacity room required for new business classes
Primary Use	English classroom	Business Classroom	New Business Classes Starting Feb 25 <sup>th</sup> 2008
Furniture			
Number of Tables	4	1 table needs repair. New tables / conference chairs required	To facilitate new business classes starting Feb 25 <sup>th</sup> 2008.
No. of seats	16	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	-	-
Screens	-	-	-
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	2	-	-
Power Points	4	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	-	-

<b>Classroom 3: (Room 3)</b>			
Capacity	20	-	-
Primary Use	Business Classroom		
Furniture			
Number of Tables	6	New tables / conference chairs required	To make better use of the space and facilitate higher numbers of students
No. of seats	20	-	-
Boards	Whiteboard	Move whiteboard to front of classroom beside interactive screen	To make better use of space for students seating area and ensure students are facing both screen and whiteboard
Board Eraser & Holder	1	Holder needs to be affixed to board	-
Screens	Interactive	-	-
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Fluorescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data point	2	-	-
Power Points	4	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	1	-	-
Fire Extinguisher	Water	-	-
Fire alarm detonator	1	-	-
First aid kit	-	-	-
Blinds	Vertical	Need repair	Charlie to be contacted
<i>Recommendations</i>			
	-	-	-
<b>Classroom 4: (Room 5)</b>			
Capacity	16	-	-
Primary Use	English + Business classroom	-	-
Furniture			
Number of Tables	8	New tables	To make better

		/ conference chairs required	use of the space and facilitate higher numbers of students
No. of seats	16	-	-
Boards	Whiteboard	-	-
Board Eraser	1	Needs to be affixed to board	Charlie to be contacted
Screens	White pull-down screen	-	-
<b>Equipment</b>			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	2	-	-
Power Points	4	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds			
<i>Recommendations</i>	-	-	-
<b>Classroom 5: (Room 6)</b>			
Capacity	16	1 needs repair – not on network	Elaine to organise
Primary Use	IT Classroom	-	-
<b>Furniture</b>			
Number of Tables	16	-	-
No. of seats	16	-	-
Boards	Whiteboard	-	-
Board Eraser	0	Eraser & Holder required	-
Screens	Interactive	-	-
<b>Equipment</b>			
Computers/laptops	16	-	-
Printers	-	-	-
projectors	1	-	-
Others	Wireless Router	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-

Air-conditioning	1 (mobile unit)	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	2	-	-
Power Points	16	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
Blinds			
<i>Recommendations</i>	-	-	-
<b>Classroom 6: (Room 7)</b>			
Capacity	18	-	-
Primary Use	Business Classroom	-	-
Furniture			
Number of Tables	9	New tables / conference chairs required	To make better use of the space and facilitate higher numbers of students
No. of seats	18	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	Holder needs to be affixed to board	Charlie to be contacted
Screens	Interactive	-	-
Equipment	-	-	-
Computers/laptops	-	-	-
Printers	-	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	20	-	-
Power Points	18		
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	1	-	-
Fire Extinguisher	-	-	-
Fire alarm detonator	1	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	-	-
<b>Classroom 7: (Room 8)</b>			
Capacity	18	Merge with	Bigger capacity

		room 9	room required for new FETAC & HETAC classes
Primary Use	English Classroom	Business FETAC & HETAC classes	More classes scheduled in 2008 – space required
Furniture			
Number of Tables	7	New tables / conference chairs required	To make better use of the space and facilitate higher numbers of students
No. of seats	18	-	-
Boards	Whiteboard	-	Move to front of classroom
Board Eraser	1	Holder required	-
Screens	-	White pull down screen required	To facilitate FETAC / HETAC classes
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	1 projector required	To facilitate FETAC / HETAC classes
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	8	-	-
Power Points	10	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	1	Covering for bottom half of door required	-
Fire Alarm Detonator	1	-	-
Fire Extinguisher	2 Foam & Co2	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	-	-
<b>Classroom 8: (Room 9)</b>			
Capacity	15	Merge with room 9	Bigger capacity room required for new FETAC

			& HETAC classes
Primary Use	English	-	-
Furniture			
Number of Tables	5	New tables / conference chairs required	To make better use of the space and facilitate higher numbers of students
No. of seats	15	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	-	-
Screens	-	-	-
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	-	-
Others	TV-DVD 1 x mobile combi-unit	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	16	-	-
Power Points	20	-	-
Teacher Lectern	-	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds	Vertical		
<i>Recommendations</i>	-	-	-
<b>Classroom 9: (Room 10)</b>			
Capacity	20	-	-
Primary Use	IT Classroom	-	-
Furniture			
Number of Tables	20	-	-
No. of seats	20	Some need repair	Charlie to be contacted
Boards	Whiteboard	-	-
Board Eraser			
Screens	Interactive Screen	-	-
Equipment			
Computers/laptops	20	Some require repair	Elaine & Motherboard
Printers	-	-	-
projectors	1	-	-
Others	Server	-	-

	Cabinet with DBLSERVER2, phone system, broadband line etc – locked cabinet		
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1 (mobile unit)	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	22	-	-
Power Points	38	-	-
Teacher Lectern	1	Wheel needs to be fixed	Charlie to be contacted
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
Blinds			
<i>Recommendations</i>	-	-	-
<b>Staff Room (Room 4)</b>			
Capacity	11+	-	-
Primary use	Staff room	-	-
Furniture			
Number of Tables	3	More tables required	-
No. of seats	11	-	-
Printers	1	-	-
Photocopiers	1	-	-
Computers/laptops	1	-	-
Others	-	-	-
Equipment / Resources			
CD Players	3	-	-
Cassette players	6	-	-
DVDs	-	-	-
TVs	-	-	-
Books / Resources	Ample	-	-
Dictionaries	25+	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
Heating	1 (air)	-	-
Refuse	2 (refuse + recycling)	-	-
Data point	2	-	-
Power Points	4	-	-
Teacher Lectern	-	-	-
Lockers	26	26	Keys needed for old lockers

			and new labels required
Security	Punch code and key lock	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	1	-	-
Key box	1	-	-
Wall mounts for required information	10	-	-
Shelving for resources	Ample	-	-
Blinds	Vertical	-	-
Bins	2 (refuse & recycling)	-	-
Notice board	1	-	-
Sign	1	Needs to be moved	Declan O' Dowda to be contacted
<i>Recommendations</i>	Leak in corner needs to be looked at	-	Management company to be contacted
<b>Library / Student Area / Main Hallway</b>			
Capacity	14+	-	-
Furniture			
No of tables	2	-	-
No of seats	14	-	-
Resources			
Books	Business books, management, marketing etc.	-	-
Newspapers	4 x up to date papers bought every day	-	-
Journals / magazines	Marketing, management, ocr, fetac, cim, etc journals provided – updated every month	-	-
Storage	1 x large cabinets with lock for books (ample space)	-	-
Notice-board	1 x large notice board – maps,	-	-

	schedules, calendars, notices, rules etc		
Refuse	2 x refuse	Recycling	Recycling
Refreshments	1 x coffee machine, 1 x water machine	Water cup dispenser on wall required	-
Data points	6	-	-
Printers	1	-	Printer / photocopier for student use.
Photocopiers	1	-	Printer / photocopier for student use.
Power Points	14	-	-
Teacher Lectern	-	-	-
Smoke Detector	5	-	-
Fire Exit	1	-	-
Fire Extinguisher	3 x foam, 3 x Co2	-	-
First aid kit & log	-	-	-
Fire Alarm detonator	1	-	-
Blinds	Vertical	-	-
Sign	1	-	-
Suggestion box	1	Needs to be affixed to wall	Charlie to be contacted
Recommendations		Kiosk – students to order letters and check their own attendance	Better serve our students
<b>Reception Office</b>			
<i>Furniture</i>			
Tables / desks	3 desks	-	-
Seating	2	-	-
<i>Equipment</i>			
Computers	2	-	-
Phones	2	-	-
Printers	1 colour 3200	-	-
Photocopiers	1 colour 3200	-	-
Scanner	1 colour 3200	-	-
Fax machines	0	Fax board for 3200 required	-
Storage	2 x cabinets, 3 x sets desk drawers, 2x wall mounted holders, 1x	-	-

	key box		
Notice-boards	0	1	Timetables, Calendars, fire drill log etc
Security	Punch code and key lock. Security Camera Screen displayed	-	-
Refuse	2 x desk bins	Recycling bin	Recycling
Air conditioning	1	-	-
Heating	1 air heating unit	-	-
Lighting	Fluorescent	-	-
First Aid Kit & Log	1	-	-
Data point	6	-	-
Power Points	6	-	-
Teacher Lectern	-	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	1	-	-
Blinds			
Recommendations	-	Reception sign on door	Declan O' Dowda to be contacted
<b>Directors Office</b>			
Computers	2	-	-
Laptops	4 x laptops kept in locked cabinet	-	-
Phones	2	-	-
Printers	-	-	-
Photocopiers	-	-	-
Fax machines	-	-	-
CD Player	1	-	-
Others	3 laptops – teachers, 2 laptops – Gardiner place	-	-
Storage	2 x large wooden cabinets, 2x sets of desk drawers, 3 x wall mounted holders	-	-
Notice-boards	-	-	-
Records and exam storage	Kept in locked cabinet	-	-

Security	Punch and key lock, Security camera screen displayed – backups taken here.	-	-
Refuse	2 x desk bins	-	-
Air conditioning	1	-	-
Heating	1 (air)	-	-
Lighting	Florescent	-	-
First Aid Kit & Log	-	-	-
Data points	4	-	-
Power Points	6	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Blinds	Vertical	-	-
Recommendations	-	-	-
<b>Kitchen</b>			
Furniture	Fitted kitchen with storage for ware, cutlery & cleaning products	-	-
<b>Equipment</b>			
Microwave	1	-	-
Fridge	1	-	-
Sink	1	-	-
Kettle	1	-	-
Toaster	1	-	-
Glasses, Ware, cutlery	Set of 8	-	-
Towels	2 + (cleaned regularly)	-	-
First aid & log	1	-	-
Security	Punch code & key lock door	-	-
Light	Fluorescent	-	-
Heat	-	-	-
Air conditioning	-	-	-
refuse	1	-	-
Data point	-	-	-
Power Points	4	-	-
Teacher Lectern	-	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	1	-	-
Blinds			
Recommendations			
<b>Building Security &amp; Safety:</b>			

Security Guard	5pm – 10pm (Charlie), management company security 24/7	-	-
Locks	Main door – electronic and key locks	-	-
Security Cameras	All main hallways and over main door	-	-
Backups taken?	CD backups taken	-	-
Alarm	Activated on entry via door	-	-
<i>Fire safety</i>			
Fire Extinguishers	9		
Alarm Detonators	4	-	-
Fire Blankets	-	-	-
Emergency exit signs	Over every door with arrow pointing direction	Some light bulbs needed	-
Fire drills	12 per year – covering all class times, log maintained in main office	-	-
Fire officer	None	1-3	Fire safety
Smoke detectors	18	-	-
Exits	4 emergency exits	-	-
<i>Health &amp; safety</i>			
Information published	On notice boards	-	-
First aid kits	3 (main office, kitchen, staff room)	-	-
First aid logs	3 (Main office, kitchen, staff room)	-	-
Training in first aid?	-	1-3 staff	Health & safety
Emergency phone numbers kept	Main office – local gardai, caretaker, security guard, local hospital, fire	-	-

	and ambulance services		
Other	Leaks need to be re-checked in main hallway and staff room	-	-
	Maintenance & cleaning needs improvement	Windows, dusting, kitchen, carpet stains, staff room	-
	Pillars	Stone pillars need to be painted	-
	Air conditioning unit in basement	Needs to be protected	-

### 3. COMMUNICATION:

	Current	Required	Activities Pending
1. Calendar of activities confirmed and published	Published on intranet – available to all admin and management staff	-	-
2. College Internet for Staff	Admin intranet (companyweb)	Needs to be regularly updated & structure needs to be revamped	Structure revamp due for completed 30 <sup>th</sup> November 2007 (Elaine)
3. Website updated	Yes	Quality Assurance Section required. Other pages need review	Elaine to organise QA section – due for completion 21 <sup>st</sup> Dec 2007. Site review to be discussed between Sean & Elaine
4. Staff meetings:			
a. Teaching Staff	English bi-monthly, Business – 1 per month	-	-
b. Administrative staff	1 per term and as needed	-	-
c. Management Meetings	1 per month and as needed	-	-
5. Directors of Studies:			
a. Calendar of Meetings	Yes (published on companyweb and distributed to all)	-	-
b. College Internet communication	Yes (Email & companyweb)	-	-
6. Communication with Students:			
a. Induction process	Yes – Business students are given an induction pack	-	-

		with their handbook, timetable, calendar, computer login details etc. They are shown around the building and the college rules are explained to them.		
b. Teacher-to-student		In class & teachers available for 1-1 if required	-	-
c. Notice-boards		Yes	-	-
d. College paper		Yes in Gardiner Place – not in Foley street and not relative to business dept	College Paper to incorporate both departments and to be presented more professionally in both centres	-
e. Website		Website News section	Needs to be updated more regularly	Elaine to arrange
f. Internet		Via website	Due for launch Feb 2008	Elaine & Stephen Traverso to arrange
g. Others		Verbal / announcements/ notices etc.	-	-
7. Communication with Awarding Bodies:				
a. FETAC		Regular with direct contacts: 2 Annual External Examination Visits  1 Annual Self Evaluation Report  Monitoring report September 2007.	-	-
b. ACELS		Occasional	-	-

<p>c. LCCI</p> <p>d. Others</p>	<p>2-3 times a year via email &amp; phone – arranging examination dates, payments &amp; certificates</p> <p>-</p>	<p>-</p> <p>-</p>	<p>-</p> <p>-</p>
<p>8. Records:</p> <p>a. Examination</p> <p>b. Meetings</p> <p>c. Course Preparation</p> <p>d. Quality Assurance</p>	<p>Kept and stored in the Directors office for minimum 2 years</p> <p>Teachers – stored on companyweb intranet system, emailed to all teachers &amp; appropriate managers</p> <p>Management staff – emailed to all management staff</p> <p>Admin staff – emailed to all management &amp; admin staff</p> <p>Soft &amp; hard copies stored &amp; backed up in Foley Street</p> <p>QA Reports, Self Evaluation Reports, Monitoring Reports stored on companyweb, distributed to all staff &amp; published on website</p> <p>Class Observation Reports, Incident Reports, Fire Drill Reports, Cleaning Reports etc stored on companyweb &amp; distributed to concerned parties</p>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p>

### 4. TEACHERS AND STUDENTS:

	<b>Current</b>	<b>Required</b>	<b>Activities Pending</b>
Ensure that teachers understand fully the rules and regulations pertaining to their teaching functions	Teacher Handbooks and contracts distributed and signed	-	-
Visit each classroom on at least one occasion per period to observe the quality of courses, giving the teacher notice at the latest one day in advance, and, if necessary, making recommendations to the registrar	Class observations completed for all business teachers and all business classes November 2007 – Director of studies meeting with each teacher to discuss afterwards. Reports distributed to the academic council	-	-
Ensure the design and presentation of syllabus, course plans and materials by teaching staff at the latest two weeks before classes start	Teachers to hand in all work and assessment for quality assurance by DOS.	-	-
Ensure that these are revised (by the director of studies him or herself) to guarantee that they cover the programme fully, in a presentation that achieves the highest quality possible	Completed for each new term – content discussed between DOS & teacher. Awarding body contacted where there's ambiguity	-	-
Ensure that the teachers explain this plan to students on the first day of classes and carry it out	Teachers asked at start of term meetings	-	-
Ensure that the teachers follow the calendar of activities that the director of studies has designed, particularly with regard to specific days for partial and final exams	Calendar of activities distributed to all students and staff and published on notice boards	outline to be made available via student intranet	Student intranet to be launched Feb 2008
Ensure clear and full communication with teaching staff (through e-mail and staff meetings)	Regular email and verbal contact as well as meetings	-	-
Ensure full compliance with the requirements of external bodies	QA of content & continuous communication with awarding bodies	-	-

	Current	Required	Activities Pending
Ensure that the results of partial exams and of final exams be handed in by teachers within ten working days of the examination date	Break between semester used as marking time	-	-
Ensure that the resources (in terms of materials, books, videos, publications, equipment, etc) of the college are sufficient for the needs of the students and staff	Constant communication with teaching staff regarding this. Student and staff surveys completed November 2007 to ensure all needs are being met	-	-
Conduct a staff meeting at least once a month	Monthly meetings	-	-
Ensure the safe storing of academic results	Locked cabinet with restricted access	-	-
Ensure that the registrar and director are kept up to date on student well-being	Regular contact – as needed and monthly meetings, reports submitted.	-	-
Take part in overall College management as a member of the Academic Council	Take part in monthly meetings	-	-
Manage the academic staff, technical support staff and administrative staff within the School	Yes	-	-
Manage the overall School budget	College Director	-	-
Manage a staff development programme to ensure all staff have the appropriate skills	College Director + DOS Computer Skills course for admin staff currently being organised by Elaine	Course due to complete Feb'08	1 day database course to follow (Elaine)
<b><i>The performance and conduct of students:</i></b>			
The director of studies shall act as the person immediately responsible for the academic well-being of students and, as such, will be the teacher's first point of contact in such situations before they contact the registrar	Yes ongoing. Open door policy, regular meetings, surveys, suggestion box		
<b><i>As such, he or she shall:</i></b>			
Ensure that students obtain the best education possible while attending classes at this institution	Surveys, open door policy, constant access to reception (8.30-6.30) & suggestion box		

	Current	Required	Activities Pending
Ensure that they enter the correct group according to their academic level	Continuous monitoring & assessment by teachers. Placement test for students entering language programme. Minimum English level (Upp-Int) / IELTS 5.0 for FETAC courses.	-	-
The rules and regulations of the College are strictly adhered to with regard to the conduct of:	Student handbooks distributed to all students	-	-
(i) Entrants (ii) Current students (iii) Graduates (iv) Examination candidates	Induction for students on first day of class – all rules of college explained. Notices on notice boards explaining all rules & regulations.	-	-
Ensure that they have access to and understand the rules they will follow while studying at this college			
Ensure that they behave and carry out their studies in accordance with these rules	Class observations, student and staff surveys, incident reports, regular contact with students, teachers, awarding bodies, academic council.	-	-
Be aware of, and help to ensure full compliance with, the requirements of the quality assurance policy of this institution			
Be aware of, and help to ensure full compliance with, the requirements of external awarding bodies	Examination rules distributed to all classes before examination time and explained before exams.	-	-
Ensure that the registrar and director are kept up to date on the academic well-being of students	Monthly Meetings	-	-

***In addition he or she shall:***

- **Manage examinations**
  - Calendar
  - Costs
  
- Confirm with Awarding Bodies
  
- Supervise the Invigilaton
- **Quality control activities**
  - Conduct questionnaires
  
- Liaise with teaching staff
  
- **Manage Website**
  
- **Follow-up with accreditation bodies**
  
- **Liaise with companies, head-hunters, etc.**
  
- **Social and activities manager**
  
- **Create and manage Alumni Data Base**
  
- **Liaison**

Meet and liaise with Directors of Studies/Heads of School from other Colleges of Further Education to assist with the national coordination of academic matters.

Play a role within appropriate national bodies.
  
- **Others**

	Current	Required	Activities Pending
	Yes Yes Yes(with College director)	-	-
	Yes (online system with FETAC), Email & phone with LCCI	-	-
	Yes	-	-
	November 2007	-	-
	Regular meetings and verbal contact	-	-
	New website launched Sept 2006	Continuous Updates	QA section & review
	Yes	-	-
	FAS	-	-
	With Academic Council	-	-
	-	-	-
	Self Evaluation conducted August 2007 with Grainne Seaver (Dorset College)	-	-
	-	-	-
	-	-	-

	Current	Required	Details
<b>1. Calendar of activities</b>	Published on Intranet site	-	-
<b>2. Recruitment procedure</b>	Advertised, cvs analysed, interviews held, best candidate chosen.	-	-
<b>3. Communication:</b>			
<b>a. Attendance at meetings</b>	Good	-	-
<b>b. Internet</b>	Files etc shared on intranet, email	-	-
<b>c. Staff notice board</b>	Yes	-	-
<b>d. Other methods</b>	Phone, text message, post	-	-
<b>4. Teacher handbook up-to-date</b>	Updated Sept 2007	-	-
<b>5. Student handbook up-to-date</b>	Updated Sept 2007	-	-
<b>6. Class lists</b>	Maintained on database	-	-
<b>7. Training required</b>	Computer Skills training & database training required for admin & management staff.	-	Elaine to arrange
<b>8. Teacher feedback and follow-up</b>	Meetings, observations, verbal and surveys – followed up regularly and discussed as Academic council meetings.	-	-

**9. Facilities for teachers:**

**a. Foley Street**

- (i) **Break-room**
- (ii) **Kitchen**
- (iii) **Resource-room**
- (iv) **Others**

**10. Other areas**

**Quality Assurance**

- a. Staff and student questionnaires
- b. Staff responsible:
  - (i) DOS / Centre Managers
  - (ii) Internal Verifier
  - (iii) External Verifier
- c. Policies and procedures:
  - d. FETAC
    - (i) Copies available
    - (ii) Publicised
  - e. Other awarding bodies
    - (i) Copies available
    - (ii) Publicised
- d. Other matters:

Current	Required	Details
Yes	More tables required	-
Yes		-
Yes		-
Computer and printer access	-	-
	-	-
Class observations, student surveys, staff surveys, regular contact and meetings.	-	-
	-	-
Self Evaluation August 2007.	-	-
	-	-
FETAC Monitoring Scheme September 2007.	-	-
	-	-
Bi-annual Quality Assurance reports	-	-
	-	-
November 2007	-	-
	-	-
Elaine Cohalan	-	-
	-	-
Elaine Cohalan & Teachers random sampling.	-	-
	-	-
FETAC, LCCI	-	-
	-	-
	-	-
Yes	-	-
	-	-
Yes	-	-
	-	-
Yes	-	-
	-	-
No	-	-
	-	-
-	-	-