



DBL College

For a better future

DBL College Foley Street

Annual Quality Assurance Report

January 2009

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, context, 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	7	New furniture Room 10 & 6	Provide more pc access to students and for classes
Total Classroom Capacity	192	-	-
Classroom 1: (Room 2)			
Capacity	30	-	-
Primary Use	English & Business Classroom	-	-
Furniture			
No. of student seats & tables	30	-	-
Loose Chairs	7	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	Eraser required	-
Screens	1	-	-
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	6	-	-
Power Points	6	-	-
Projector connection	1	-	-
Teacher Lectern	-	-	-
Teacher Table	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Partition wall cleaning/repair & wall painting	Damien & Jimmy to be contacted
Classroom 2: (Room 3)			
Capacity	32	-	-
Primary Use	English & Business		

	Classroom		
Furniture			
No. of student seats & tables	32	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	-	-
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	1 broken	Damien to be contacted
Teacher Lectern	1	-	-
Teacher Table	1	-	-
Loose Chairs	3	-	-
Smoke Detector	1	-	-
Fire Exit	1	Exit Sign requires bulb	Damien to be contacted
Fire Extinguisher	Water (checked 05/08)	-	-
Fire alarm detonator	1	-	-
First aid kit	-	-	-
Blinds	Vertical	Need repair	Damien to be contacted
<i>Recommendations</i>	-	Walls require repair/cleaning /painting	Damien / Jimmy to be contacted
Classroom 3: (Room 5)			
Capacity	28	-	-
Primary Use	English + Business classroom	-	-
Furniture			
No. of student seats & tables	28	-	-
Teacher table	1	-	-
Loose Chairs	2	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	Holder needs to be re-affixed	Damien to be contacted
Refuse	1	-	-

Screens	White pull-down screen	-	-
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	1 x Bulb required	Damien to be contacted
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	2	-	-
Power Points	4	-	-
Projector Point	1	Needs repair	Damien to be contacted
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	Bulb required for sign	Damien to be contacted
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds			
<i>Recommendations</i>	-	Walls need to be cleaned / painted / repaired	Jimmy & Damien to be contacted
Classroom 4: (Room 6)			
Capacity	16	New furniture required	To accommodate more students – to be installed Feb 2009
Primary Use	IT Classroom	-	-
Furniture			
Number of Tables	18	-	-
No. of seats	18	-	-
Boards	Whiteboard	To be moved to front wall when furniture installed	Damien to be contacted
Board Eraser & Holder	1	Holder to be reattached	Damien to be contacted
Screens	Interactive	-	-
Equipment			
Computers/laptops	16	-	-
Printers	-	-	-
projectors	1	-	-

Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	1 bulb required	Damien to be contacted
Air-conditioning	1 (mobile unit)	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	20	-	-
Power Points	20 + 5 extension leads	-	-
Projector Connection	1	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
Blinds			
<i>Recommendations</i>	-	New furniture + new PCs required & move whiteboard to top	Elaine to arrange with Networks Architects & Charlie Nelson.
Classroom 5: (Room 7)			
Capacity	24	-	-
Primary Use	English & Business Classroom	-	-
Furniture			
No. of student seats & tables	24	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	Holder needs to be reattached	Damien 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	2	-	-
Power Points	18	-	-
Teacher Lectern	1	-	-
Smoke Detector	1	-	-

Fire Exit	1	Frosting required over door	Damien to be contacted
Fire Extinguisher	-	-	-
Fire alarm detonator	1	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Walls need washing / painting & repaid	Damien & Jimmy to be contacted
Classroom 6: (Room 8)			
Capacity	45	-	-
Primary Use	Business & English Classroom	-	-
Furniture			
No. of student seats & tables	45	-	-
Boards	Whiteboard	-	-
Loose Chairs	10	-	-
Teacher Table	1	-	-
Board Eraser & Holder	-	Required	Sinead to order - Damien to install
Screens	pull down	-	-
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	2 bulbs need replacement	-
Air-conditioning	2	-	-
heating	2 (air)	-	-
refuse	1	-	-
Data points	8	-	-
Power Points	20	-	-
Teacher Lectern	3	-	-
Smoke Detector	2	-	-
Fire Exit	1	-	-
Fire Alarm Detonator	1	-	-
Fire Extinguisher	2 Foam & Co2 – checked 05/08	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Partition wall cleaning/ repair &	Damien & Jimmy to be contacted

		wall painting	
Classroom 7: (Room 10)			
Capacity	20	30	New furniture required to facilitate higher class numbers
Primary Use	IT Classroom	-	-
Furniture			
Number of Tables	22	-	-
No. of seats	23	-	-
Boards	Whiteboard	-	-
Board Eraser	1	Holder required	Sinead to order - Damien to install
Screens	Interactive Screen	-	-
Equipment			
Computers/laptops	20	2 require repair	Elaine & Damien to arrange
Printers	-	-	-
projectors	1	-	-
Others	Server Cabinet with DBLSERVER2, phone system, broadband line, ladder, 5 spare PCs, Damien's tools etc – locked cabinet	Shelving Required	Damien to arrange
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1 (mobile unit)	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	22	-	-
Power Points	38	-	-
Teacher Lectern	1	-	-
Teacher Table	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
Blinds			
<i>Recommendations</i>	-	New furniture + new PCs required & move	Due to be installed Feb 09 – Charlie Nelson

		whiteboard to top	
Staff Room (Room 4)			
Capacity	14	-	-
Primary use	Staff room	-	-
Furniture			
Number of Tables	2	-	-
Breakfast bar	1	-	-
No. of seats	9	2 more chairs required 3-4 more bar stools required	Loose chairs to be moved from Room 8, 4 new stools to be ordered – Sean
Coat Stand	1	-	-
Printers	1	-	-
Photocopiers	1	-	-
Computers/laptops	1	-	-
Others	-	-	-
Equipment / Resources			
CD Players	2	-	-
Cassette players	5	-	-
DVDs	-	-	-
TVs	-	-	-
Books / Resources	Ample	Regular Cleaning & Organising required	Sinead to arrange
Dictionaries	25+	-	-
Lighting	Florescent	1 bulb required	-
Air-conditioning	1	-	-
Heating	1 (air)	-	-
Refuse	2 (refuse + recycling)	-	-
Data point	2	-	-
Power Points	4 + 1 extension lead	-	-
Teacher Lectern	-	-	-
Lockers	16	-	-
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	12	Regular checking & refilling required	Sinead to arrange
Shelving for resources	Ample	-	-
Blinds	Vertical	-	-
Notice board	1	-	-

Window Sign	1	-	-
<i>Recommendations</i>	-	More seating required, xmas decorations to be stored away, regular cleaning required, stationary to be refilled, wall mounts to be stocked	Seating – Sean. Cleaning & organising – Sinead.
Library / Student Area / Main Hallway			
Capacity	14+	-	-
Furniture			
No of tables	2	-	-
No of seats	15	-	-
TVs	1	-	-
Plants	3	-	-
Student PC	1	-	-
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)	New library cabinet required in main hallway	HETAC Resources
Notice-board	2 - 1 x large notice board – maps, schedules, calendars, notices, rules etc, 1 x student notice	-	-

	board		
Refuse	4 x refuse	Recycling	Recycling
Refreshments	1 x coffee machine, 1 x water machine	-	-
Data points	6	-	-
Printers	1	-	Printer / photocopier for student use.
Photocopiers	1	-	Printer / photocopier for student use.
Power Points	14 + 1 Extension lead	-	-
Teacher Lectern	-	-	-
Smoke Detector	5	-	-
Fire Exit	1	Logo Required on main door (glass replaced Dec 08 – broken by vandals) Bulb required for main door exit sign	Sean to arrange logo. Damien to be contacted re bulb.
Fire Extinguisher	3 x foam, 3 x Co2 (checked 05/08)	-	-
First aid kit & log	-	-	-
Fire Alarm detonator	1	-	-
Blinds	Vertical	-	-
Lighting	Florescent	Bulb required for exit sign over room 8	Damien to be contacted
Heating	1 electric heater in student area	-	-
Sign	1	-	-
Suggestion box	1	-	-
Recommendations		2 leaks (outside director's office & room 8), walls & doors to be washed.	Damien to monitor leaks. Jimmy to wash walls & doors
Reception Office			

<i>Furniture</i>			
Desks	2	-	-
Swivel Chairs	2	-	-
Storage	2 cabinets, 2 sets desk drawers, 1 filing cabinet, 5 wall mounted holders, 1 key box		
Coat Stand	1	-	-
<i>Equipment</i>			
Computers	2	-	-
Phones	2	-	-
Printers	1 colour 3200	-	-
Photocopiers	1 colour 3200	-	-
Scanner	1 colour 3200	-	-
Fax machines	1 canon Fax L100	-	-
Laminator	1	-	-
Binder	1	-	-
Notice-boards	-	-	-
Credit Card Terminal	1	-	-
Digital Cameras	2	-	-
Radio / CD player	1	-	-
Security	Punch code and key lock. Security Camera Screen displayed	-	-
Refuse	1 x desk bins	2 required 1 desk bin (used for leak in hallway) 1 recycling required	Sinead to arrange
Air conditioning	1	-	-
Heating	1 air heating unit	-	-
Lighting	Florescent	-	-
First Aid Kit & Log	1	-	-
Data point	6	-	-
Power Points	8	-	-
Teacher Lectern	-	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	1	-	-
Blinds	Vertical	-	-
Recommendations	-	Exit sign over door requires bulb	Damien to be contacted

Directors Office			
Furniture			
Desks	1	-	-
Swivel chairs	2	-	-
Loose Chairs	2	-	-
Desk drawer sets	2	-	-
Storage Units	2	-	-
Coat stands	1	-	-
Other Storage	2 x wall mounted holders	-	-
Whiteboard	1	-	-
Computers	2	-	-
Phones	2	-	-
Printers	-	-	-
Photocopiers	-	-	-
Fax machines	-	-	-
CD Player	1	-	-
Security	Punch and key lock, Security camera screen displayed – backups taken here.	Screen broken – needs to be replaced	Elaine to arrange with Peter McWilliams
Refuse	1 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	-	-	-
Back Office			
Desks	2	-	-
Swivel chairs	2	-	-
Loose Chairs	3	-	-
Desk drawer sets	1	-	-
Storage Units	2 (1 file & book, 1x laptop unit)	-	-
Whiteboard	1	-	-
Computers	1	-	-
Laptops	5 x laptops kept in locked cabinet	Chargers required	Elaine to arrange
Phones	2	-	-
Printers	-	-	-
Photocopiers	-	-	-

Fax machines	-	-	-
CD Player	-	-	-
Security Screen	1	-	-
Others	6 laptops – teachers, (Mike, Ciaran, Paul, Yuri, Jenny, Larry)	-	-
Notice-boards	-	-	-
Whiteboard	1	-	-
Records and exam storage	Kept in cabinet	-	-
Security	Locked at night – only accessible through reception office which has punch and key lock, Security camera screen displayed. Locked safe for cash payments in cabinet.	-	-
Refuse	1 x desk bins	Recycling bin required	Sinead to arrange
Air conditioning	1	Unit to be checked for bubbling noise	Damien to be contacted
Heating	1 (air)	-	-
Lighting	Florescent	-	-
First Aid Kit & Log	-	-	-
Data points	4	1 to be moved	Damien to be contacted
Power Points	8	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Blinds	Vertical	-	-
Recommendations	-	Walls – cleaning required. Leak at window to be checked	Jimmy & Damien to be contacted
Kitchen			
Furniture	Fitted kitchen with storage for ware, cutlery & cleaning products	-	-

Equipment			
Microwave	1	-	-
Fridge	1	-	-
Sink	1	-	-
Kettle	1	-	-
Toaster	1	-	-
Glasses, Ware, cutlery	Ample ware & glasses.	More cutlery required.	Sinead to arrange
Towels	2	Need to clean regularly. Tea towels and cloths required.	Jimmy to be contacted. Staff to be encouraged to clean as they go.
First aid & log	1	-	-
Security	Punch code & key lock door	-	-
Light	Florescent	-	-
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	Vertical	-	-
Recommendations	-	More cutlery required, shelves need regular cleaning, cloths and tea towels required.	Jimmy & Sinead to be contacted
Building Security & Safety:			
Security Guard	5pm – 9.30pm (Damien), 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	Maire, Sinead & Joanie	1-3	Fire safety
Smoke detectors	18	-	-
Exits	4 emergency exits	-	-
<i>Health & safety</i>			
Information published	Health & Safety Policy on notice boards. Safety statement given to all staff and available in reception.	-	-
First aid kits	3 (main office, kitchen, staff room)	-	-
First aid logs	3 (Main office, kitchen, staff room)	-	-
Training in first aid?	Elaine Cohalan	1-2 other staff require training to cover all times.	Elaine to arrange
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	Sean to be contacted

3. COMMUNICATION:

	Current	Required	Activities Pending
1. Calendar of activities confirmed and published	On Companyweb files shared folder - available to all admin and management staff	Put on new Sharepoint Site	Project currently underway. Prototype for 'Admin' site will be reviewed before final decision made
2. College Internet for Staff	Admin intranet (companyweb)	Updated Site needed. Design and planning phase complete – prototype currently underway.	Project currently underway. Prototype for 'Admin' site will be reviewed before final decision mad
3. Website updated	Yes	Change in Navigation Required. Booking form to be updated. Credit Card transactions to be organised.	Design Phase complete – work currently underway. Elaine Currently working with Tony to arrange. Sean currently corresponding with Realex
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 files shared folder)	-	-
b. College Internet communication	Yes (Email & Shared files)	-	-

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- DBL Times published every month – available online also.	-	-
e. Website	Website News section & Students@DBL section	Regular updates required	DoS staff to arrange reports etc.
f. Internet	Google Ads, SEO etc Via website	-	-
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 January 2009.		
b. ACELS	Workshops, Inspections, TIE Examinations	-	-
c. LCCI	2-3 times a year via email & phone – arranging examination dates, payments & certificates	-	-
d. HETAC	Panel review November 2008 & Feb/March 2009 re new programme	-	-
e. Others	-	-	-
8. Records:			
a. Examination	Kept and stored in the Directors office for minimum 2 years	-	-
b. Meetings	Teachers – stored on companyweb shared folder, emailed to all teachers & appropriate managers	-	-
	Management staff – emailed to all management staff		
	Admin staff – emailed to all management & admin staff and saved on shared folder	-	-
c. Course Preparation	Soft & hard copies stored & backed up in Foley Street	-	-
d. Quality	QA Reports, Self		

<p>Assurance</p>	<p>Evaluation Reports, Assessment Reports, Monitoring Reports stored on shared folder, distributed to all staff & published on website</p> <p>Class Observation Reports, Incident Reports, Fire Drill Reports, Cleaning Reports etc stored on companyweb shared folder & distributed to concerned parties</p>	<p>-</p>	<p>-</p>
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4. TEACHERS AND STUDENTS:

	Current	Required	Activities Pending
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 to be completed for all business teachers and all business classes during March – June 2009 term. To be conducted by Director of studies with one to one 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 reminded 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	-	-
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	-	-

DBL College QA Report January 2009:

	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 (Staff meetings). Open door policy with students for any requests. Suggestion box in reception. Student and staff surveys completed Jan 2009 to ensure all needs are being met (Appendix 1 & 2)	-	-
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.	MEI, ACELS & FETAC Skills courses monitored. Workshops etc organised internally. Staff meetings & IT manuals available	-	-
<i>The performance and conduct of students:</i>			
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	-	-
<i>As such, he or she shall:</i>			
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			
Ensure that they have access to and understand the rules they will follow while studying at this college	Induction for students on first day of class – all rules of college explained. Notices on notice boards explaining all rules & regulations.	-	-
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, and academic council.	-	-
Be aware of, and help to ensure full compliance with, the requirements of the quality assurance policy of this institution	Examination rules distributed to all classes before examination time and explained before exams.	-	-
Be aware of, and help to ensure full compliance with, the requirements of external awarding bodies	QA reports, examination reports.	-	-
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 Invigilation
- **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 March 2009	-	-
	Regular meetings and verbal contact	-	-
	Navigation update Jan 09 – Content update monthly / as needed	-	-
	Yes	-	-
	FAS	-	-
	With Academic Council	-	-
	-	-	-
	Self Evaluation conducted August 2007 with Grainne Seaver (Dorset College). Next due August 2009.	-	-
	-	-	-
	-	-	-

	Current	Required	Details
1. Calendar of activities	Published on Shared Folder	-	-
2. Recruitment procedure	Advertised, CVs analysed, interviews held, best candidate chosen.	-	-
3. Communication:			
a. Attendance at meetings	Good	-	-
b. Internet	Files etc shared on shared Folder via VPN, email	-	-
c. Staff notice board	Yes	-	-
d. Other methods	Phone, text message, post	-	-
4. Teacher handbook up-to-date	Updated Sept 2008	-	-
5. Student handbook up-to-date	Updated Sept 2008	-	-
6. Class lists	Maintained on database	-	-
7. Training required	-	HETAC 6 Trainers as per submission	Train the Trainer – HETAC 6 tutors July 2009
		-	
8. Teacher feedback and follow-up	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 bar stools required	-
Yes		-
Yes		-
Computer and printer access	-	-
	-	-
Class observations, student surveys, staff surveys, regular contact and meetings.	-	-
	-	-
Self Evaluation August 2009.	-	-
	-	-
FETAC Monitoring Jan 2009.	-	-
	-	-
Annual Quality Assurance reports	-	-
	-	-
Jan 09 – see appendix 1 & 2 for report	-	-
	-	-
Elaine Cohalan	-	-
	-	-
Elaine Cohalan & Teachers random sampling.	-	-
	-	-
FETAC, LCCI	-	-
	-	-
	-	-
Yes	-	-
Yes	-	-
	-	-
Yes	-	-
No	-	-
	-	-
-	-	-

Student Survey Findings (Jan 2009)

Language Specific (Of 71 students who took part in the survey):

		YES	NO	DON'T KNOW
1.	Found induction excellent	64%	13%	23%
2.	Felt there were enough materials provided for each level /unit	72%	11%	17%
3.	Think the classrooms are well equipped	80%	11%	9%
4.	Find student support excellent, punctual and regular	68%	9%	23%
5.	Find day to day management excellent	69%	7%	24%
6.	Find the management team approachable	72%	9%	19%
7.	Feel well treated by administrative staff	77%	3%	20%
8.	Think there is good interaction between teachers and students	94%	3%	3%
9.	Find class sizes satisfactory	83%	7%	10%
10.	Enjoy studying at DBL College	80%	6%	14%

Other Questions:

How they found out about the College:

- 81% - Friend
- 14% - Website
- 5% Agency

Communications:

- 69% - Good
- 14% - Very Good
- 10% - OK
- 3.5% - Sometimes hard to get answers from the receptionist
- 3.5% - Too strict

Equality & discrimination:

- 100% - No problems

Course:

- 52% - Very Good
- 25% - Good
- 17% - Excellent
- 2% - Well prepared
- 2% - Would like more time to discuss things in class
- 2 % - Too slow

Improving skills from course:

- 96% - Yes
- 4 % - No

Assessment Methods:

- 94% - Fair
- 6 % - Unfair

Teachers:

- 46% - Good
- 39% - Very Good
- 9% - Excellent
- 2% - Boring
- 2% - Too strict
- 2 % - Not Good

Good quality from DBL College:

100% - Yes

Overall Experience:

90% - Good

10% - Very Good

Things most liked about the College:

29% - Teachers

15% - Staff

13% - Facilities / Equipment

11% - Professional Organised Service

10% - Location

7% - Timetable

5% - Atmosphere

5 % - Classmates

2 % - Courses

1% - Good Value

1% - Get qualifications

1% - Flexibility

Things they would most like to change:

14% - More internet access

14% - Reduce Fees

12% - More resources (library, dictionaries, audio etc)

10% - More Outings

10% - More DVDs

10% - Reduce class size

8% - Microwave / canteen

6% - Swap teachers around

4 % - More Conversation

2% - Vending machine

2% - Monthly tests

2% - More Grammar

2% - No native language in class

2% - Remove students who don't want to work

2% - Nicer Staff

Other Suggestions / Comments:

- o A very good college with high standards. I would probably recommend this college to others who want to achieve success.
- o Some people get to have different holidays

Business Specific (Of 98 students surveyed):

		YES	NO	DON'T KNOW
1.	Found induction excellent	75%	9%	16%
2.	Felt there were enough materials provided for each level /unit	82%	10%	8%
3.	Think the classrooms are well equipped	81%	11%	8%
4.	Find student support excellent, punctual and regular	81%	8%	11%
5.	Find day to day management excellent	71%	9%	20%
6.	Find the management team approachable	72%	10%	18%
7.	Feel well treated by administrative staff	78%	6%	16%
8.	Think there is good interaction between teachers and students	93%	5%	2%
9.	Find class sizes satisfactory	85%	9%	6%
10.	Enjoy studying at DBL College	87%	2%	11%

Other Questions:

How they found out about the College:

- 78% - from friends
- 9% - Online
- 6% - from Agents
- 7% - Walk in

Communications:

- 40% - Good
- 20% - OK
- 17.5% - Excellent
- 12.5% - Very Good
- 10% - Not Good (*Specific comments: "One secretary is not helpful, Sometimes not good between teacher and students"*)

Equality & discrimination:

- 98% - No issues
- 2% - Feel discrimination towards Chinese students

Course:

- 43% - Very Good
- 34% - Good
- 8% - Excellent
- 6% - Hard
- 4% - Don't like the course
- 2.5% - Easy
- 2.5% - Boring

Improving skills from course:

- 96% -Yes
- 4% - No

Teachers:

- 43% - Very Good
- 30% - Good
- 10% - Excellent
- 7.5% - OK
- 5.5% - Not Good (*Specific comments: "Too fast", "Difficult to understand", "Treats us like Children".*)
- 3% - Boring

Assessment Methods:

- 96% - Fair
- 4% - Not Fair

Good quality from DBL College:

90% - Yes

10% - No (*Specific comments: "Need a canteen", "Not from reception", "Attendance rule vague"*).

Overall Experience:

65% - Good 20

26% - Excellent

9% - Not Good 3 (*Specific comments: "2 Chinese receptionists good – don't like other staff"*).

Things most liked about the College:

25% - Friendly Staff

23%- Teachers

10% - Timetable

9% - Facilities & Equipment

8% - Friendly Atmosphere

7.5% - Location

6% - Good Courses

4% - Reputation

3.5% - Classmates

3.5% - Good Value

Things they would most like to change:

23% - Student Canteen / kitchen / microwave

20% - Better Equipment & Facilities

17% - More interesting content / practical work / activities

13% - Reduced fees

7% - Timetable

5% - More high level courses

4% - Nicer Staff

3% - Better vending machines

3% - Longer breaks

2% - More computer classes

1% - Student discipline

1% - Smaller class size

1% - Stop students speaking in their native languages

Other Suggestions / Comments:

- o Overall its and outstanding college with lots of amazing teachers and it has always been a warm welcome for everyone
- o I find DBL College good and learned a lot
- o Varying student levels in class – some students have done the course before so its unfair
- o A Job club would be useful to students
- o I feel unsafe in the area sometimes and would like if the security guard was there to open the gate in the evening
- o Would like more women's bathrooms

Staff Survey Findings (Jan 2009)

Language Specific:

Communication:

- Good communication through notice boards and emails but could use some more face to face interaction and improve communication between 2 buildings.

Assessment:

- Requirements clearly defined
- Would suggest separate DBL exams & Certificates for students who require proof of Level.

Organisation:

- Good, well organised, workshops helpful, preparation time very helpful

Management Style:

- Very good, approachable, professional but could be more interaction with teachers

Staff Recruitment & development:

- Would be nice to have more meetings to exchange ideas and methods between teachers and some outside workshops.

Staff room:

- Very good but more filing cabinets for student files required, more tables for planning days and another computer would be helpful.
- Vent in Gardiner Place kitchen should be covered

Electronic & other Equipment:

- Very Good

Classrooms:

- Always clean and well heated
- New auditorium seating sometimes hinders interaction and group work

Resources:

- Good supply but could do with more games, stationary, art supplies etc. Also suggest database of books available.

Website:

- Very good, always improving – students more interested since youtube videos

Overall QA:

- Very Good, well designed for students and staff, staff work hard and care about the teachers

Other Suggestions:

- More spoons and forks required in kitchen
- Swap classes sometimes
- Don't have same students constantly with the same teacher
- Change class level every semester
- Vending machine sometimes an issue for students
- Would be nice to reduce class sizes
- More Meetings

Business Specific:

Communication:

- Very good
- Management approachable
- Sometimes inconsistency between what management and teachers say to students about attendance rules

Assessment:

- Very good
- FETAC assessment is very good as it's continuous.

Organisation:

- Very Good
- Would like more frequent meetings
- Staff meetings not during breaks
- More activities

Management Style:

- Very good, professional, friendly, accommodating, approachable, helpful and easy to communicate with.

Staff Recruitment & development:

- Good
- More support and training required for new courses

Staff room:

- Very good
- Paper towels / cloth would be handy
- Not enough stationary
- Photocopier sometimes a problem
- Requires better cleaning
- More stools for breakfast bar

Electronic & other Equipment:

- Very Good
- More PCs required in labs

Classrooms:

- Very good, clean, pleasant, like layout.
- Needs more air sometimes
- Ensure heat is turned off when not in use

Resources:

- Very Good

Furniture:

- Fixed furniture not great for group work but otherwise excellent

Website:

- Very good

Overall QA:

- Very good

Other Suggestions:

- Ensure that all courses are quality and education focused only – not visa / attendance based.
- Admin rights to staff for software installation
- Allow more class outings
- Introduce pay scale
- Review correction payment scheme
- Health & safety information in staff room
- Database of books available
- Cutlery, tea towels, washing up liquid required in kitchen
- Clean kitchen cupboards

SUGGESTION ACTION TO BE TAKEN:

- Fit microwave with plastic cutlery etc beside vending machine
- Get new cutlery, tea towels, washing up liquid etc for Kitchen
- Get new stools for staff room
- Get stationary & equipment for staff room
- Keep all rooms cleaned, kitchen cupboards etc.
- Wash & paint walls
- Repairs in classrooms (erasers & holders etc) to be made
- Replace bulbs
- Install new student library (deposit system)
- Install new furniture in Rooms 6 & 9 & more PCS
- A/c unit in basement to be caged
- Shelving to be installed in cleaner cupboard and Server room
- Leaks to be monitored
- Provide more dictionaries in staff room
- Provide Health & Safety Folder with Safety Statement etc in Staff room
- First aid training for staff to be arranged
- Logos on main door and glass to be affixed
- Schedule more meetings
- Organise more social activities
- Admin Share point site to be completed
- Website updates to be continued