



DBL College

For a better future

DBL College Foley Street

Annual Quality Assurance Report

January 2010

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: Programme Director, 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 Programme Director, registrar/College director and staff per month.
- One meeting between Programme Director, 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.

Programme Director

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

The Programme Director 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		
Total Classroom Capacity	213	-	-
Classroom 1: (Room 2)			
Capacity	30	-	-
Primary Use	FETAC 4 & 5 Classroom	-	-
Furniture			
No. of student seats & tables	30	-	-
Loose Chairs	1	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	-	-
Screens	1	-	-
Teacher Lectern	1	-	-
Teacher Table	1	-	-
Equipment			
Projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	Exit bulb needs to be replaced	Damien to arrange
Lighting	Florescent	-	-
Air-conditioning	1	-	-
Heating	1 (air)	-	-
Refuse	1	-	-
Data points	6	-	-
Power Points	6	-	-
Projector connection	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Walls need to be patched & painted	Damien to arrange
Classroom 2: (Room 3)			
Capacity	32	-	-
Primary Use	FETAC 4 & 5 Classroom		
Furniture			
No. of student seats & tables	32	-	-
Boards	Whiteboard	-	-
Teacher Lectern	1	-	-

Teacher Table	1	-	-
Loose Chairs	1	-	-
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	-	-
Smoke Detector	1	-	-
Fire Exit	1	-	-
Fire Extinguisher	Water (checked 04/09)	-	-
Fire alarm detonator	1	-	-
First aid kit	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Partition requires painting	Damien to arrange
Classroom 3: (Room 5)			
Capacity	28	-	-
Primary Use	English + FETAC 4 & 5 Classroom	-	-
Furniture			
No. of student seats & tables	28	1 seat ripped	Damien to replace
Teacher table	1	-	-
Teacher Lectern	1	-	-
Loose Chairs	1	-	-
Boards	Whiteboard	-	-
Board Eraser & Holder	1	-	-
Refuse	1	-	-
Screens	White pull- down screen	-	-
Equipment			
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	2	-	-
Power Points	4	-	-

Projector Point	1		
Smoke Detector	1	-	-
Fire Exit	-		
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
Blinds			
<i>Recommendations</i>	-		
Classroom 4: (Room 6)			
Capacity	24		
Primary Use	FETAC 4 & 5 Classroom	-	-
Furniture			
Number of Tables	24	-	-
No. of seats	24	-	-
Boards	2 x Whiteboards		
Teacher Lectern	1	-	-
Teacher table	1		
Loose Chairs	1	-	-
Screens	Interactive	-	-
Equipment			
Computers/laptops	24	-	-
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	Bulb required	Damien to arrange
Air-conditioning	1 (mobile unit)	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	26	-	-
Power Points	36	-	-
Projector Connection	1	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
Blinds			
<i>Recommendations</i>	-	Clean carpet	Damien to arrange
Classroom 5: (Room 7)			
Capacity	24	-	-
Primary Use	FETAC 5 Classroom	-	-
Furniture			
No. of student seats & tables	24	-	-
Teacher Lectern	1	-	-
Teacher Table	1		
Loose Chairs	1	-	-
Screens	Interactive	-	-
Board Eraser & Holder	1	-	-

Equipment	-	-	-
Projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	1 (air)	-	-
Refuse	1	-	-
Data points	2	-	-
Power Points	18	-	-
Smoke Detector	1	-	-
Fire Exit	1	-	-
Fire Extinguisher	-	-	-
Fire alarm detonator	1	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Repair Wall (filler & paint)	Damien to arrange
Classroom 6: (Room 8)			
Capacity	45	-	-
Primary Use	FETAC 5 & 6 Classroom	-	-
Furniture			
No. of student seats & tables	45	-	-
Boards	Whiteboard	-	-
Loose Chairs	6	-	-
Teacher Table	1	-	-
Board Eraser & Holder	1	-	-
Screens	pull down	-	-
Equipment			
projectors	1	-	-
Others	TV Cabinet & TV	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	2 bulbs required	Damien to replace
Air-conditioning	2	-	-
heating	2 (air)	-	-
refuse	1	-	-
Data points	12	-	-
Power Points	18	-	-
Teacher Lectern	2	-	-
Smoke Detector	2	-	-
Fire Exit	1	-	-
Fire Alarm Detonator	1	-	-
Fire Extinguisher	2 Foam & Co2 – checked 04/09	-	-
First aid kit & log	-	-	-
Blinds	Vertical	-	-
<i>Recommendations</i>	-	Leak in	Damien to

		ceiling in centre of room to be checked.	check
		Put posters back up.	Damien to arrange
Classroom 7: (Room 10)			
Capacity	30		
Primary Use	FETAC 5 Classroom	-	-
Furniture			
Number of Tables	30	-	-
No. of seats	30	-	-
Teacher Lectern	1	-	-
Teacher Table	1	-	-
Loose Chairs	2	-	-
Equipment			
Computers/laptops	30		
projectors	1	-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	Fire exit bulb required	-
Air-conditioning	1 (mobile unit)	-	-
heating	1 (air)	-	-
refuse	1	-	-
Data points	38	-	-
Power Points	48	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
Blinds			
<i>Recommendations</i>	-		
SERVER Room			
Equipment			
PCs	13		
Servers	1		
Keyboards	13		
Monitors	7		
Routers	1		
Switches	2		
External Hard drives	1		
PBX	1		
Extension Leads	9		
Comms Box	1		
Speakers	1 (Creative)		
Backup Tapes	9		
Spare fluorescent Bulbs	4		
Spare Theatre seating	4		
Cables	8 sets Power &		

	mouse		
Ladder	1		
Paint	4 buckets		
Other	Damien's tools		
Staff Room (Room 4)			
Capacity	13	-	-
Primary use	Staff room	-	-
Furniture			
Number of Tables	2	-	-
Breakfast bar	1	-	-
No. of seats	10	More required	Elaine to arrange
Coat Stand	1	-	-
Printers	1	-	-
Photocopiers	1	-	-
Computers/laptops	1	1 more required	Elaine to arrange
Others	-	-	-
Equipment / Resources			
CD Players	2	-	-
Cassette players	6	-	-
Books / Resources	Ample		
Dictionaries	7	-	-
Games	15		
Clock	1		
Lighting	Florescent		-
Air-conditioning	1	-	-
Heating	1 (air)	-	-
Refuse	2 (refuse + recycling)	-	-
Data point	2	-	-
Power Points	4 + 1 extension lead	-	-
Teacher Lectern	-	-	-
Lockers	16	More required	Elaine to arrange
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		
Shelving for resources	Ample: Built in unit + grey cabinet	-	-
Blinds	Vertical	-	-
Notice board	1	-	-
Window Sign	1	-	-
Whiteboard	1	-	-
<i>Recommendations</i>	-		

Library / Student Area / Main Hallway			
Capacity	16+	-	-
Furniture			
No of tables	2	-	-
No of seats	16	-	-
Student PC	1	1 more required (ESL)	Elaine to arrange
Resources			
Books	Further & Higher Education Books, English as a Second Language Books.	-	-
Newspapers	2 x up to date papers bought every day	-	-
Journals / magazines	Marketing, management, etc journals provided – updated every month	-	-
Storage	2 x large cabinets with lock for books (ample space) 3 x storage presses 1 x unit for Journals		
Notice-board	2 - 1 x large notice board – maps, schedules, calendars, notices, rules etc, 1 x student notice board	1 more required (ESL)	Elaine to arrange
Wall Holders for brochures	3		
Refuse	4 x refuse		
Refreshments	1 x snacks machine, 1 x coffee machine, 1 x water machine	-	-
Microwave & unit	1	-	-
Data points	6	-	-

Printers	1	-	
Photocopiers	1	-	
Power Points	14 + 1 Extension lead	-	-
Smoke Detector	5	-	-
Fire Exit	1		
Fire Extinguisher	3 x foam, 3 x Co2 (checked 04/09)	-	-
First aid kit & log	-	-	-
Fire Alarm detonator	1	-	-
Blinds	Vertical	-	-
Lighting	Florescent	Bulbs required	
Sign	1	-	-
Suggestion box	1	-	-
Other	2 x plants, 1 x James Joyce sculpture	-	-
Recommendations			
Reception Office			
<i>Furniture</i>			
Desks	2	-	-
Swivel Chairs	2	-	-
Storage	1 cabinet, 2 sets desk drawers, 1 filing cabinet, 5 wall mounted holders, 1 key box		
Coat Stand	1	-	-
Blow heater	1		
Wall mounted clock	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	Screen faulty	Damien to check
Refuse	1 x desk bins		

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	-		
Directors Office			
Furniture			
Desks	2	-	-
Swivel chairs	2	-	-
Loose Chairs	4	-	-
Desk drawer sets	3	-	-
Storage Units	2	-	-
Filing Cabinets	1 (2 drawer)		
Coat stands	1	-	-
Other Storage	2 x wall mounted holders 1 fire box	-	-
Whiteboard	1	-	-
Computers	2	-	-
Phones	2	-	-
Clock	1	-	-
Other	1 coffee machine Back up device for Security Cameras 1 Plant	-	-
Security	Punch and key lock, Security camera screen displayed – backups taken here.	Screen needs to be replaced	Damien to arrange
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	2	-	-
Desk drawer sets	1	-	-
Storage Units	2 (1 file & books, 1x laptop unit)	-	-
Computers	1	-	-
Laptops	7 x laptops kept in locked cabinet		
Phones	2	-	-
Speakers	2 x sets	-	-
Security Screen	1	-	-
Others	4 laptops – teachers, (Jen, Paul, John M)	Check who has laptops	Elaine to check
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		
Air conditioning	1		
Heating	1 (air)	-	-
Lighting	Florescent	-	-
First Aid Kit & Log	-	-	-
Data points	4		
Power Points	8	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Blinds	Vertical	-	-
Recommendations	-	Fix leak – back left ceiling from overflow outside	

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.		
Towels	2		
First aid & log	1	-	-
Security	Punch code & key lock door	-	-
Light	Florescent	-	-
Refuse	1	-	-
Power Points	4	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	1	-	-
Blinds	Vertical	-	-
Recommendations	-		
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		
Fire drills	12 per year – covering all		

	class times, log maintained in main office		
Fire officer	Admin Staff		
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.	Safety Statement due to be updated	Elaine to arrange
First aid kits	3 (main office, kitchen, staff room)	-	-
First aid logs	3 (Main office, kitchen, staff room)	-	-
Training in first aid?	Elaine Cohalan		
Emergency phone numbers kept	Main office – local gardai, caretaker, security guard, local hospital, fire and ambulance services	-	-
Other	Air conditioning unit in basement	Require cage / some way of protection	-

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 on hold due to budget constraints – due to recommence with prototype for 'Admin' site in April 2010
2. College Internet for Staff	Microsoft Groove Workspace currently on Staff PC with files, meeting minutes, discussion areas etc.	To be put on new staff PC (ESL) – Elaine to arrange	-
3. Website updated	Yes	Overhaul required – ESL & DBL College	Elaine, Sean & Deirdre to arrange
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. Programme Director:			
a. Calendar of Meetings	Yes	-	-
b. College Internet communication	Yes (Email & Shared files)	-	-
6. Communication with Students:			
a. Induction process	Yes – Further & Higher Education students are given an	-	-

	<p>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. They are notified of events, updates, exams, rules, policies etc through their teachers, phone calls, notices on notice boards etc.</p> <p>ESL students receive a handbook with all relevant information in it and are shown around building and to their classrooms. They are notified of events, updates, exams, rules, policies etc through their teachers, phone calls, text messages, student memos on notice boards etc.</p>	-	-
b. Teacher-to-student	In class & teachers available for 1-1 if required		
c. Notice-boards	Yes	ESL Notice board required	Elaine to arrange.
d. College paper	Yes- DBL Times published every month – available online also.	-	-

e. Website	Website News section & Students@DBL section	Students@DBL to be updated	Elaine to arrange
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 March 2009.	-	-
b. ACELS	Workshops, Inspections, TIE Examinations	-	-
c. HETAC	Emails, conferences	-	-
d. Department of Education	Email, phone, post. Inspection October 2009.	Evacuation time taken during fire drills More resources for library, Ensure students progress to Full Awards.	Elaine to arrange. Elaine to arrange. FETAC information & progression opportunities to be put on Notice boards.
8. Records:			
a. Examination	Kept and stored in the Directors office	-	-

<p>b. Meetings</p>	<p>for minimum 2 years</p> <p>Teachers – stored on companyweb shared folder, emailed to all teachers & appropriate managers, saved on staff MS Groove Workspace</p> <p>Management staff – emailed to all management staff</p> <p>Admin staff – emailed to all management & admin staff and saved on shared folder</p>	<p>-</p> <p>-</p>	<p>-</p> <p>-</p>
<p>c. Course Preparation</p>	<p>Soft & hard copies stored & backed up in Foley Street</p>	<p>-</p>	<p>-</p>
<p>d. Quality Assurance</p>	<p>QA Reports, Self 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>

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 further & higher education teachers and all business classes during March – June 2010 term. To be conducted by Programme Director 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 Programme Director.	-	-
Ensure that these are revised (by the Programme Director 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 Programme Director & teacher(s). Feedback forms completed by teachers regarding programme resources.	-	-
	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 Programme Director 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	-	-

Ensure that the results of partial exams and of final exams be handed in by teachers within ten working days of the examination date

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

Conduct a staff meeting at least once a month

Ensure the safe storing of academic results

Ensure that the registrar and director are kept up to date on student well-being

Take part in overall College management as a member of the Academic Council

Manage the academic staff, technical support staff and administrative staff within the School

Manage the overall School budget

Manage a staff development programme to ensure all staff have the appropriate skills.

The performance and conduct of students:

The Programme Director 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

As such, he or she shall:

Ensure that students obtain the best education possible while attending classes at this institution

Current	Required	Activities Pending
Break between semester used as marking time	-	-
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 March 2010 to ensure all needs are being met (Appendix 1 & 2)	-	-
Monthly meetings	-	-
Locked cabinet with restricted access	-	-
Regular contact – as needed and monthly meetings, reports submitted.	-	-
	-	-
Take part in monthly meetings	-	-
Yes		
College Director	-	-
	-	-
MEI, ACELS & FETAC Skills courses monitored. Workshops etc organised internally. Staff meetings & IT manuals available	-	-
Yes ongoing. Open door policy, regular meetings, surveys, suggestion box	-	-
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: (i) Entrants (ii) Current students (iii) Graduates (iv) Examination candidates	Student handbooks distributed to all students	-	-
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 Programme Director/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)	-	-
Yes	-	-
March 2010	-	-
Regular meetings and verbal contact	-	-
Yes	-	-
Yes	-	-
FAS	-	-
With Academic Council	-	-
-	-	-
Self Evaluation conducted September 2009 with Grainne Seaver (Dorset College). Next due August 2011.	-	-
-	-	-
-	-	-

	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 Oct 2009	-	-
5. Student handbook up-to-date	Updated Oct 2009	-	-
6. Class lists	Maintained on database	-	-
7. Training required	-	-	-
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) PROGRAMME DIRECTOR / 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 chairs required	-
Yes		
Yes	-	-
Computer and printer access	1 more PC required	-
Class observations, student surveys, staff surveys, regular contact and meetings.	-	-
Self Evaluation September 2010.	-	-
FETAC Monitoring March 2009.	-	-
Annual Quality Assurance reports	-	-
March 2010	-	-
Elaine Cohalan	-	-
Elaine Cohalan & Teachers random sampling.	-	-
FETAC, HETAC	-	-
Yes	-	-
Yes	-	-
Yes	-	-
No	-	-
-	-	-

Student Survey Findings (to be updated March 2010)

Language Specific:

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

Other Questions:

How they found out about the College:

Communications:

Equality & discrimination:

Course:

Improving skills from course:

Assessment Methods:

Teachers:

Good quality from DBL College:

Overall Experience:

Things most liked about the College:

Things they would most like to change:

Other Suggestions / Comments:

Further & Higher Education Students:

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

Other Questions:

How they found out about the College:

Communications:

Equality & discrimination:

Course:

Improving skills from course:

Teachers:

Assessment Methods:

Good quality from DBL College:

Overall Experience:

Things most liked about the College:

Things they would most like to change:

Other Suggestions / Comments:

Staff Survey Findings (to be updated March 2010)

Language Specific:

Communication:
Assessment:
Organisation:
Management Style:
Staff Recruitment & development:
Staff room:
Electronic & other Equipment:
Classrooms:
Resources:
Website:
Overall QA:
Other Suggestions:

Further & Higher Education:

Communication:
Assessment:
Organisation:
Management Style:
Staff Recruitment & development:
Staff room:
Electronic & other Equipment:
Classrooms:
Resources:
Website:
Overall QA:
Other Suggestions:

SUGGESTION ACTION TO BE TAKEN:

- More resources for Library
- Fire Drill evacuation time to be added
- Progression routes to be established and published
- Bulbs need replacement in Room 2,6,8,10, hallway
- Walls need repair & painted in Room 2, Room 3, Room 7
- Ripped seat to be replaced in Room 5
- Carpet to be cleaned in Room 6
- Leak to be checked and ceiling tile to be replaced in Room 8. Leak to be monitored in back office.
- Posters to be put back up in Room 8
- More chairs for staff room
- One more PC for staff room
- More lockers for staff room
- One more PC for student area
- Another notice board for hallway
- Screen to be replaced / fixed in reception & directors office
- Safety Statement & Risk Assessment to be updated.
- Air conditioning unit to be protected
- Arrange Sharepoint site for Admin staff
- Arrange MS Groove on ESL teachers PC
- Overhaul DBL & ESL websites