



DBL College

For a better future

DBL College Gardiner Place

Annual Quality Assurance Report

January 2009

Quarterly 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:

Use of Facilities and Equipment

	Current	Required	Explanation
No. of classrooms	7	-	-
Total Classroom Capacity	105	-	-
Classroom 1: (Room 1)			
Capacity	10	-	-
Primary Use	English classroom	-	-
Furniture			
Number of Tables	5	-	-
No. of seats	11		
Boards	Whiteboard	-	-
Filing cabinet	1		
Screens	Television and DVD combo	-	-
Notice boards	1		
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	-	-
Others	Tape recorder	-	-
Booking system	Scheduled	-	-
Lighting	Fluorescent	-	-
Air-conditioning	-	-	-
heating	1 radiator	-	-
refuse	-	-	-
Power Points	6	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
<i>Recommendations</i>	Replace missing refuse	-	-
Classroom 2: (Room 2)			
Capacity	20	-	-
Primary Use	English classroom	-	-
Furniture			
Number of Tables	6	-	-
No. of seats	15	-	-
Boards	Whiteboard	-	-
Screens	-	-	-
Notice boards	1		
Filing cabinets	1		
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	-	-
Others	-	-	-
Booking system	Scheduled	-	-

Lighting	Florescent	-	-
Air-conditioning	-	-	-
heating	3 radiators	-	-
refuse	1	-	-
Power Points	10	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
<i>Recommendations</i>	-	-	-
Classroom 3: (Room 3)			
Capacity	15	-	-
Primary Use	English Classroom		
Furniture			
Number of Tables	9	-	-
No. of seats	20	-	-
Boards	Whiteboard	-	-
Screens	Television and DVD player combi	-	-
Notice boards	1		
Filing cabinets	1		
Equipment	-	-	-
Computers/laptops			
Printers	-	-	-
projectors		-	-
Others	-	-	-
Booking system	Scheduled	-	-
Lighting	Fluorescent	-	-
Air-conditioning	-	-	-
heating	2 radiators	-	-
refuse	1	-	-
Power Points	17	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Fire alarm detonator	-	-	-
First aid kit	-	-	-
<i>Recommendations</i>	-	-	-
Classroom 4: (Room 4)			
Capacity	15	-	-
Primary Use	English classroom	-	-
Furniture			
Number of Tables	7	-	-
No. of seats	15	-	-
Boards	Whiteboard	-	-
Screens	-	-	-
Filing cabinet	1		
Notice boards	1		
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	-	-
Others	Tape recorder and cd	-	-

	player		
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	-	-	-
heating	2 radiators	-	-
refuse	1	-	-
Power Points	8	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit & log	-	-	-
<i>Recommendations</i>		-	-
Classroom 5: (Room 5)			
Capacity	15	-	-
Primary Use	English classroom	-	-
Furniture			
Number of Tables	7	-	-
No. of seats	15	-	-
Boards	Whiteboard	-	-
Screens	Television and DVD combi	-	-
Filing Cabinets	1		
Notice boards	3		
Equipment			
Computers/laptops		-	-
Printers	-	-	-
projectors	-	-	-
Others	Tape recorder	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	-	-	-
heating	1 radiator	-	-
refuse	1	-	-
Power Points	8	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
First aid kit	-	-	-
<i>Recommendations</i>	Window stuck in this classroom-	-	-
Classroom 6: (Room6)			
Capacity	15	-	-
Primary Use	English Classroom	-	-
Furniture			
Number of Tables	7	-	-
No. of seats	15	-	-
Boards	Whiteboard	-	-
Screens	-	-	-
Filing Cabinet	1		
Notice boards	1		
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-

projectors	1	-	-
Others	Wall cupboard/ Shelves	-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	2 radiators	-	-
refuse	1	-	-
Power Points	8	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Fire alarm detonator	1	-	-
First aid kit & log	-	-	-
<i>Recommendations</i>	-	-	-
Classroom 7: (Room 7)			
Capacity	20	-	-
Primary Use	English Classroom	-	-
Furniture			
Number of Tables	7	-	-
No. of seats	15	-	-
Boards	Whiteboard	-	-
Screens	Tv and dvd combo	-	-
Filing cabinets	1		
Notice board	3		
Equipment			
Computers/laptops	-	-	-
Printers	-	-	-
projectors	-	-	-
Others		-	-
Booking system	Scheduled	-	-
Lighting	Florescent	-	-
Air-conditioning	-	-	-
heating	2 radiators	-	-
refuse	1	-	-
Power Points	-	-	-
Smoke Detector		-	-
Fire Exit	1	-	-
Fire Alarm Detonator	-	-	-
Fire Extinguisher		-	-
First aid kit & log	-	-	-
<i>Recommendations</i>		-	-
Staff Kitchen			
Capacity	11+	-	-
Primary use	Staff room	-	-
Furniture	Fitted kitchen with storage cupboards for ware, cutlery & cleaning products		
Number of Tables	3,1 breakfast bar	-	-
No. of seats	11/4 high stools	-	-
Sink	1		
Others	3 notice	-	-

	boards,1whiteboard		
Equipment / Resources			
Toaster	1		
Electric Kettle	1		
Fridge	1		
Dishwasher	1		
Microwave	1		
Coffee Maker	1		
Sandwich toaster	1		
Lighting	Florescent	-	-
Air-conditioning	1	-	-
heating	2 radiators	-	-
refuse	1	-	-
Power Points	6	-	-
Smoke Detector	1	-	-
Fire Exit	-	-	-
Fire Extinguisher	1	-	-
Fire Blanket	1	-	-
Filing Cabinets	1	-	-
<i>Recommendations</i>	-		
Staff Room			
Capacity	11+		
Primary use	Staff room		
Furniture			
Number of tables	2		
Number of seats	8		
Boards	2 whiteboards,1 notice board		
Shelving	Ample		
Resources	Ample books		
Lockers	30		
refuse	1refuse + 1 recycling		
Equipment			
Photocopier	1		
Computer	1		
Library / Student Area / Main Hallway			
Capacity	14+	-	-
Furniture			
No of tables	2	-	-
No of seats	8	-	-
Resources	Newspapers/magazines		
Bookshelves	Ample		
Newspapers	2 x daily newspapers	-	-
Books	Ample	-	-
Boards	Whiteboard		
Refuse	2 x refuse		
Refreshments	1 x coffee machine, 1 x refreshments machine		
Equipment	1 microwave		
Whiteboard	1		
Noticeboard	1		
Power Points	2	-	-

Smoke Detector	-	-	-
Fire Alarm detonator	1	-	-
Recommendations			
Reception Office			
<i>Furniture</i>			
Tables / desks	4 desks	-	-
Seating	4 office seats	-	-
<i>Equipment</i>			
Computers	4	-	-
Phones	3	-	-
Printers	1 colour		Brochures, posters, letterheads etc.
Photocopiers	1 colour		Same as above
Fax machines	1	1	Sending & receipt of fax correspondence
Storage	3 x wall cupboards, 4 x sets of desk drawers, 1x metal wall cabinet, 1x key box 1 x filing cabinet 4 pigeon holes (in-trays)	-	-
Notice-boards	1	1	Timetables, Calendars, fire drill log etc
Security	Key lock Security Camera Screen displayed	-	-
Refuse	4 x desk bins	Recycling bin	Recycling
Air conditioning	-	-	-
Heating	2 radiators	-	-
Lighting	Fluorescent	-	-
Records and exam storage	Wall cabinet	-	-
First Aid Kit & Log	1	-	-
Power Points	14	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Recommendations	-	-	-
DOS Office			
Computers	1	-	-
Phones	1	-	-
Printers	1	-	-
Storage	1 x wall cupboard, 1 x filing cabinet, shelves, 1xdesk drawer set	-	-
whiteboards	1	-	-
Security	Key lock,	-	-

Refuse	1 x desk bin	-	-
Heating	1 x radiator, 1 portable heater	-	-
Lighting	Florescent	-	-
First Aid Kit & Log	2	-	-
Power Points	3	-	-
Smoke Detector	-	-	-
Fire Exit	-	-	-
Fire Extinguisher	-	-	-
Recommendations	-	-	-
Admin office (upstairs)			
Phones	1		
Photocopiers			
Storage	Filing cabinet, drawers		
Notice-boards	Whiteboard		
Security			
Refuse	1 bin		
Heating	Radiator		
Lighting	Strip lighting		
First Aid Kit & Log			
Data points	4		
Power Points			
Smoke Detector			
Fire Exit			
Fire Extinguisher			
Recommendations			
Security Guard	5pm – 10pm (Jimmy), management company security 24/7	-	-
Locks	Main door – 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	13		
Alarm Detonators	4	-	-
Fire Blankets	1	-	-
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	John Morris	1-3	Fire safety
Smoke detectors	10	-	-
Exits	5 emergency exits	-	-
<i>Health & safety</i>			
Information published	On notice boards	-	-
First aid kits	4 (1 in main office, 2 in	-	-

	DOS office, staff room)		
First aid logs	(1 in Main office, 1 in DOS office , 1 in staff room)	-	-
Training in first aid	Undertaken by Annette, Anne Daly and Bridin Lyng	4 members of staff	Health & safety
Emergency phone numbers kept	Main office – local gardai, caretaker, security guard, local hospital, fire and ambulance services	-	-

Communication

	Current	Required	Activities Pending
1. Calendar of activities confirmed and published	Published on intranet – available to all admin and management staff Teachers have been e-mailed copies	-	-
2. Website updated	Yes	-	-
3. Staff meetings:		-	-
a. Teaching Staff	English bi-monthly,		
b. Administrative staff	As needed	More regular and constructive communication	-
c. Management Meetings	as needed		

	Current	Activities Pending
4. Directors of Studies:		
a. Calendar of Meetings	Yes	-
b. College Internet communication	Yes	-
5. Communication with Students:		
a. Induction process	Yes	-
b. Teacher-to-student	Yes	-
c. Notice-boards	Yes	-
d. College paper	Yes (the DBL Times)	-
e. Website	Website news item	-
f. Internet	Via website	-
g. Others	Verbal / announcements/Notices on boards	-
6. Communication with Awarding Bodies:		
a. FETAC	Regular with direct contacts	-
b. ACELS	Regular	-
c. LCCI	-	-
d. OCR	-	-
e. City & Guilds	-	-
f. Others	-	-
g. HETAC		-
7. Records:		
a. Kept and stored	In locked filing cabinets	-
b. House 33	in classrooms	-
c. Foley Street	Main office	-

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 twice per academic year 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 take place after Easter(April/May). Observation of each teacher plus one-to-one feedback	-	-
Ensure the design and presentation of syllabus, course plans and materials by teaching staff at the latest two weeks before classes start	Has been done for present academic term/every 7 weeks	-	-
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	Checked on a bi-monthly basis by Director of Studies and Assistant Directors of Studies	-	-
Ensure that the teachers explain this plan to students on the first day of classes and carry it out	Handbooks distributed to students by teachers	-	-
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	Regular email and verbal contact as well as meetings	-	-
Ensure clear and full communication with teaching staff (through e-mail and staff meetings)	Continuous communication with awarding bodies	-	-
Ensure full compliance with the requirements of external bodies	Revise check-list once each quarter	-	

Ensure that the results of partial exams and of final exams be handed in by teachers within three 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 has the appropriate skills

The performance and conduct of students:

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

As such, he or she shall:

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

	Current	Required	Activities Pending
	Yes	-	-
	Constant communication with teaching staff regarding this.	-	-
	Yes (bi-monthly for English department)	-	-
	Locked cabinet with restricted access.	-	-
	Regular contact – as needed	-	-
	Yes	-	-
	Yes	-	-
	College Director	-	-
	College Director	-	-
	Yes ongoing. Open door policy, regular meetings.	-	-
	Surveys/, open door policy, constant access	-	-

	Current	Required	Activities Pending
Ensure that they enter the correct group according to their academic level	Initial placement test/Continuous monitoring and assessment by teachers/Automatic transfer when required	-	-
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	Yes	-	-
Ensure that they have access to and understand the rules they will follow while studying at this college	Student learners distributed to all students at the start of each term	-	-
Ensure that they behave and carry out their studies in accordance with these rules	Resources, facilities, schedules etc made available and organised	-	-
Be aware of, and help to ensure full compliance with, the requirements of the quality assurance policy of this institution	Class observations, student and staff surveys, regular contact with students, teachers, awarding bodies, academic council.	-	-
Be aware of, and help to ensure full compliance with, the requirements of external awarding bodies	Meetings, open door policy etc.	-	-
Ensure that the registrar and director are kept up to date on the academic well-being of students		-	-

In addition he or she shall:

- **Manage examinations**
 - Calendar
 - Costs

- Confirm with Awarding Bodies
- Supervise the Invigilaton
- **Quality control activities**
 - 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 and ACELS)	-	-
	Yes	-	-
	Regular meetings and verbal contact	-	-
	Website under constant review	-	-
		-	-
	Yes		
	FAS	-	-
	With Academic Council	-	-
	-	-	-
	Yes	-	-
	-	-	-
	-	-	-

	Current Published	Required	Details
1. Calendar of activities	Published on Intranet site	-	-
2. Recruitment procedure	Advertised, cvs analysed, interviews held, best candidate chosen.	-	-
3. Communication:			
a. Attendance at meetings	Good	-	-
b. Internet	Files etc shared on intranet, email	-	-
c. Staff noticeboard	Yes	-	-
d. Other methods	Phone, text message, post	-	-
4. Teacher handbook up-to-date	Yes	-	-
5. Student handbook up-to-date	Yes	-	-
6. Class lists	Maintained on database	-	-
7. Training required	Fire safety, first aid	-	-
8. Teacher feedback and follow-up	Meetings, verbal and surveys – followed up regularly and discussed as Academic council meetings.	-	-

9. Facilities for teachers:

a. 33 Gardiner Place

(i) Break-room

(ii) Kitchen

(iii) Resource-room

(iv) Others

10. Other areas

Quality Assurance

Current	Required	Details
Yes	-	-
Yes	-	-
Yes	-	-
Computer and printer access	-	-
	-	-
	-	-
Computer and printer access	-	-
	-	-
Class observations, student surveys, staff surveys, regular contact and meetings	-	-

	Current	Required	Details
1. Staff and student questionnaires	Questionnaires to be given out in April 2009	-	-
2. Staff responsible:			
a. DOS	Una Tynan	-	-
b. Assistant DOS	Annette Lambert	-	-
		-	-
3. Policies and procedures:			
a. FETAC			
(i) Copies available	Yes	-	-
(ii) Publicised	no	-	-
b. Other awarding bodies			
(i) Copies available	Yes	-	-
(ii) Publicised	no	-	-
4. Other matters:	-	-	-