

PROVIDER NAME: CCT College Dublin (CCT)			
POLICY AREA: Standard 12: Ongoing Monitoring and Review			
Policy and Procedure Title:	Self-Evaluation, Monitoring and Review	Policy Number: CCTP1201	Version: 1.2
<p>Policy Statement</p> <p>CCT College is committed to a programme of ongoing self-evaluation, monitoring and review as part of the quality assurance mechanisms in place. This facilitates regular reporting on the programmes and services of the College, allows for identification of success and areas for enhancement, and provides the College with assurance of the attainment of minimum standards as applicable.</p> <p>Monitoring and evaluation is crucial to the success of programmes, the enhancement of the learner experience, and is essential to the continued quality of services of CCT. The on-going monitoring reports created provide information for the evaluation of programmes, services and quality assurance policies and procedures, as part of internal and external processes and contributes to the strategic success of CCT.</p> <p>CCT self-monitors to:</p> <ul style="list-style-type: none"> • establish whether programmes remain relevant and fit for their intended target market • establish whether the stated aims of each programme are met and delivered • establish whether the stated learning programme outcomes are being achieved • identify the impact of interventions, services or development • identify issues for further learning enhancement or corrective action • identify best practice for further dissemination • ascertain the quality of the experience of stakeholders and act upon them accordingly • evaluate the appropriateness of practices • monitor student achievement and progression • ensure that academic and labour market requirements of the learner are fulfilled • adhere to external quality assurance and accreditation requirements • embed and promote a culture of quality and enhancement in which all stakeholders play a role • to meet the changing terms and conditions of approved external validating body • to identify and minimise opportunity for error • to improve standards • to analyse the performance and services of the College and its programmes to inform future actions and developments 			

The College monitors student satisfaction, progression and attainment; market demands and sectoral changes; and QA compliance and opportunity for or incidence of error. A range of monitoring, self-evaluation and review mechanisms are implemented to undertake this within CCT including:

- Annual programme monitoring including learner retention and withdrawal
- Annual library report
- Annual Student Services Report
- Annual report from the Centre for Teaching and Learning
- Admissions audit, including RPL admissions, exemption applications and granted
- Board of Examiners audit / monitoring including learner attainment, rechecks, reviews, appeals and academic conduct matters.
- QA policy monitoring and review
- Student satisfaction survey
- Graduate survey
- Marketing Monitoring Report

These factor in external review mechanisms such as external examining and integrate with external quality assurance procedures such as programme review. On completion of the monitoring and review activity the strengths weakness and actions required are documented and reported to the QA Committee for consideration and recommendations to Academic Council. The QE Committee monitors the completion of actions as assigned to designated roles or departments and provides annual reports to Academic Council.

The QA Officer develops an annual monitoring and review schedule and draws it to the attention of all departments. This is informed by the programme accreditations register, also managed by the QA Officer, and therefore includes alerts to upcoming external evaluation activity also.

Definitions and Principles

Self-evaluation, monitoring and review

These terms are used to describe the mechanisms in place to report on the education and services provided by the College and the quality assurance arrangements in place to underpin them.

Staff Involved

Dean of Academic Affairs, Dean of School, QA Officer, School Manager, Head of Student Services, Head of Enhancement, Librarian, Head of Admissions, Head of Marketing, College President

Procedure Outline / Method(s) used to carry out this procedure

Responsibility of

Evidence generated by this procedure to ensure its effectiveness

Responsibility for completion of monitoring and review activities is assigned to specific roles and is clearly communicated to those individuals from the outset of their take up of the role. Responsibility is assigned as follows:

Monitoring	Responsibility
Annual Programme Monitoring Report	School Manager or Programme Leader
Annual Library Report	Librarian
Annual Student Services Report	Head of Student Services
Admissions Audit	QA Officer

School Manager or Programme Leader
 Librarian
 Head of Student Services
 QA Officer

<p>Recommendations for change are then presented to the Dean of Academic Affairs to confirm adherence to QQI guidelines, comparability of practice across the sector maintaining standards, fairness and consistency, and identify and implications for related policies or procedures.</p> <p>In cases where issues have arisen in the application of policies and procedures focus groups are established with relevant stakeholders to identify potential resolutions and enhancements to policy and practice that would be fit for purpose. Consultation with other HEIs and QQI may also take place.</p> <p>Each section of the QA manual is to be reviewed, with the full manual having been reviewed once in a 5-year period. Changes to policy are submitted to the QE Committee for review and recommendations. The QE Committee notifies Academic Council of the recommendation to approve and Council is required to endorse this. Academic Council is authorised to request clarifications and changes. Where policies are replaced or updated, archive copies are retained within the Academic Affairs office.</p> <p>Student Satisfaction Survey</p> <p>The student satisfaction survey is issued once per semester and requests the views of students in relation to their classroom and wider college experience. Information received is then collated, analysed and circulated to the relevant Heads of Departments and programme leaders. The outcomes of the survey also inform the annual programme monitoring report. The Head of Student Services, through the class rep system, feeds back to the students in respect of actions taken or planned in response to the survey outcomes.</p> <p>Graduate Survey</p> <p>The graduate survey is issued to graduates in the year immediately following the completion of their studies, subject to consent. Feedback received is used to inform the services and programmes provided by the college, future programme developments, and enhancements to the student experience. The survey also seeks to establish the relevance and appropriateness of CCT programmes for employment purposes and the level of relevant employment of graduates.</p> <p>Marketing Monitoring Report</p> <p>The Head of Marketing completes this report on an annual basis detailing updates, developments and activities. The report presents data on the effectiveness of marketing activities and seeks to analyse the relationship between marketing campaigns and student recruitment. The report is submitted to the senior management team for information and planning purposes and to the QA Committee for consideration and identification of potential actions.</p> <p>All monitoring activity is expected to identify areas for further development. Actions are</p>	<p>Heads</p> <p>QE Committee Academic Council</p> <p>Head of Student Services</p> <p>Careers Service</p> <p>Head of Marketing</p> <p>QA Officer</p>	<p>- QIP</p>
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POLICY CONTROL SHEET

Policy Title	Self-Evaluation, Monitoring and Review
Responsible Officer(s)	Dean of Academic Affairs, QA Officer
Issuance Date	August 2018
Effective Date	August 2018
Last Review Date	July 2019
Supersedes	SER & External Quality Assurance
Next Review Date	July 2024
Designated Reviewer	Dean of Academic Affairs, Departmental Heads, QA Officer
Scope	Internal staff (full and part time); Learners; External Stakeholders such as QQI, external expert panels and examiners, other validating bodies

Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
New Policy	August 2015	New QA system	Senior Management Team	Head of Academics, College Registrar
New policy	April 2018	Replaces SER and external quality assurance policy. Replaced to reflect requirements of QQI Core Statutory Guidelines for Quality Assurance and to document the self-monitoring policies in place within the College.	Dean of Academic Affairs	Academic Council.
V1.2	July 2019	Updates to reflect requirement for annual report from CTL and reduction of admissions audits to one per year. Edits to reflect changes to organisational structure and roles.	QA Committee	Academic Council

References upon which the Policy section is based

CCT Policy area	Ongoing Monitoring and Review
Statutory & System Wide Basis	The Irish Qualifications and Quality Act (Education and Training), 2012; QQI Core Statutory Guidelines for Quality Assurance
Related CCT Policies / Forms	CCTP403 Programme Management and Annual Monitoring Policy