PROVIDER NAME:	CCT College Dublin (CCT)		
POLICY AREA:	Standard 12: Ongoing Monitoring and Review		

Policy and Procedure Title:	Self-Evaluation, Monitoring and Review	Document Number: CCTP1201	Version: 1.0

Policy Statement

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.

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.

CCT self-monitors to:

- 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
- 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 QA 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, Heads of Faculty, Head of Student Services, 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: <table><tr><td>**Monitoring**</td><td>**Responsibility**</td></tr><tr><td>Annual Programme Monitoring Report</td><td>Head of Faculty or Programme Leader</td></tr><tr><td>Annual Library Report</td><td>Librarian</td></tr><tr><td>Annual Student Services Report</td><td>Head of Student Services</td></tr><tr><td>Admissions Audit</td><td>QA Officer</td></tr><tr><td>Exam Board Monitoring</td><td>Dean of School and QA Officer</td></tr></table>	Head of Faculty or Programme Leader Librarian Head of Student Services	

QA Policy and Procedure review	Dean of Academic Affairs	QA Officer	
Student satisfaction survey	Head of Student Services	Dean of School and QA Officer	
Graduate Survey	Careers Office	Dean of Academic Affairs	
Marketing monitoring report	Head of Marketing	Head of Student Services	

As applicable and feasible, appropriate quality measures are communicated to the relevant department as indicators against which quality or performance may be measured. In some instances, these are aspirational targets and strategies and resources are implemented to assist in the attainment of same. In other cases, the measures are minimum standards, as defined by external requirements, or benchmarks informed by practice across the College, historic data, practice across the sector or within other higher education institutions where information is made publicly available and comparison is appropriate. **Annual Programme Monitoring Report** An annual monitoring report is completed each year which captures all programme monitoring. The report is derived from the following sources: • Previous year's annual monitoring report • Programme Board minutes • External examiner / reviewer reports • Lecturer feedback • Learner feedback • Student intake, progression and award statistics • College alumni feedback and reports • Survey of employers • Ongoing student monitoring reports Full details of the requirements, responsibilities and role of annual programme monitoring see Programme Management and Annual Monitoring Policy. **Annual Library Report** The library report is completed by the Librarian and submitted to the November meeting of the QA Committee. The report reflects on the previous year outlining the developments that have taken place, detailing collection data and analysing data pertaining to use of library services such as laptop loan scheme, printing etc. as well as an analysis of loans.	Careers Office Head of Marketing Head of Faculty or Programme Leader Librarian	- Monitoring reports - Updates to QA Committee - Programme Board minutes - Academic Council minutes - QA Committee minutes - QA Officer records

Student Services Report Completed by the Head of Student Services this report is collated annually and presented to the November meeting of the QA Committee. The report summarises the services and activities implemented by the Student Services department over the previous year and also provides data pertaining to take up of external services facilitated by the College e.g. counselling.	Head of Student Services	
Admissions Audit An admissions audit takes place following each recruitment start point for accredited programmes. The audit is undertaken by the QA Officer and a report is presented to the subsequent QA Committee meeting. The report summarises the findings of the audit, confirms whether admissions decisions have been evidenced as in compliance with College and programme requirements, and makes recommendations for the future.	QA Officer	
Exam Board Monitoring Monitoring of Boards of Examiners can take place in two different formats. The standard approach is the attendance of the QA Officer, or nominee approved by the Dean of Academic Affairs, at the Board of Examiners meeting and the completion of monitoring report based upon observations. The report is required to comment on: • The management of the meeting in accordance with CCT policy • The completeness and accuracy of data presented to the Board • The appropriateness of decision-making in accordance with QQI and programme regulations • The role and involvement of examiners, including the external examiner in decision-making • The number and nature of Chairs Actions and any measures to prevent or reduce same. In cases where the QA Officer or nominee is not able to attend the Board, post board monitoring is undertaken. This is informed by the minutes of the meeting and the student data presented to the Board. Exam Board monitoring is applied to progression and award Boards only and is required to cover at least one Board per faculty, per year. The report is required to identify actions for further improvement where applicable. The report is submitted to the subsequent meeting of the QA Committee.	QA Officer	

QA Policy and Procedure Review This is initiated by the Dean of Academic Affairs at the end of each academic year. Assigned staff with responsibility for specific areas are required to review the current policy and procedures relating to that area in the context of the outcomes of monitoring, feedback received, issues that have arisen, or changes in external factors. 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. 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. 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 QA Committee for review and recommendations. The QA Committee notifies Academic Council of the decision 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.	Dean of Academic Affairs and Departmental Heads QA Committee Academic Council	
Student Satisfaction Survey 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.	Head of Student Services	
Graduate Survey 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.	Careers Service	
Marketing Monitoring Report 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.	Head of Marketing	
All monitoring activity is expected to identify areas for further development. Actions are collated collectively by the QA Officer in the College Quality Improvement Plan. This is a living document that is continually updated. The QA Committee takes responsibility for monitoring the implementation of the QIP and reports on this to Academic Council. Copies of monitoring reports are retained by the QA Officer.	QA Officer QA Committee	- QIP

Monitoring		
Monitor (Job Title)	**Frequency**	**Monitoring Method(s)**
Dean of Academic Affairs Departmental Heads QA Officer	Annual review for full academic year	- Monitoring Reports of all programmes and services - QA Committee minutes - Updating of QIP

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	N/A
Supersedes	SER & External Quality Assurance
Next Review Date	August 2019
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.

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