

<b>PROVIDER NAME:</b> CCT College Dublin (CCT)			
<b>POLICY AREA:</b> Standard 10: Information Management			
<b>Policy and Procedure Title:</b>	<b>Information Management Policy</b>	<b>Policy Number:</b> CCTP1005	<b>Version:</b> 1.0
<p><b>Learner Information and Information Management</b>  CCT College Dublin implements organisational and technical measures to ensure the reliable availability of data to inform decision-making and enhancements.  Reports are generated that address:</p> <ul style="list-style-type: none"> <li>• Learner enrolment, including age, gender and nationality</li> <li>• Learner satisfaction</li> <li>• Learner progression</li> <li>• Learner retention, completion and non-completion</li> <li>• Learner attainment / grade distribution / certification classification</li> </ul> <p>Information is only as reliable as the inputted data is accurate and therefore CCT College ensures effective management of authority for data input, under the oversight of the Dean for Administration and Finance, and the Dean of Academic Affairs for assessment data.  Data is collected through various mediums including completion of surveys, through registration and re-enrolment processes and Examination Board processes. The information is reported to Academic Council and the Senior Management Team to monitor the effectiveness and suitability of CCT College programmes, learner support services and the learner experience, teaching, learning and assessment. CCT Policy CCTP1201 details the arrangements in place for monitoring programmes and services. Policy CCTP402 explains the data analysis undertaken as part of the programme review and revalidation process. Policy CCTP403 explains the requirements and use of data in ongoing programme management and review.</p> <p><b>Learner and Management Information Systems</b>  CCT College Dublin utilises a learner management system which ensures compliance with data protection and records retention obligations under GDPR and fulfilment of obligations as a provider of programmes leading to QQI awards. Specifically, the information system is restricted to access by authorised users and incorporates different layers of access (user rights) to ensure accuracy and integrity of data while enabling transparency and mechanisms for correction of personal data, as required by GDPR.</p> <p>The Dean for Administration is responsible for overseeing the initial creation of the learner record upon receipt of fees and completion of enrolment. This information then populates class lists and mark sheets and facilitates the creation of user accounts for the learner information system, Moodle, and library services. Faculty Coordinators generate the learner records on QBS from this information. Prior to any submission to QBS, a QA check is undertaken in conjunction with the QA Officer, as detailed in policy CCTP515 Board of Examiners Policy.</p> <p>The College has the required technical expertise for the ongoing operation of information systems and has arrangements in place for back-ups of all data in the case of technical failure.</p>			

Back-ups of learner data are completed on a monthly basis, with potential access by the HECA PEL Scheme facilitated through cloud-based back-up to which Whitney Moore solicitors hold access credentials for use in the instance of a trigger event.

### **Information Management for Decision-making**

The Dean for Administration and Finance generates reports on learner retention, progression and completion. Reports are collated on a per programme per cohort basis and year on year comparisons are undertaken. The Head of Student Services administers the learner satisfaction survey and generates the report for distribution to each department. The Careers Service administers the Graduate Survey and generates the report on this. These reports feed into the annual monitoring reports for individual programmes. The Senior Management Team considers the reports on a programme, faculty and institution level and seeks to identify influencing factors, determine patterns which assist in benchmarking and inform decision-making, and identify opportunities for additional data analysis that may be of benefit.

Learner achievement reports are generated by the Programme Leader or Head of Faculty for consideration by the Board of Examiners. This information details the breakdown of learner performance across individual modules, year on year, and final award classification recommendation data allowing across programme analysis and year on year comparisons. Trends and obvious divergence are analysed and can result in investigation in to causation. A report on the analysis and investigatory findings is incorporated into the annual monitoring report, notified to the External Examiner and used to inform changes to programme, their teaching, learning and assessment strategy or learner support services.

### **Records Retention**

Records retention is operated in accordance with legal obligations under GDPR. The records retention schedule documents the format in which data is stored, the period it is retained for and the secure arrangements for deletion / archiving / destruction, where applicable. The records retention schedule underpins CCT College Dublin's Data Protection Policy which also requires notification for the purpose of data processing. This is addressed in the CCT Privacy Statement.

### **Definitions and principles**

**Census point** for the generation of reports for progression and completion shall be March 1<sup>st</sup> for September cohorts and September 20<sup>th</sup> for February cohorts

Categorisation of students for the purpose of reporting is in accordance with definitions published by the HEA:

**New Entrants** *A new entrant is defined as a student entering a higher education programme for the first time.*

**Re-Enrolling Students** *Students classified as re-enrolling are those students progressing to the next year of study on the same course without any interruptions. This category does not include repeat or transfer students.*

**Repeat Students** *A repeat student is classified as being present in CCT on their original programme the following year but enrolled in the same year of study as the previous year.*

**Internal Transfer Students** *Students transferring from their original mode or course of study to another programme within CCT, at the start of the new academic year, are described as internal transfer students.*

**External Transfer Students** *Students transferring from a programme in CCT to another institution are described as external transfer students.*

**Non-Progression** *where a student fails to re-enrol in the following academic year, where they are eligible to do so, the student is described as 'non-progressed'.*

**Completion** *data relates to those who have successfully completed a programme in the preceding academic year.*

### Monitoring

Monitor (Job Title)	Frequency	Monitoring Method(s)
Dean of Academic Affairs Dean of Administration and Finance	Annually	Review of ongoing accuracy and compatibility of the policy Review of any error reporting or data breaches

## **POLICY CONTROL SHEET**

<b>Policy Title</b>	Information Management Policy
<b>Responsible Officer(s)</b>	Dean of Academic Affairs, Dean for Admin and Finance
<b>Issuance Date</b>	August 2018
<b>Effective Date</b>	August 2018
<b>Last Review Date</b>	July 2019
<b>Supersedes</b>	CCTP1002 (2017), CCTP1003(2017)
<b>Next Review Date</b>	August 2024
<b>Designated Reviewer</b>	Dean of Academic Affairs, Dean for Admin and Finance
<b>Scope</b>	All staff

### **Revision History**

<b>Revision</b>	<b>Approval Date</b>	<b>Revision Description</b>	<b>Originator</b>	<b>Approved By</b>
New Policy	May 2018	New policy outlining CCT College Dublin approach to information management and reporting as documented in associated policies for data protection and provider monitoring.	Senior Management Team	Academic Council

### **References upon which the Policy section is based**

<b>CCT Policy area</b>	Information Management
<b>Statutory &amp; System Wide Basis</b>	The Irish Qualifications and Quality Assurance (Education and Training) Act, 2012; QQI Core Statutory Guidelines for Quality Assurance EU GDPR
<b>Related CCT Policies / Forms</b>	CCTP402 Programme Review and Revalidation CCTP403 Programme Management and Annual Monitoring CCTP515 Board of Examiners Policy CCTP1001 Privacy Statement CCTP1002 Data Protection Policy CCTP1201 Self-evaluation, Monitoring and Review Records Retention Schedule