

# Quality Assurance Manual

Self-Evaluation, Monitoring & Review

---



## Foreword

The 2019 revision of the Dorset College Quality Assurance Handbook (QAH) is in line with the Statutory Quality Assurance Guidelines developed by QQI for use by all Providers[1] and the Sector Specific Statutory Quality Assurance Guidelines developed by QQI for Independent/Private Providers coming to QQI on a Voluntary basis[2], as well as the Standards and Guidelines for Quality Assurance in the European Higher Education Area, May 2015[3]. This revision also takes into consideration the evolving scope of Dorset College encompassing policies and procedures applicable to higher, further and English language education. The revision is within the context of overall governance and management structures in place to support the delivery of such programmes and specifically encompassing policies and procedures applicable to our current suite of programmes (Level 5 to Level 8) and in the future up to level 9 on the National Framework of Qualifications (NFQ).

This edition of the QAH was informed by consultation with key stakeholders of the College including but not limited to learners, staff and faculty and wider engagement with the further and higher educational community as well as external stakeholders for approval by Dorset College Academic Quality Committee upon review by an independent QQI panel.

[1] QQI's Core Statutory QA Guidelines

<https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf>

[2] QQI's Sector Specific QA Guidelines

<https://www.qqi.ie/Downloads/Sector%20Specific%20Quality%20Assurance%20Guidelines%20V2.pdf>

[3] European Standards and Guidelines (ESG)

[https://enqa.eu/wp-content/uploads/2015/11/ESG\\_2015.pdf](https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf)



# **11. Self-Evaluation, Monitoring & Review**



# Content

## **11. SELF EVALUATION**

11.1 Internal Self-Monitoring

11.2 Self-Evaluation

11.3 Review of Self-Evaluation, Monitoring and Review Policies and Procedures

---

**Policy Title** **Self-Evaluation, Monitoring and Review**

---

**Date Approved** 17/12/2018

---

**Effective From** 02/01/2019

---

**Monitor** Registrar / QA Department

---

**Summary** This policy details how the College will review its provision of education programmes, both on an on-going basis and periodically.

---

**Related Policies**

---

**Revision History &** Version 1 – 2019

**Commencement Date &**

**Date of Next Review**

Commencement Date (Version 1): 02/01/2019

Date of Next Review: Following Independent Assessment from Re-engagement process

---



---

## Purpose

The purpose of this policy is to ensure that the College has structure to the review of its administration, operations and management of education and that the concept of reviewing what the College does is embedded in its structure.

---

## Scope

This policy covers review of all validated programmes and their associated quality assurance of the College.

---

## Policy Statement

The College recognises the importance of reviewing what it does and the need to ensure that such review mechanisms are embedded into its quality assurance structures. Therefore, this policy provides such structure and delineates between the ongoing review mechanisms and periodic reviews.

---



# 11.1

## Internal Self-Monitoring

Internal Self-Monitoring in the College is an ongoing process that focuses on specific indicators. The data for this monitoring is collected on an ongoing basis. Preliminary or supplemental statistics or reports are derived from this data regularly, to inform day-to-day decisions of the College. The use of this data also culminates in the production of formal Annual Monitoring Reports.

The specific quality indicators that the College uses for its Internal Self-Monitoring are:

   Learner satisfaction ratings, derived from learner surveys.

   Learner services satisfaction ratings, derived from learner surveys.

   Completion/certification rates, derived from broadsheets.

   Grade analysis, derived from broadsheets.

   Attendance rates, derived from monitored attendance.

   Graduate employability, derived from graduate survey.

   Library usage, derived from annual library report.



## Internal Self-Monitoring

These quality indicators culminate in the production of an Annual Monitoring Report for each programme. The production of these reports is led by the Registrar, with information provided by the owner of each quality indicator.

An Annual Monitoring Report will:

\_Assess the performance of the College against stated objectives (set out in the previous Annual Monitoring Report).

\_Outline recommended objectives for the improvement of the College's quality assurance policies and procedures.

\_Prioritise the stated recommendations.

The Registrar presents the Annual Monitoring Reports to the Academic Quality Committee, who discusses the recommendations outlined in each. The AQC will then agree a Quality Improvement Plan, which sets out the areas of improvement for the College for the upcoming year. These areas of improvement will be derived from all the Annual Monitoring Reports, and each will have an assigned owner and schedule as to when the associated action should be complete.

# 11.2

## Self-Evaluation

The College's Self-Evaluation is focused on the impact to learners rather than specifically on a review of policies and procedures. Self-Evaluation has a broader purview than Internal Self-Monitoring, as it requires the College to engage with external stakeholders and has a broader and more systematic focus. The College will ordinarily engage in a self-evaluation every three years, or more frequently if requested by the Academic Quality Committee.

Self-Evaluation will also culminate in a report and improvement plan. However, the focus of the report and improvement plan will be more systematic. They will reflect on the College's operations and how the College should function going forward. The Academic Quality Committee will review and action appropriate recommendations from the Self-Evaluation Report.

The Self-Evaluation Report will consider, amongst other things, the following:

- \_ The continued viability of the programmes that the College offers.
- \_ The strategic direction of the College.
- \_ New programme development of the College in line with the stated strategic direction.
- \_ Staffing of the College and areas for additional staffing needs.
- \_ Investment in College facilities.
- \_ The established industry links of the College.
- \_ The learning environment for the learner.
- \_ The teaching & learning philosophy of the College.

## Procedure for Self Evaluation

	Procedure Stage	Responsibility	Evidence
1.	<p><b>Purpose of Self-Evaluation:</b> The AQC will agree on the commencement of a Self-Evaluation and nominate an individual/team to lead this. The scope and purpose of the Self-Evaluation will also be agreed and specified by the AQC.</p>	<p><b>Academic Quality Committee</b></p>	<p><b>Scope and Purpose of Self-Evaluation</b></p>
2.	<p><b>Appointment of Self-Evaluation team:</b> The lead of the self-evaluation will coordinate a team to conduct the self-evaluation.</p>	<p><b>Coordinator of Self-Evaluation</b></p>	



## Procedure for Self Evaluation

	Procedure Stage	Responsibility	Evidence
3.	<b>Stakeholder Engagement:</b> The Self-Evaluation team will engage with an array of external and internal stakeholders to attain an holistic assessment of the College under the agreed scope and purpose.	Self-Evaluation Team	Notes on Stakeholder engagement
4.	<b>Review of Internal Reports:</b> The Self-Evaluation Team will review internal reports produced by the College for other purposes (e.g. Annual Monitoring) to help assess the performance of the College, learner feedback etc.	Self-Evaluation Team	Notes on Internal Reports



## Procedure for Self Evaluation

	Procedure Stage	Responsibility	Evidence
5.	<b>Self-Evaluation Report:</b> The Self-Evaluation Team will then prepare the Self-Evaluation Report. Ordinarily, a single person will write the report to ensure consistency and coherence, although the team will collectively contribute. The report will consider its scope and purpose (which will be derived from the Self-Evaluation Policy), through data-informed assessment (derived from stakeholder engagement and review of the internal reports).	Self-Evaluation Team	Self-Evaluation Report



## Procedure for Self Evaluation

	Procedure Stage	Responsibility	Evidence
6.	<b>Consideration of Recommendations:</b> The Self-Evaluation Report will be considered by the AQC, who will action items for development under its purview or recommend actions to the Senior Management Team where an action requires the approval of both.	<b>Academic Quality Committee</b>	<b>Minutes of Academic Quality Committee</b>



# 11.3

## Review of Self-Evaluation, Monitoring and Review Policies and Procedures

The College will review the Self-Evaluation, Monitoring and Review policies and procedures on an annual basis. This review will assess the adequacy and effectiveness of the policies and procedures.

The following individual(s) will be involved in this review:

Registrar

Director of Academic  
Operations

QA Officer

1 Learner



**Thank you.**