

Internal QA Policies across the **Full Spectrum** of Institutional Activities

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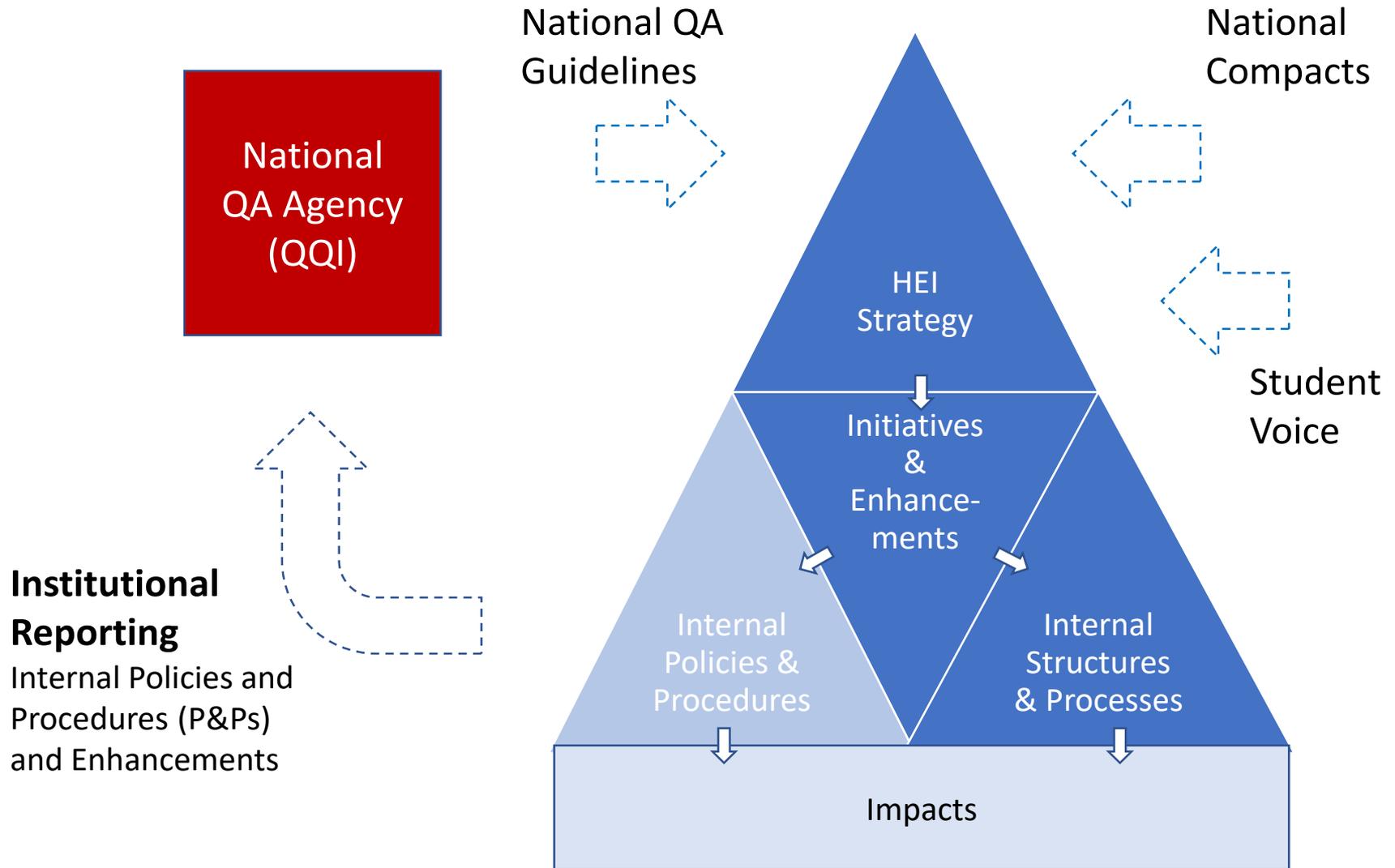
Quality and Qualifications Ireland (QQI)



QQI

Quality and Qualifications Ireland
Dearbhú Cáilíochta agus Cáilíochtaí Éireann

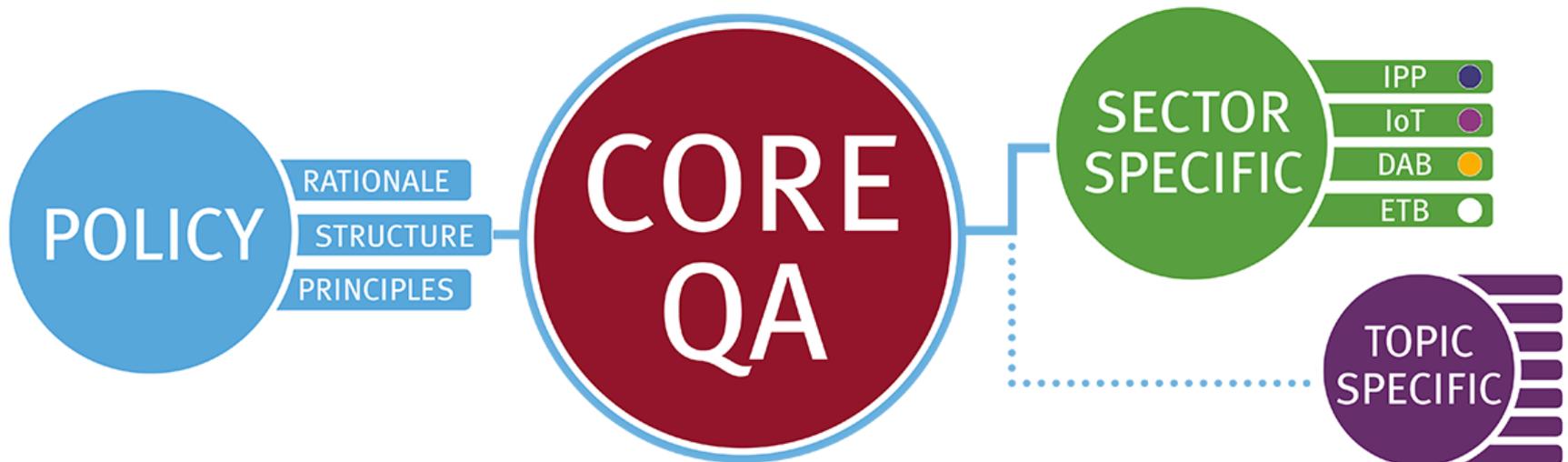
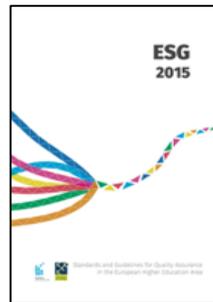
Introduction



Research Aims

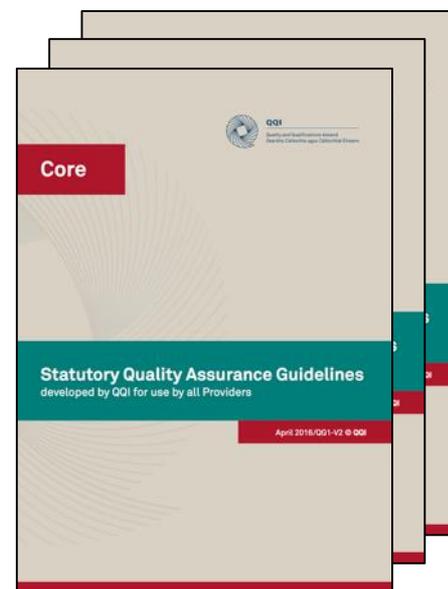
- Present the process of annual and cyclical reporting in Ireland HEI Sector
- Review the **full spectrum** of internal P&Ps at one HEI
- Present a case study of a **P&P Repository** at one HEI in Ireland

National QA Guidelines (QAG) (in Ireland)



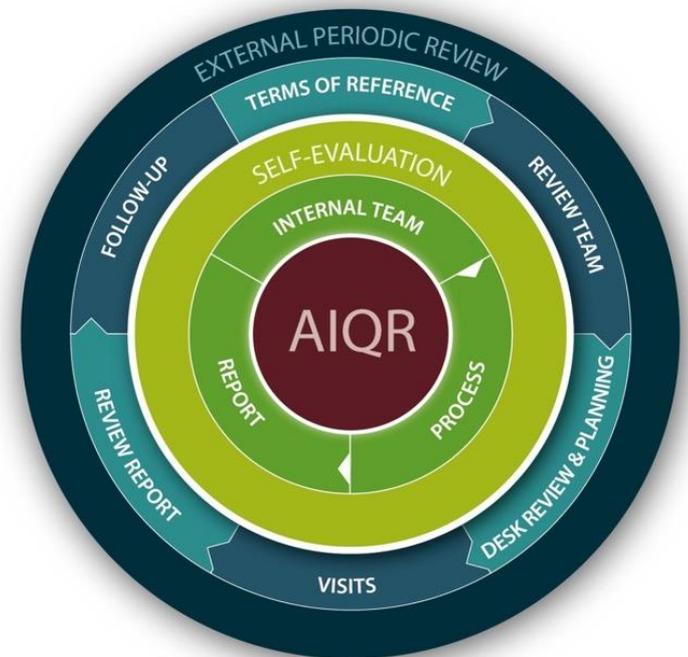
National QA Guidelines (QAG) (in Ireland)

- Core QA Guidelines
- Sector Specific QA Guidelines
 - E.g. Universities
- Topic Specific QA Guidelines
 - Flexible and Distributed Learning
 - Access, Transfer and Progression
 - External Examining
 - Research Degree Programmes
 - International Learners
 - etc

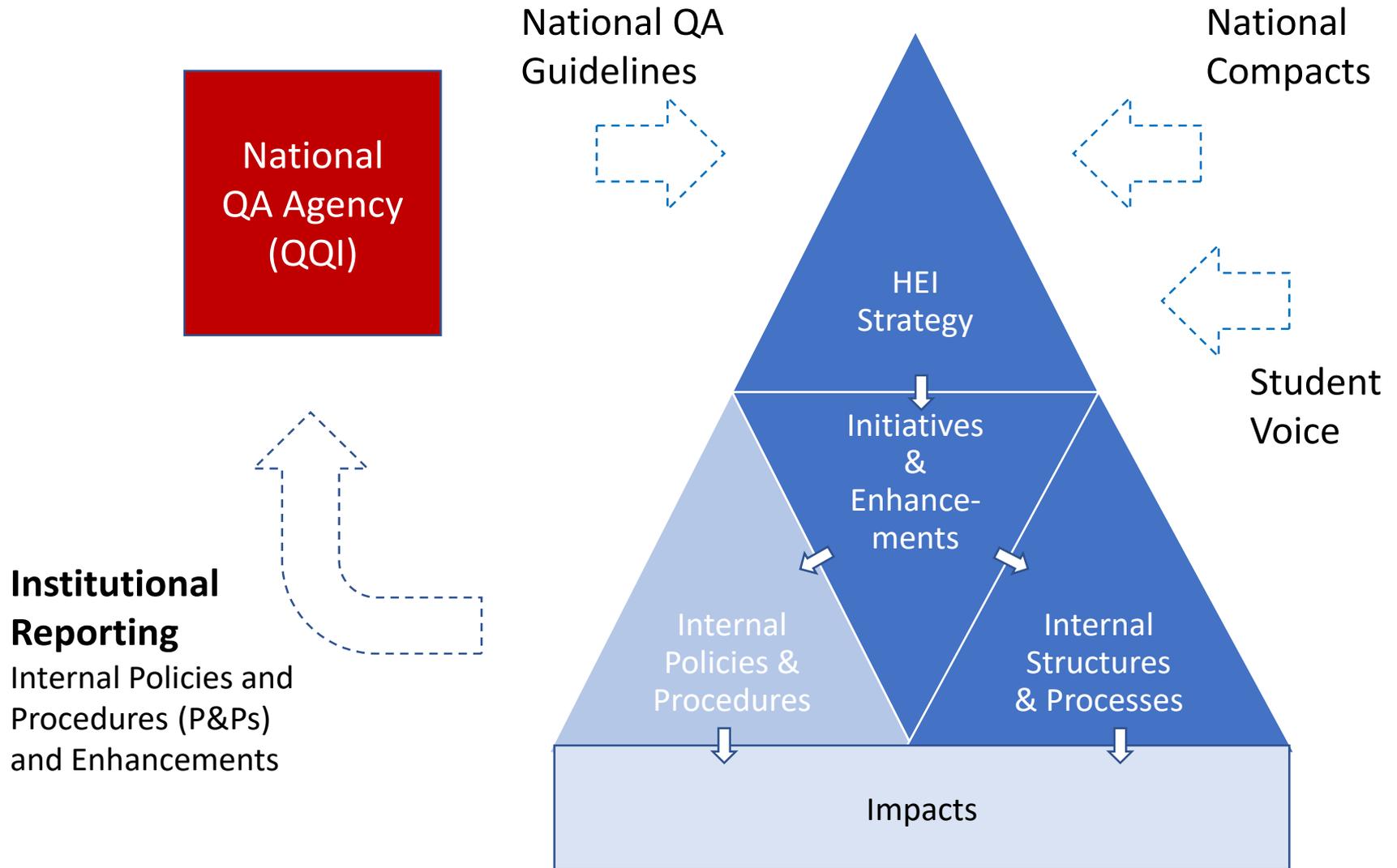


Institutional Reporting

- **Multilayered Approach**
- AIQR Pt 1 Report
 - Annual Governance, Policies and Compliance
- AIQR pt 2-6 Report
 - Annual Enhancements
- AIQR Annual Dialog
- **Periodic Review =**
AIQR +
Self Evaluation Report +
Review Visit



Irish University



Internal P&Ps

- **Policies:** Internal **rules** or **standards**
- **Procedures:** Internal 'step by step' **guidelines**
- **Processes:** De facto P&Ps e.g. software applications, forms, committees, workflows, ...
- **Collections of P&Ps =**
 - Quality Manual
 - Academic Manual
 - **P&P Repository** etc.

Internal P&Ps

Improve it:

Enhance the Policy
e.g. change the
instruments

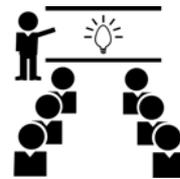


Prove it:

- Provide Evidence of Implementation
- Evidence of impacts

Say what you do:

e.g. Write it down. “We must monitor student feedback”



Do what you say:

- Use Survey instruments
- Identify Enhancements

Full Spectrum of P&Ps (ESG)

- Teaching
 - Governance and organisation
 - Design and approval of programmes
 - Student centred learning
 - Admission, progression and recognition
 - Teaching staff
 - Learning resources and student support
 - Information management & public information
- Quality Assurance
 - **Periodic review**
 - Ongoing monitoring
 - Cyclical external review

Full Spectrum of P&Ps (ESG+)

- Research
 - Research Degrees
 - Research Performance
 - Societal Impact
- Support Services
 - Research Support
 - Research contracts and accounting
 - Technology transfer
 - Institutional Governance
 - Statutes, Laws, etc
 - Human Resources
 - Equality & Diversity
 - Information Systems
 - GDPR, etc
 - Buildings, Estates & Infrastructure
 - Buildings regulations, Health & Safety, etc
 - Accountancy and Finance
 - Financial Compliance & Audit
 - Insurance, Risk, Procurement, ...
 - Marketing and Communications

P&Ps for Periodic Review

- Review of Taught Programmes
- Review of Schools
- Review of Research Performance
- Review of Research Institutes
- Review of Services
- Review of Accredited Programmes
- Review of Linked Providers
- Review of Collaborative Partnerships
- Review of Policies and Themes

Case Study

HOME > QUALITY ASSURANCE

QUALITY ASSURANCE

Overview

Policies and Procedures

P&P Repository

Quality Reviews

Research Reviews

Programme Reviews

External Reviews

Reviewers Information

Collaborative Providers

Benchmarking

Welcome

All University staff, researchers and students are responsible for working together as a community of scholars in assuring and enhancing the quality of research, teaching and associated services.

Quality assurance is guided by key external standards and guidelines arising from European and National government statutes and in particular the [EU Bologna Process](#), the [Universities Act 1997](#) and [Qualifications and Quality Assurance Act 2012](#). The key external guidelines are:

- [Core Statutory Quality Assurance Guidelines \(QAG\)](#)
- [Sector Specific Quality Assurance Guidelines for Designated Awarding Bodies \(QAG\)](#)
- [Standards and Guidelines for Quality Assurance in the European Higher Education Area \(ESG\)](#)
- [External Policies and Guidelines](#) published by QQI, IHEQN and HEA.

Internal QA activities are also guided by the [University's Vision 2020](#) strategic plan that outlines specific goals for quality and performance enhancement and that includes **performance compacts** and higher education landscape initiatives by the [Higher Education Authority](#). QA activities are also guided by many other processes including the national [Student Survey](#), the External Examination process, internal student



P&P Repository

National University of Ireland Galway
Policies and Procedures (P&Ps)
 Updated: 4/24/2018

Find, Filter
and Sort

Click arrow
Use the "Find" command

Code	Title	Click "Host Page" below	Core Statutory QA Guidelines
QA000	Vision 2020	Presidents Office P&Ps ...	1 Governance And Management Of Quality
QA000	Governance	Quality Office P&Ps ...	1 Governance And Management Of Quality
QA001	Quality Assurance	Quality Office P&Ps ...	1 Governance And Management Of Quality
QA002	Policies and Procedures	Quality Office P&Ps ...	2 Documented Approach To Quality Assurance
QA003	Review of Research Performance	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA004	Review of Research Performance	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA005	External Examiners - Taught Programmes	Registrar P&Ps ...	10 Other Parties Involved In Education
QA006	Review of Taught Programmes	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA007	Operational Plans	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA008	Taught Programme Boards	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA009	Review of Linked Providers	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA010	Payment to Quality Reviewers (Tax Residents)	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA011	Payment to Quality Reviewers (Non-Tax Residents)	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA012	Review of Research Institutes	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA013	Review of Services	Quality Office P&Ps ...	11 Self-Evaluation, Monitoring And Review
QA100	Procurement Policy	Financial Accounting P&Ps ...	4 Staff Recruitment, Management And Development
QA101	Annual Leave	Human Resources P&Ps ...	4 Staff Recruitment, Management And Development
QA102	Parental Leave	Equality & Diversity P&Ps ...	4 Staff Recruitment, Management And Development
QA103	Career Break	Equality & Diversity P&Ps ...	4 Staff Recruitment, Management And Development
QA104	Part-time Working	Equality & Diversity P&Ps ...	4 Staff Recruitment, Management And Development
QA105	Sick Leave	Human Resources P&Ps ...	4 Staff Recruitment, Management And Development
QA106	Employment of Hourly Paid Teaching Staff	Human Resources P&Ps ...	4 Staff Recruitment, Management And Development
QA107	Employment of Part-Time Teaching Assistants (PTTA)	Human Resources P&Ps ...	4 Staff Recruitment, Management And Development
QA108	Health and Safety Statement	Health & Safety P&Ps ...	4 Staff Recruitment, Management And Development

Unique QA
Code

Over 200
P&Ps

Host
Pages

Grouped by QAG
and/or ESG Headings

Design Dichotomies for P&P Repository

- **Full Spectrum** vs. ESG
- **Distributed** vs. Centralised
- **Formal** vs. Informal

Full Spectrum and Distributed Design

- ✓ Academic Records P&Ps ...
- ✓ Admissions P&Ps ...
- ✓ Audit and Risk P&Ps ...
- ✓ Buildings & Estates P&Ps ...
- ✓ CKI P&Ps ...
- ✓ Conference and Event Centre P&Ps ...
- ✓ Equality & Diversity P&Ps ...
- ✓ Examinations P&Ps ...
- ✓ Financial Accounting P&Ps ...
- ✓ Graduate Studies P&Ps ...
- ✓ Health & Safety P&Ps ...
- ✓ Human Resources P&Ps ...
- ✓ Information Systems P&Ps ...
- ✓ Library P&Ps ...
- ✓ Pensions & Investments P&Ps ...
- ✓ Presidents Office P&Ps ...
- ✓ Quality Office P&Ps ...
- ✓ Registrar P&Ps ...
- ✓ Research Office P&Ps ...
- ✓ Student Fees P&Ps ...
- ✓ Student Information Desk P&Ps ...
- ✓ Student Services P&Ps ...
- ✓ Syllabus P&Ps ...
- ✓ Teaching and Learning P&Ps ...
- ✓ Teaching with Technology P&Ps ...
- ✓ University Secretary P&Ps ...

Formal P&P Design

- Unique QA Code
- HEI Logo
- Concise Title
- Creation/Revision Date
- Concise wording
- Simple English
- “Must”, “should” and “may”
- Responsibilities



“Full Spectrum” Test

- What has policy around the “cutting of ivy” to do with ESG?



- “there is a demonstrated correlation between campus aesthetics and academic reputation”

(University Business Magazine 2005)

Other “Full Spectrum” Tests

- What have the following policies to do with ESG?
 - Research assessment
 - Gender equality and diversity
 - GDPR
 - Health and safety
 - Research integrity
 - Etc.
- Policies around internal “Presidents Awards for”
 - Teaching Excellence
 - Societal Impact
 - Research Excellence

Conclusions 1/2

- Ireland has multi-layered approach to annual reporting and periodic institutional review
- Layer 1 – annual reporting of governance, policies, procedures and processes that provide evidence of **compliance**
- Layer 2 – annual reporting of QA activities and enhancements that provide evidence of impact
- Layer 3 – Annual reports feed the annual dialogue between HEI and QA Agency and periodic Cyclical Review

Conclusions 2/2

- **P&P Repository** guides ‘quality’ behaviours across institutional activities including QA
- **Case study** presents a “full spectrum”, distributed, formal and public approach to managing internal P&Ps
- Benefits include: ease of access by staff that enhances policy implementation and compliance and great public accountability
- Anecdotally, **culture** is enhanced by including **rules & regulations** on the one hand versus **competencies & behaviours** on the other, that staff and students value within their own HEI