

2.1 Documented policies and procedures

The quality assurance system is fully documented; there are robust, documented policies and associated procedures for the assurance of the quality and standards of provision. The documented quality assurance system sets out the provider's commitment to quality in terms of programme provision, research and related activities as appropriate. It also refers to arrangements for the internal evaluation or review and continuous improvement of the effectiveness of the policies and procedures.

Policies and procedures are effective and fit for purpose. Quality assurance procedures are regularly self-monitored to ensure ongoing effectiveness as provider circumstances change. Policies and procedures found to be ineffective are amended or replaced.

Provider quality assurance policies and procedures:

- are informed by QQI quality assurance guidelines
- are fully documented and available publicly (published); necessary information is available to staff and the public as required in usable formats
- are fit for purpose and appropriate to the provider context
- have formal standing within the provider and form part of strategic management
- include a role for learners and other stakeholders
- promote a culture of quality
- facilitate diversity and support innovation
- cover any elements of a provider's activities that are subcontracted to, or carried out by, other parties both at home and abroad
- demonstrate accountability as a given, but always aim for continuous improvement

- are reviewed periodically to ensure they are fit for purpose and remain effective
- are consistent with the requirements of relevant legislation

2.2 A comprehensive system

Quality assurance policies, procedures and systems are designed as a comprehensive system. Quality assurance is embedded in the provider's activities at all levels. Quality assurance spans both the corporate domain (e.g. governance, finance, human resources) and academic domain. The policy and procedures are translated into practice through a variety of internal quality assurance processes that allow participation by all staff within the provider.