

The provider takes responsibility for the quality of its staff and for providing them with a supportive environment that allows them to carry out their work effectively.

4.1 Staff recruitment

The provider assures itself as to the competence of its staff. There is a systematic approach to the fair and transparent recruitment and further professional development of people engaged in programme and service delivery. In particular, the provider ensures that academic and administrative staff have sufficient experience and expertise to fulfil their designated roles and thereby enhance the teaching and learning environment for students.

Policy in this area expresses provider commitment to appoint suitably qualified staff to the role of teacher/instructor/trainer/tutor and to all other roles responsible for related services and to provide opportunities for further staff development.

The general criteria and approach used in the recruitment of staff are clearly stated and transparent. Where necessary, more detailed selection criteria are used, capturing other aspects of the role required in any given context. The conditions of employment recognise the importance of teaching for relevant staff. Appraisal of teaching (including assessment) ability is a key part of the selection procedures for any persons employed to teach learners.

Procedures for recruitment address:

- Roles, responsibilities and codes of conduct
- Academic/professional/technical standards for all staff and how these are maintained and enhanced
- Pedagogical standards for teaching staff and how these are maintained and enhanced
- Benchmarking staff profiles (at programme level) with those of similar providers

- Recruitment, selection, probation and tenure
- Collection and use of regular and timely learner and other relevant feedback on teaching staff
- Pedagogical training and certification of teaching staff
- Performance management