

APPENDIX A: DOCUMENTED APPROACH TO QUALITY ASSURANCE PROCEDURES

The table below indicates some of the main areas which should be addressed in quality assurance documentation and some example sub-areas. In all these areas the aim should be to reflect, observe, plan and act, and then repeat this cycle.

Table 1: Areas to be addressed in quality assurance documentation

Areas to be covered by quality assurance policies and procedures	Example sub-areas to be covered by quality assurance policies and procedures
Governance	<ul style="list-style-type: none"> • mission; policy and planning; organisational structure; relationships and collaborations; corporate governance; management principles and accountability
Administration	<ul style="list-style-type: none"> • strategic planning and planning; • financial resources and development; • human resources, including coordinating performance management and development; • facilities and equipment; • library and information resources; • record management and data protection; • management/student information systems; • accessibility; • general learner supports and services; • management of legislative and regulatory compliance; • communication and cooperation with industry and the public service; • communication and cooperation with society; • innovation and knowledge transfer services
Information and Communication	<ul style="list-style-type: none"> • repository of quality assurance policy and procedures; • repository of regulations and codes of practice; • QA-related information on website; • ICT in the context of programme provision [e.g. Moodle, VLE]
Institutional Research	<ul style="list-style-type: none"> • supporting institutional review; supporting quality assurance; and • supporting policy development and planning

<p>Academic Management</p>	<ul style="list-style-type: none"> • strategic planning; • information for students (and prospective students); • coordinating programme development; • coordinating programme approval processes; • managing assessment and standards; • managing validation processes; • managing programme re-validation processes (formerly programmatic review); • maintaining and archiving learner records (including awards and diploma/certificate supplement data); • external examining
<p>Teaching and research provision, including collaborative and transnational provision</p>	<ul style="list-style-type: none"> • standards; • approval, monitoring and periodic review of programmes and awards; • assessment of students; • evaluation by students; • benchmarking (national and international comparisons); • quality assurance of teaching staff; • learning resources and support; • information systems; • institutional research (analysis of information for QA purposes); • public information; • teaching and learning support; • external examining
<p>Additional areas as specified in the Core QA Guidelines, Topic Specific QA Guidelines as appropriate or in these Sector Specific Guidelines for Independent/Private Providers</p>	<ul style="list-style-type: none"> • sub-areas here are dependent upon the type, context and provision of the individual provider