



# **GALWAY BUSINESS SCHOOL**

## **Procedures and Policies for Evaluating Quality Policy**

**May 2020**



## 3.2 Rationale

GBS recognises the importance of providing clarity and structure to the formation of quality assurance policies and procedures. This policy, therefore, provides a structure and transparency on policy development and implementation within the school. In addition, GBS recognises that the process of the policy formulation should be structured, rigorous, and transparent. All policies will be developed in line with the process outlined in this policy, approved by the Quality Assurance Committee and regularly reviewed and updated to ensure their ongoing relevance. This policy also outlines relevant processes regarding dissemination and communication of all GBS's policies to relevant stakeholders.

The quality assurance system in Galway Business School is based on the principle of continuous improvement and the school strives to make the organisation and the Quality Assurance system more effective. All continuous improvement activities are recorded and tracked by the Quality Assurance Committee with regard to the procedures and processes they affect.

All programmes delivered by Galway Business School, including proposed programmes to be validated by QQI, are underpinned by the eleven areas identified in *the Statutory Quality Assurance Guidelines (QQI, 2016)*, namely:

- Governance and Management of Quality
- Documented Approach to Quality Assurance
- Programmes of Education and Training
- Staff Recruitment, Management and Development
- Teaching & Learning
- Assessment of Learners
- Support for Learners
- Information & Data Management
- Public Information & Communication
- Other Parties Involved in education and Training
- Self-Evaluation, Monitoring and Review

## 3.3 Procedures for Quality Assurance

The following are procedures relevant to quality assurance in GBS (as illustrated by Fig. 3.3):

- Data collection and monitoring
- Policy Development
- Policy Dissemination & Communication

### 3.3.1 Data Collection and Monitoring

Galway Business School is committed to self-evaluation and external review. This ensures that the Quality Assurance procedures are subject to the same rigorous monitoring and review process as the programmes delivered. Galway Business School collates all necessary data electronically with regular back-ups. The School monitors its Quality Assurance procedures through evaluation of the data from the following critical quality indicators:

- Continuous assessment results
- Examination results
- Class attendance rates
- External examiners' reports
- Committee reports
- Student progression
- Programme results
- Programme attrition
- Graduate destination data
- Annual Self Evaluation Report (SER)
- Annual Programme Monitoring Report
- Module Reports (carried out by individual lecturing staff)
- Stakeholder feedback
- Self-evaluations (carried out by the Quality Assurance Committee)
- Periodic and Institutional Review

The data is analysed and tabulated to highlight trends and locate any areas where corrective and preventive action may be required. The Quality Assurance procedures are judged to be fit for purpose when based on verifiable data, both qualitative and quantitative. For example, learner and staff feedback may provide qualitative feedback suggesting improvements that could be made to programmes, their delivery or to the provision of academic support services. Qualitative feedback is also provided through Extern reports, and where applicable, through Module reports.

Data is managed and used for planned interventions, i.e. corrective or preventative action. It is through the basic process of acting and intervening on results of verifiable data, and evaluating these interventions that change and ultimately continuous improvement and enhancement can be achieved. All data is protected in accordance with the Data Protection Act, GDPR and with GBS

Information & Data Management Policy (Section 9).

### **3.3.2 Policy Development**

The policy owner (Registrar) is responsible for the drafting of newly revised policies in a standardised format. The policies are managed, from their initial development to their ratification, whilst seeking the necessary input from all staff. The final draft of the particular policy is discussed during the Quality Assurance Committee (QAC) meeting and when approved by the Committee, it is signed off by the Managing Director. In such instance, the Managing Director will determine the date for which the policy comes into effect and agree on the regularity of its monitoring. Once the policy has been finalised it is brought for final approval to the Governing Body.

The QAC can, however, decide to reject the policy in the case that it lacks alignment to national standards or it is not fit for purpose. In such a case, the QAC recommends specific areas for re-development and issues a time frame for re-development and resubmission.

### **3.3.3 Policy Dissemination & Communication**

There are three main elements to policy dissemination and communication for its effective implementation in the schools' operations:

- Transparency & Accountability
- Communication

#### ***3.3.3.1 Transparency & Accountability***

All staff are responsible for ensuring compliance with the stated quality procedures. The Quality Assurance Committee is responsible for undertaking a review of the quality procedures; ensuring implementation is happening as detailed and that compliance is monitored. Where non-compliance is identified both the Academic Council and management are informed and a meeting takes place to determine the most appropriate course of action. The Quality Assurance Committee monitor that remedial action has been taken and examines preventative measures to ensure its non-recurrence.

Galway Business School's intention is, therefore, to establish and maintain effective communication with all stakeholders, internal and external. The school provides lecturers and learners with timely, accurate and relevant information relating to all aspects of the programme offerings and the quality assurance procedures and policies. The school will publish objective information relating to student testimonials, programmes, qualifications, and Quality Assurance procedures for the general public on

its website once QQI programmes have been approved. For example, all marketing material provides accurate and clear information on all programmes to prospective learners and their educational representatives. Access, transfer and progression information is made clear to prospective learners on registration and application procedures for exemptions are clearly documented.

### *3.3.3.2 Communication*

There is a culture of open and transparent communication between academic and administrative staff and learners in GBS. All Quality Assurance policies approved and implemented are published on the Galway Business School website and uploaded on the VLE platform, Moodle, where they are easily accessible by all the schools' stakeholders including staff, learners and the wider public.

Formal communication with academic staff takes place through the meeting structure at Faculty, Programme, Examination Board and at Academic Council meetings. At the start of the year, all new policies and the Quality Assurance Manual are reviewed at Staff Induction and at the start of each semester. Communication with administrative staff occurs through the CRM and daily interaction, and staff meetings chaired by the Managing Director. All policies are on Moodle. All staff have specific Galway Business School email addresses to facilitate communication.

Communication with learners encompasses the initial enquiry and student registration, Student Induction at the commencement of the programme, the provision of Student Handbooks containing details of the programme, assessment schedules and information about relevant policies and their location on the Moodle platform. All forms that could be needed are uploaded onto Moodle. In addition, we have a system of Student Meetings which are daily dedicated times for both modes to receive support and give feedback. We have informal proactive 'pop-in' meetings by the Academic Coordinator and the Registrar into the different classes. There is an 'open-door' policy at all levels and across all committees and departments of the School through the use of meetings, staff and student notices, Moodle, the Student-Staff Liaison Committee and extra-curricular activities where the schools' stakeholders have an opportunity to receive additional information with regards to policy and procedures and how they apply to them.

Fig. 3.3 Policy Development Process



