

Information Systems

Quality Assurance Manual



Foreword

The 2019 revision of the Dorset College Quality Assurance Handbook (QAH) is in line with the Statutory Quality Assurance Guidelines developed by QQI for use by all Providers[1] and the Sector Specific Statutory Quality Assurance Guidelines developed by QQI for Independent/Private Providers coming to QQI on a Voluntary basis[2], as well as the Standards and Guidelines for Quality Assurance in the European Higher Education Area, May 2015[3]. This revision also takes into consideration the evolving scope of Dorset College encompassing policies and procedures applicable to higher, further and English language education. The revision is within the context of overall governance and management structures in place to support the delivery of such programmes and specifically encompassing policies and procedures applicable to our current suite of programmes (Level 5 to Level 8) and in the future up to level 9 on the National Framework of Qualifications (NFQ).

This edition of the QAH was informed by consultation with key stakeholders of the College including but not limited to learners, staff and faculty and wider engagement with the further and higher educational community as well as external stakeholders for approval by Dorset College Academic Quality Committee upon review by an independent QQI panel.

[1] QQI's Core Statutory QA Guidelines

<https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf>

[2] QQI's Sector Specific QA Guidelines

<https://www.qqi.ie/Downloads/Sector%20Specific%20Quality%20Assurance%20Guidelines%20V2.pdf>

[3] European Standards and Guidelines (ESG)

https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

Policy Title	Information and Data Management
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Date Approved	17/12/2018
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Effective From	02/01/2019
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Monitor	Registrar / QA Department
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Summary	This policy details the information that the College retains on its staff and learners, the reasons for this and the duration that it retains such data. It also provides transparency as to how an individual can see what data the College retains about them and, at their request, give them a copy of such data.
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Related Policies

Revision History &	Version 1 – 2019
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Commencement Date & Date of Next Review	Commencement Date (Version 1): 02/01/2019
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	Date of Next Review: Following Independent Assessment from Re-engagement process
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Purpose


The purpose of these policies is to provide information and transparency regarding the Data Protection obligations of the College. This includes obligations in dealing with personal data, in order to ensure that the organisation complies with the requirements of the relevant Irish legislation, namely the Data Protection Act(s) 1988 and the Data Protection (Amendment) Act (2003), The Data Protection Act 2018 and the e-Privacy Regulations 2011 and GDPR 2018.

Scope

This policy covers both personal and sensitive personal data held in relation to data subjects by the College. The policy applies equally to personal data held in manual and automated form.

Policy Statement

The College must comply with the Data Protection principles set out in the relevant legislation. This Policy applies to all Personal Data collected, processed and stored by the College in relation to its staff, service providers and clients in the course of its activities. The College makes no distinction between the rights of Data Subjects who are employees, and those who are not. All are treated equally under this Policy.



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The College recognises the importance of collecting, and having ready access to, pertinent information about its operations to help inform its decision making and to allow it to review and improve how it operates. Central to this are the College's Learner Management System and Virtual Learning Environment, where much of the information that the College collects is either initially recorded or later stored.

The College will:

- _ Ensure that both its Learner Management System (LMS) and Virtual Learning Environment (VLE) MOODLE are maintained securely, kept up-to-date and remain fit for purpose. Responsibility of this resides with the College's ICT Manager.
- _ Ensure that its LMS and/or VLE can produce pertinent statistics, or that these statistics can easily be derived from the LMS or VLE.
- _ Utilise data-driven reports to inform its decision-making.
- _ Utilise data-driven reports to inform reviews and improvement to its quality assurance policies and procedures.
- _ Produce annual data-driven reports (Annual Monitoring Reports) for each programme.

These reports will contain:

- Learner satisfaction rates.
- Learner progression/attrition/dropout rates.
- Learner completion rates.



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- Learner graduation/certificate rates.
- Grade analysis of learner performance (benchmarked to best available national statistics)
- Career paths of graduates.
- Produce reports on learners as required by external regulatory bodies.



Thank you.