

# Management Information Systems

Quality Assurance Manual

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## 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](https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf)

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<b>Policy Title</b>	<b>Information and Data Management</b>
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<b>Date Approved</b>	17/12/2018
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<b>Effective From</b>	02/01/2019
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<b>Monitor</b>	Registrar / QA Department
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<b>Summary</b>	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**

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<b>Revision History &amp;</b>	Version 1 – 2019
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<b>Commencement Date &amp;</b>	
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<b>Date of Next Review</b>	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.

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## 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.

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## 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.



## Management Information Systems

Although the ability to generate a breadth of learner data is important, the College is cognisant that without embedding the use of this data within its quality assurance structures, then its usefulness is limited.

Therefore, the College will embed the use of statistics and data-driven reports in the following ways:

— The Academic Quality Committee will consider the Annual Monitoring Reports for each programme and will action follow-ups that arise from these. The AQC will also assign ownership to these actions.

— The Academic Management Group will consider, and action follow-ups that arise from, statistics related to the ongoing performance of learners. This will include:

- Learner attendance.
- Learner assessment performance (to date).
- Learner feedback.

— The College's Senior Management Group as well as the Academic Quality Committee and the Risk Management Committee will consider, within their respective capacities, learner attendance, academic performance and learner attrition when forecasting its capacity for future academic years. This will inform decisions such as whether it should seek additional capacity and its minimum and maximum number of learners per programme.



## Management Information Systems

The statistics and reports outlined above will be produced by the College Registrar or Registry team.

The AQC will annually review the usability of the College's LMS and VLE and how easily these facilitate the generation of relevant statistics and data-driven reports. The AQC will then determine whether these systems require further investment or if they should be replaced by a system that is more fit-for-purpose.



**Thank you.**