



A recognised
college of UCD

IOB

Quality Assurance and Quality Enhancement Policy

Contact

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IOB – Quality Assurance and Quality Enhancement Policy

1. Introduction

IOB is a recognised college of UCD. Its aim is to equip financial services professionals, through education and continuing professional development, with the knowledge and skills necessary to meet the changing needs of the financial services sector. IOB delivers part time programmes, accredited by UCD, throughout the island of Ireland. As set out in the MOA between the University and IOB, IOB applies the same accreditation, academic oversight and related processes to its academic programmes as those applied by UCD academic units, and the academic activities of IOB are subject to the same academic quality assurance processes (e.g., periodic unit and programme review) as UCD academic units and programmes.

As a linked provider, IOB is also subject to review by the University through approval of its quality assurance procedures by the University, periodic Quality Review of IOB by the University and regular reporting to the University via the IOB UCD Programme Board.

IOB aims to provide a stimulating environment for teaching and learning and seeks to continuously enhance the provision of teaching and learning in the delivery of accredited programmes to its student population.

IOB's approach to quality assurance and quality enhancement is to ensure that we reach the highest standards required for university programmes and awards for the benefit of the student learning experience. It does this by seeking to learn from best practice in teaching and learning and validate its standards through ongoing external and periodic quality review.

Quality enhancement is the process of continuous improvement and IOB operates an integrated system for quality assurance and enhancement which contributes to the achievement our strategy.

The University is responsible for the academic standards of awards made in its name, and for ensuring that the quality of learning experiences is adequate and appropriate, to enable students to achieve these standards. The University through the recognised college mechanism has delegated authority to IOB to implement systems and procedures for assuring and enhancing the academic standards of awards and the quality of its educational provision.

The mechanisms which IOB implements include:

- Robust governance of the academic activities of IOB.
- Robust programme approval and curriculum review processes.
- Module evaluation.
- External Examiner Reports.
- Procedures for the appointment of staff and programmes for their ongoing professional development.
- Student Representation, e.g., Student/Staff Consultative Forum or equivalent; and membership of the IOB UCD Programme Board.
- Systematic student participation and feedback in QA/QE processes.
- Regular review of QA/QE processes.

2. Purpose

The aim of IOB's quality assurance and quality enhancement policy is to enhance the effectiveness of its core activities of programme development, teaching and assessment and their effective management.

The policy addresses all areas of IOB academic activity taking account of their contribution to, and alignment with, the standards required by the University and IOB's strategic objectives.

3. Principles

Quality teaching and learning and support services, and continuous improvement are core values. Quality assurance and continuous improvement are understood to be the joint responsibility of staff, management, and the collegial and governance bodies of IOB.

Benchmarking and evidence-based approach. IOB evaluates its standards against best practice in UCD, external assessment and against appropriate national codes and standards. Its quality assurance processes are evidence-based, where feedback from stakeholders (including students, staff, employers, regulators, as appropriate) will provide the basis for analyses and conclusions on which improvements are planned.

4. Features

1. **A commitment to involvement of staff, students and stakeholders in the quality assurance process.**
 - Systematic collection of evidence relating to quality assurance activities.
 - External assessment of programmes
 - Multiple channels for student and staff input to quality assurance and quality enhancement such as: Periodic Quality Review; Module Evaluation and Programme Review.
 - Publish impartial and objective reports of quality reviews.
 - Publish the Quality Improvement Plan developed as part of any future Periodic Quality Review undertaken by UCD.
 - Provision of opportunities and support for the continuing professional development of staff.

2. **Robust and accountable governance, management and decision-making relating to academic activities and the quality assurance and quality enhancement policy framework.**
 - Effective organisational structures to oversee quality assurance processes and the development and implementation of quality improvement plans.
 - A process for monitoring the progress of implementation of the recommendations arising from Quality Review Reports.
 - IOB will periodically monitor the effectiveness of its quality assurance and enhancement mechanisms to ensure that they are operating in accordance with best practice.

3. **A commitment to assessing outcomes and processes against the highest standards.**
 - Benchmarking of quality assurance processes with UCD best practices.
 - Benchmarking of quality assurance against statutory codes.

5. Monitoring and Review of this Policy

IOB regularly reviews its approach to quality, to ensure that it remains appropriate and fit-for-purpose. The effectiveness of IOB's approach to quality is benchmarked and evaluated through ongoing reflection on, for example:

- Relevant legislation and regulation including Qualifications and Quality Assurance (Education and Training) Act 2012. [Qualifications and Quality Assurance \(Education and Training\) Act 2012 \(irishstatutebook.ie\)](http://www.irishstatutebook.ie)
- Mapping IOB practice to UCD practice and policy and relevant external references, such as the Standards and Guidelines for Quality Assurance in the [European Higher Education Area \(2015\)](#) and [QQI Core Statutory Guidelines \(2015\)](#); [Guidelines for Flexible and Distributed Learning \(2015\)](#).
- Outcomes of Quality Review.
- Feedback from external and internal quality reviewers.
- Reports from external examiners.
- Student and graduate feedback.
- Employer feedback.

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