

Appendix IV. Learner involvement in Quality Enhancement



Policy Title:

Learner involvement in Quality Enhancement at SETU Carlow

Effective Date	1 st November 2016	Version	2.0
Approved By	Academic Council Governing Body	Date Approved	20 th October 2016 27 th October 2016

Form(s)	Responsibilities/ Owner
	Learners Union/Learner Services Access Office/Head of Department/Faculty/Campus Vice President for Academic Affairs & Registrar
Superseded or Obsolete Procedures	
Version 01 – May 2013 - Policy review to update legislation reference and reflect changes to title of Faculty	

1.0 Background

Under the Qualifications and Quality Assurance (Education and Training) Act 2012, the South East Technological University Carlow's (herein referred to as SETU Carlow) is required, to establish quality assurance procedures for the purposes of further improving and maintaining the quality of education and training provided where the involvement of learners in quality assurance procedures is essential. The requirement to involve learners in quality assurance activities relating to programmes and awards is stated in the *Standards and Guidelines for Quality Assurance in the European Higher Education Area 2015*.

2.0 Scope

Ensures learners, as they progress in their awareness and knowledge of quality assurance, quality enhancement initiatives and quality review processes, have the opportunity to participate and provide feedback on all modules, programmes and services.

Definitions:

Learner - is defined as a person who participates in a programme of education and training, to enhance knowledge, skills and competencies. SETU Carlow does not differentiate between a learner participating in a programme on site or a learner from a collaborative partnership, participating in a programme off site.

Graduate Attributes - these are the critical knowledge, skills and competencies acquired by the learner. Such knowledge, skills and competencies are framed by the attitude to lifelong learning and the learning environment where the learning attitudes can be supported.

Policy

As part of SETU Carlow's, development and implementation of a strategy for the continuous enhancement of quality, this policy articulates the role of learners, as partners, in the assurance and enhancement of the quality and standards of SETU Carlow programmes and awards. This policy is reviewed. At SETU Carlow, learners are represented at all fora that contribute to quality processes, to provide opportunities for learner engagement in decision-making and quality management arrangements.

4.0 Procedure – learner participation in internal quality assurance

4.1 SETU Carlow enshrines the value of learner participation in quality assurance through

representation on the following bodies:
Governing Body
Academic Council
Committees of Academic Council
Working groups of Committees of Academic Council
Programme Stream Boards

- 4.2 Examples of learner participation include, but are not limited to, internal quality reviews at module, programme, Department, Faculty/Campus, Collaborative Partner and Institution level.
- 4.3 SETU Carlow works in partnership with the Learner's Union to:
 - 4.3.1 set out criteria for selecting learners to participate in quality reviews;
 - 4.3.2 put in place a transparent and fair process for selecting learners;
 - 4.3.3 provide appropriate training and support for learners selected to participate in reviews;
 - 4.3.4 recognise participation of learners in quality enhancement activities.
- 4.4 SETU Carlow recognises that involving learners in quality assurance procedures in a coherent and systematic manner has the following benefits:
 - 4.4.1 promotes learner engagement within SETU Carlow and contributes to quality enhancement;
 - 4.4.2 emphasises the learner perspective during quality reviews, thus helping to focus the review team on the learner learning experience;
 - 4.4.3 promotes overall learner development, including the development of graduate attributes by participation in feedback and evaluation activity;
 - 4.4.4 addresses national and European regulatory requirements, on the part of SETU Carlow, regarding learner involvement in quality assurance;
 - 4.4.5 seeks to identify and adhere to best practice in the area of learner involvement in quality assurance;
 - 4.4.6 recognises that mechanisms for learner involvement are organic and should evolve and develop over time;
 - 4.4.7 recognises the importance of pre-defining, and making publicly available, the criteria and procedures for the involvement of learners in SETU Carlow's reviews.

- 4.4.8 Learner feedback mechanisms are in place for all modules, programmes and support services.
- 4.4.9 Learner feedback on modules, programmes and services is analysed, with findings feeding into the quality enhancement processes at SETU Carlow.
- 4.5.0 Outcomes of learner feedback are reported back to learners.

5.0 Procedure – learner participation in external quality reviews

As learner participation in external quality reviews is at the request of the external reviewer, SETU Carlow facilitates learner involvement at such requests where:

Learners are invited to participate in external quality reviews to ensure that the review covers issues of concern to learners;

The external panel of experts includes representation of the learner perspective.