



Quality Assurance Procedure

Quality assurance procedures are designed to contribute to the achievement of its mission statement. Our procedures comply with the quality assurance requirements of the Quality Assurance Agency for Higher Education (QAA).

At ECLB, our quality assurance procedures are designed to ensure that:

- a) All courses offered at ECLB are in line with its aims and objectives
- b) Courses are appropriate for the level of award
- c) Courses offered are equivalent to those offered elsewhere nationally and internationally
- d) Quality standards are externally benchmarked in line with awarding organisations requirements
- e) The learning resources provided are sufficient to support learners in achieving the award for which they are registered
- f) The appropriate quality management structure is in place ensuring all aspects of our learning resources are effective.
- g) The quality assurance and quality management process are such that they allow for the recognition and timely intervention when change is necessary.

Responsibility of the Academic committee on the quality assurance

1. Academic Committee will oversee the quality assurance and management procedures on all matters of ECLB.
2. Academic Committee will be responsible to review and revise ECLB's policies and their implementation relating to quality assurance.

Guidelines for Academic Staff

The ECLB recognises the role of the academic staff for the successful delivery to benefit learners and encourages them to develop their own career by gaining knowledge through continuous professional development. ECLB has developed a number of guidelines that can be used to improve the learning process:

Present and illustrate content concisely in clear terms

- a) Define technical terms
- b) Avoid the use of jargons
- c) Organise and structure content appropriate to the level of the course

- d) Begin each class session by motivating learners, outlining expectations and objectives

- e) Vary methods of presentations and teaching styles
- g) Only use audio visual aids when appropriate to the content
- h) Encourage learners to be interactive by taking part in discussions, asking questions and providing feedback.
- j) Use practical examples as much as possible

- k) Provide learners with feedback that helps to facilitate deeper understanding of the subject content.

Quality Assurance Structure

At ECLB, our quality assurance set up is structured around management control systems that reviews and evaluates data from:

1. Learner feedback

2. Academic staff obligations
3. Awarding Organisation expectations

The process incorporates the following formal reviews and is supported by our policies and procedures on assessment and internal verification as well as on academic appeals.

ECLB confirms that different Awarding Organisations hold different assessment and examination systems. The terms ‘assessment’ and ‘examination’ therefore are to be treated synonymously and refer to all forms of student assessment.

Learner Feedback

ECLB has a control system whereby all learners are required to complete Learner Survey Questionnaires relating to the ECLB course, course content, lecturers, lecturing styles and College facilities. This information is reviewed by the Academic Committee and produce an action plan for improvements.

Academic Staff Obligations

All members of the academic staff are expected to provide feedback in relation to the development of ECLB, its current courses, identification of new courses and on how to maintain good relationship with learners.

Awarding Organisations Expectations

ECLB recognises the need to have an objective view of its quality assurance procedures. The role of the Awarding Organisations is to ensure that the College administers learner assessments in accordance with its Quality Assurance Procedures.

Course Review and evaluation

Each course is reviewed on a two year cycle. The review process provides information that facilitates the future development of the course, identify how effective the course is, how effective the learning content and the learning environment and the overall satisfaction of the staff and learners.

The review process enables ECLB to maintain the course in line with the requirements of the Awarding Organisations. This review process is used to monitor the academic quality of the courses offered at ECLB and the performance of learners. The course annual evaluation contains information on the following:

- Learner enrolments
- Learner performance

- learners feedback
- Reports from assessors and external examiners

- Quality assurance issues and
- Learning resources

The course review report summarises the findings from various reports and evaluates whether the course objectives have been met, exceeded or need to be amended. The report refers to any discrepancies between the course delivery and the specified objectives and detail all measures taken and/or put in place to address the shortcomings.

Procedures for Approval of New Course

The proposed new course should be consistent with the broad objectives of the ECLB and should be based on the following.

- a) A sustainable demand for the programme.
- b) Provides opportunity for further study.
- c) Resources for the successful completion of the course are available.
- d) Operational framework for the course meets with ECLB quality assurance criteria.
- e) Fulfils the requirement of the awarding organisations.

Academic staff, in conjunction with the Academic Committee is responsible for monitoring changes in government policy, business environment, workforce needs, new technological developments and demographic trends. These changes may or may not lead to the development of new courses and the course content in terms of their units/modules.

It is the responsibility of the Academic Committee to ensure that the College has sufficient resources to successfully deliver any new course.

Procedures for the Assessment of Student work

Formative Assessment

The Programme leader has the responsibility for the management of all formative assessments ensuring that all relevant details of examinations, assessments and feedback are given to learners in writing throughout their learning journey.

ECLB aims to implement a formative feedback procedure that is fair, consistent and in line with the awarding organisation requirements.

Summative Assessment

Learners are required to submit written assignments by the submission deadlines after they have completed the taught part of the particular unit/module. This is coordinated by the Tutor. Penalties may be applied for the late submission of written work which may be in the form of capping the achieved grade.

Once published, submission dates would not be subsequently altered to an earlier or later date. Where permission is given to a learner, for medical or other reasons, to submit their assignment later than the published deadline, a written record of the new submission date would be agreed between the learner and the Programme Leader.

Submission of Work

Learners should submit their written assignment for assessment electronically where possible or in the form of hard copy. Learners are advised that they are required to keep a copy of all work submitted for assessment.

Assessment

Tutors are required to assess assignments and provide feedback to learners according to the scheduled timeframe after the submission date (usually two weeks), taking into account that learners find feedback helpful, particularly for re-submission of their assignments.

Internal Verification

The internal verification involves the internal verifier overseeing the assessment, assessment feedback of the assessor.

External Verification

The external verification is usually carried out by the relevant Awarding Organisations to check the quality of assessment and internal verification, the process and procedures in maintaining the quality of the learning provision. On the basis of the outcome of the external evaluation, the certifications for the learners will be confirmed and released.