



**NATIONAL CENTRE FOR GUIDANCE IN EDUCATION**

**QUALITY ASSURANCE PROCEDURES**

**FINAL VERSION**

**SEPTEMBER 2007**

## TABLE OF CONTENTS

<b>Foreword</b> .....	<b>5</b>
<b>Summary of Quality Assurance Procedures</b> .....	<b>6</b>
<b>Organisation Overview</b> .....	<b>11</b>
1. Overview of the National Centre for Guidance in Education.....	13
2. Mission Statement.....	13
3. Ethos .....	13
4. Aims and Remit .....	14
5. Structure of the Organisation .....	14
6. Training Provided by the NCGE .....	18
<b>Appendix I:</b> Aims and Remit of the NCGE.....	<b>20</b>
<b>Quality Assurance Ethos</b> .....	<b>23</b>
1. Introduction.....	25
2. Learning and Teaching .....	25
3. Monitoring and Improving the Quality Assurance Handbook .....	27
<b>Procedures and Guidelines for the Design and</b>	
<b>External Validation of New Programmes</b> .....	<b>28</b>
1. Purpose.....	30
2. Scope.....	30
3. Background.....	30
4. Proposals on New Programmes .....	31
5. Stages in the Development of the Proposal for Institutional Approval and External Validation .....	32
<b>Appendix II:</b> Guidelines on Programme Design .....	<b>34</b>
<b>Appendix III:</b> The Management Committee’s Guide to Assessing New Programmes .....	<b>39</b>
<b>Appendix IV:</b> Evaluation Report.....	<b>42</b>

<b>Procedures for the Assessment of Learners and Appeals</b> .....	<b>45</b>
1. Introduction.....	48
2. The Assessment Plan .....	48
3. Assessment Regulations.....	52
4. Rechecks, Reviews and Appeals Procedures.....	54
5. Notes for Internal Examiners and the Internal Examiners Meeting .....	58
6. Procedures for External Examiners .....	59
Glossary .....	64
<b>Appendix V:</b> Assessment Recheck Form .....	<b>65</b>
<b>Appendix VI:</b> Assessment Review Form .....	<b>67</b>
<b>Appendix VII:</b> Appeal Form .....	<b>69</b>
<b>Appendix VIII:</b> Duties of External Examiners and Criteria for the Appointment of External Examiners .....	<b>71</b>
<b>Appendix IX:</b> Report Form for External Examiners .....	<b>74</b>
<b>Appendix X:</b> Assessment Criteria.....	<b>80</b>
<b>Appendix XI:</b> Record of Assignments.....	<b>82</b>
<b>Appendix XII:</b> Assignment Deadline Extension Request Form .....	<b>84</b>

**Procedures and Guidelines for Obtaining Learner Feedback,**

<b>Ongoing Monitoring and the Evaluation of Programmes</b> .....	<b>86</b>
1. Introduction.....	88
2. Learner Appraisal of Programmes/ Modules.....	88
3. Procedures for Ongoing Monitoring and Evaluation of Programmes .....	88
4. Purpose.....	88
5. Nature of Monitoring and Evaluation .....	89
<b>Appendix XIII:</b> Learner Feedback Form (Sample).....	<b>94</b>
<b>Appendix XIV:</b> Invitation to Tender (Sample) .....	<b>98</b>

<b>Procedures for Selection, Appointment, Appraisal and Development of Staff .....</b>	<b>104</b>
1. Introduction.....	106
2. Role of the Programme Committee and Programme Board .....	106
<b>Appendix XV:</b> Job Description of Module/Course Coordinator, Tutor/Lecturer and Mentor .....	108
<b>Appendix XVI:</b> Letter of Appointment .....	115
 <b>Procedures for Evaluating Services .....</b>	<b>117</b>
1. Introduction.....	119
2. Support Service Areas.....	119
3. Nature of Ongoing Monitoring and Review .....	121
 <b>Procedures for Evaluating Premises, Equipment and Facilities .....</b>	<b>123</b>
1. Introduction.....	125
2. Learning Environments.....	125
3. Evaluation Procedures .....	126
 <b>Procedures for Evaluating the Effectiveness of Quality Assurance Procedures.....</b>	<b>127</b>
1. Introduction.....	129
2. Purpose.....	129
3. The Evaluation Process.....	129
 <b>Appendix XVII: Learner Charter .....</b>	<b>132</b>
 <b>Glossary .....</b>	<b>138</b>

## **FOREWORD**

Since its establishment in 1995 the National Centre for Guidance in Education has informed the policy of the Department of Education and Science in the area of guidance and supported guidance across the education spectrum. The Centre has gained a profile in the guidance community at national and international level for the quality of its work including research, development of guidance resources and training courses for guidance counsellors.

In 2003 the terms of reference of the Centre were revised and specific emphasis placed on promoting the implementation of best practice in guidance and counselling in schools and centres of education. In carrying out this remit NCGE provides workshops and training courses in a range of areas related to guidance.

In keeping with the Centre's aim to reach the highest professional standards in all its work it has developed its Quality Assurance Procedures. The Procedures give details of the systematic quality assurance procedures supporting the rationale, design, development, delivery, assessment, review and evaluation of its courses. It enables NCGE to collaborate with learners in the development of relevant learning opportunities and is an assurance to learners that they will receive every support in pursuit of their learning objectives.

The publication of the Quality Assurance Procedures does not mark the end of a process, but a phase in the ongoing development of systems and procedures that enhance the work of the Centre and inspire confidence in our stakeholders.

Eileen Fitzpatrick  
Director