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Quality Assurance Handbook

SETANTA COLLEGE

Section 10: Public Information



SETANTA
College

10.1 Policy on Public Information

10.1.1 Definition

Public Information means "any information, regardless of form or format, that the College discloses, disseminates, or makes available to the public for the purposes of promotion, recruitment and business development.

10.1.2 Purpose

To ensure that information is readily shared with current and prospective Learners and all other stakeholders and that timely and accurate changes to this policy are reflected promptly in all communications from the College to the public.

10.1.3 Scope

Publication of official College information that has been ratified as sufficient and accurate – programme information, QA policies and procedures, quality assurance evaluation reports.

10.1.4 Policy on Public Information

Setanta College are committed to providing accurate, impartial, objective and readily accessible information about the programmes and services which they offer.

The following information is made available to prospective Learners:

- The legal name of the College and the company
- Profiles of key academic staff
- College Quality Assurance policies and procedures
- Outcomes of external Quality Assurance and accreditation engagements
- Information about GDPR and all associated policy statements
- Contact details for the College
- International programme delivery locations are detailed to prospective Learners

After Setanta College has successfully completed any QQI Cyclical Review and Programme Reviews/Revalidation the reports and findings will be published on the College website in a specific quality assurance section on the website.

10.1.5 Policy on Programme Information

Information made openly available will include, but is not limited to:

- i. Accreditation status with all professional, regulatory and statutory bodies – and the relevant level of qualification on the National Framework of Qualifications where applicable.
- ii. Protection of Enrolled Learners
- iii. Titles and learning outcomes of each programme offered by Setanta College
- iv. Information on entry requirements, progression and transfer for each programme

- v. Details of fees and methods of payment, and refunds
- vi. Details of component modules, programme duration, and assessment methodologies, and the target market
- vii. Where a programme has recognition or accreditation from a professional body or is delivered in partnership with another institution this information is also included
- viii. Details of English Language requirements for applicants whose first language is not English
- ix. Contact details for further queries relating to details of the programme
- x. Programme Handbooks and Quality Assurance handbooks are only available on the internal online Learner portal. Communication from lecturers and administration staff can be relayed through the online learning portal
- xi. Recognition of Prior Learning

This information is monitored and updated regularly to ensure external parties and stakeholders have a clear view of the college and its operations and to enable potential applicants make informed choices. It is the responsibility of the College Registrar to approve the accuracy of all programme information prior to this information being published.

10.1.6 Responsibility

The College Registrar has overall responsibility for the information contained within the written documents, reports and brochures issued by the College and contained on its website. Programme Leaders and Programme Administrators are responsible for correct information related to their programme being accurate before being published and the updating of same information if and when any changes are made. The Marketing Manager is responsible for updating the Setanta College brochure/prospectuses and the website as directed by the Programme Leaders and Programme Administrators and ultimately the College Registrar.

10.1.7 Policy Control Sheet

Policy Area	Public Information
Policy Title	Public Information
Approval Date	3/9/2019
Effective Date	3/9/2019
Review Date	1/9/2020
Relevant Supporting Policies	<ul style="list-style-type: none"> - Core Statutory Quality Assurance Guidelines (2016), QQI - Qualification and Quality Assurance (Education and Training) Act 2012 - 2012; European Standards and Guidelines for QA in the European Higher Education Area, QQI Core Quality Assurance Guidelines
Monitoring Procedures	<ul style="list-style-type: none"> - Ongoing feedback from both Learners and stakeholders - Review website content to reflect changes to enrolment dates - Annual review of Quality Assurance manual