IPASS
Professional Tax Training

Quality Assurance Policies and Procedures

of the

Irish Payroll Association

(IPASS)

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Part A - Introduction

1.   **The Irish Payroll Association**

1.1   The Irish Payroll Association is a sectoral representative body which provides and organises programmes of education and training leading to certificated awards. It was established in the year 2000 with the aim of training, supporting and developing the payroll profession. The Association's aim is to provide a platform for the promotion of excellence and professionalism within the payroll function through training, education, consultancy and representation*.*

Throughout the remainder of this document, all references to the Irish Payroll Association will be denoted by the acronym: 'IPASS'.

1.2   Three IPASS courses are presently offered by the Irish Payroll Association which are assessed by examination:
1. Certificate in Payroll Techniques (CPT)
2. Certificate in Payroll Management (CPM)
3. Certificate in VAT Techniques (CVT)

1.3   IPASS is a multi-location provider, using a centrally co-ordinated approach to quality assurance and programme development.

1.4   The key stakeholders involved with IPASS are the learners, employers, the business sector, government departments, public bodies, lecturers and members. Both lectures and training courses are delivered by full-time and part-time lecturers. A number of technical writers also deliver lectures and deliver corporate training sessions. The day-to-day business of IPASS is managed by full-time administrative and support staff.

1.5   Overall management and control of education programmes is vested in the IPASS Board. The various academic functions of IPASS are under the control of the Academic Council. The Academic Council establishes the aims, objectives and learning outcomes for all IPASS courses. Quality assurance of course content, course materials and course delivery are the responsibility of the Academic Council. This council's work is supported by relevant external examiners and the administrative staff.

2.   **Mission Statement**
'The Irish Payroll Association (IPASS) aims to be the premier provider of training, support and development for the payroll and VAT profession in Ireland. It is committed to achieving quality and excellence in the provision of practical, relevant and accessible information for a diverse range of learners, customers and clients'.

2.1   **Aims and Core Values**
IPASS undertakes to implement the following set of core values to ensure verifiably transparent, equal and fair treatment for all of its learners, staff and other stakeholders:
- Value all learners equally;
- Support all learners in maximising the personal and career-enhancing benefits to be derived from pursuing IPASS courses;
- Deliver learning opportunities that are accessible to a widely dispersed range of learners;

- Communicate and collaborate enthusiastically with learners, other interested stakeholders and business employers;
- Plan and implement all relevant syllabus reviews as soon as practicable following the annual budget and the passing into law of the annual Finance Act;
- Ensure the efficient use and management of resources in the pursuit of continuous improvement and enhancement of quality service to all learners, businesses and other stakeholders.
- All activities of IPASS are subject to periodic continuous review processes to ensure the highest standards are maintained.

2.2   Key Objectives
- Developing and delivering a relevant and responsive curriculum;
- Achieving a high-quality provision of service through a culture of continuous improvement;
- Promoting employability;
- Promoting a collaborative approach to meeting learner needs of individuals, business communities and employers;
- Ensuring diligent financial management and control to safeguard learners, employers and other stakeholders and to protect and ensure the future of IPASS.

2.3   IPASS Strategic Plan
Elements of the IPASS strategic plan that are relevant to this quality assurance document are outlined below.
- Provision of training and support initiatives
- Constant improvement and review process for course materials
- Developing programmes to meet industry expectations and enhance learners' career prospects

2.3.1   Provision of training and support initiatives

Aim

The main aim of IPASS is to work with all relevant stakeholders to provide a range of training and support initiatives that meet the needs of those working in the relevant environment. IPASS will provide up-to-date, accessible, appropriate and academically progressive training to all learners as part of its service to those stakeholders.

Methodology
- IPASS has formed strong working links with a range of other professional bodies, representative associations and other institutions that are critical to the payroll profession. i.e. the Revenue Commissioners, the Department of Employment Affairs and Social Protection, the Workplace Relations Commission, Payroll Software companies, Employers' representatives and key technical personnel with expertise relevant to the profession. Such links will aim to create a pro-active, influential role for IPASS within the profession.

- IPASS currently meets regularly with Revenue staff to discuss and address issues concerning the operations of the PAYE system and matters of importance to our client group.

- IPASS was instrumental in establishing the Payroll Software Developers Association in conjunction with many of the leading payroll software providers in the country. The aim of

this group is to work together with various government departments to allow for effective implementation of regulatory changes concerning relevant environments.

- IPASS has developed a close working relationship with many managers and directors of Ireland's largest companies/organisations and state bodies. In-house training is undertaken for many of these companies/organisations and our annual conference addresses many issues of concern to these companies. These managers liaise with IPASS on issues they see as important in the running of the payroll function in a large or small operation.

2.3.2   Constant improvement and review process for course materials

Aim

The focus for IPASS will be to maintain course material that meets the direct needs of the relevant sector through the constant updating of this material to incorporate any relevant changes in the regulatory environment. This work will require input from technically competent personnel whose abilities and professional experience enable them to scan the external environment for changes that affect the course material and the working lives of learners.

Methodology

All lecturing staff who deliver our courses are working professionals in their relevant area and are therefore constantly aware of the operations and practice of their work.

The IPASS Membership Body also provides an informing conduit with the technical staff within the Academic Council in relation to changes in the external environment that need to be incorporated into the course material and notes. This direct link to the relevant environment ensures that any required changes to the academic material are identified, designed and delivered in a manner that facilitates effective learning.

2.3.3   Developing programmes to meet industry expectations and enhance learners' career prospects

Aim

Our qualification courses and career development programmes will add value to learners' opportunities through enhanced career prospects, expanded professional associations, improved competencies and the development of self-confidence that accompanies in-depth training.

Methodology

- The growth in market awareness of IPASS programmes and the recognition and acceptance of IPASS qualifications by the wider business community is now accepted as a valuable contributor towards enhancing a learner's career prospects. This has been achieved through the quality of course content, material and delivery methodologies of IPASS programmes.
- The Academic Council ensures the continuing relevance and appropriate standard of the course content and provides support and training for lecturers and presenters to ensure focused delivery.
- Continuous student feedback informs IPASS in relation to the effectiveness of the course content from the learners' perspective. The growth in the external links that IPASS has developed with industry bodies demonstrates the recognition of IPASS qualifications and how they contribute to the career path of graduates.
- The main focus of IPASS qualification courses and the development of continuous career-enhancing and professional development opportunities will be based on continuing relevance for both in the working environment. To this end, IPASS will continue to deliver short information and update seminars with the aim of addressing changes in the relevant external environment, on a regular basis.

3.   **Quality Assurance System**

3.1   IPASS has established policies and procedures for quality assurance for the purpose of further improving and maintaining the quality of education and training that it provides and organises.

3.2   IPASS is a multi-location provider whose quality assurance system is implemented at separate location level and also at organisational level.

3.3   Implementation and quality maintenance is the responsibility of all employees or agents of IPASS and core quality issues are dispersed across a range of areas and activities. The Association's support structures contribute towards determining and ensuring the quality of the overall learner experience. The policies and procedures in this Quality Assurance document provide details as to how this quality is achieved. *See Part B.*

3.4   This Quality Assurance (QA) document details systematic QA procedures for a range of activities, including data collection procedures and analysis. The document also identifies the appropriate forum for monitoring the data and requires the recording of such actions as deemed necessary, combined with a later evaluation of the effectiveness of these actions. These procedures are outlined in detail in Part B of this document.

3.5   The establishment of QA policies and procedures by IPASS seeks to comply with and implement the Qualifications and Quality Assurance Act 2012 that requires all providers to establish Quality Assurance procedures and to agree these procedures with QQI in line with the 2016 QQI published "Core Strategy Quality Assurance Guidelines". These guidelines were used when designing, establishing, evaluating, maintaining, renewing and reviewing the QA policies and procedures of IPASS. As a result, the QA policies and procedures of IPASS garner public trust and confidence in the education and training provided by IPASS and the resulting qualifications obtained by our learners.

3.6   Our QA system is efficient, well communicated and integrated into the normal day-to-day activities of IPASS. A copy of the QA policies and procedures is published on our website www.ipass.ie and a copy will also be provided to QQI. This document will be monitored and reviewed periodically by IPASS to ensure they it remains fit for purpose and aligned with the QQI Core Statutory Quality Assurance Guidelines and the Qualifications and Quality Assurance Act (2012).

4.   Communication

IPASS achieves high quality in all ancillary activities concerned with the provision of education and training. This is achieved through the centrally co-ordinated and effective communication system that is applied to ensure clarity and transparency in all matters relating to the adherence to and implementation of, procedural guidelines and policies.

4.1   Due to the relatively small scale and controlled structure of the IPASS organisation, communication of directives and other information is efficiently achieved through the communication methodologies employed.

4.2   All policies and procedures are issued to all learners in a clear and accessible format. The methodologies employed to ensure the efficient communication of policies and procedures include the IPASS website www.ipass.ie, Online Learning Platform https://online.ipass.ie/ and the Student Handbook https://www.ipass.ie/ipass-student-handbook.html as follows:

- IPASS Mission Statement
- Core Values
- Key Objectives
- Protection of Controlled Learners https://www.ipass.ie/ipass-qualifications.html
- Quality Assurance Policies and Procedures
- Course Programmes:
    - Entry requirements
    - Exemptions, where applicable
    - Registration as a learner
    - Blended Learning options
    - Schedule of Fees and Payment Options
    - Programme Structure
    - Course Syllabus
    - Course material
    - Academic Calendar
    - Access to Online Learning Platform
    - Assessment by examination
    - Exam Regulations
    - Appeals Procedures
    - Learners with disabilities/special needs
    - Complaints Policies and Procedures
    - Code of Ethics

4.3   The communications loop revolves around an evaluation and feedback system from learners, lecturers, Lecturer Review Groups and External Examiners that incorporate some or all of the following in given situations:

- evaluation undertaken to investigate any negative feedback issues
- review corrective action options
- select most appropriate option
- implement the required change
- communicate with those affected by the action taken

- review effectiveness of the change that is implemented
- invite further feedback to assess the effectiveness of the implemented change

This is the process by which IPASS communicates, measures, monitors and controls quality and is applied to all situations where IPASS engages with learners.

4.4   Feedback may also provide the guidance and directional focus to strengthen and consolidate quality in areas where positive feedback provides assistance in identifying opportunities to further improve and enhance the quality of programmes, support services, and learner experience.

4.5   The procedures adopted have been designed to implement the stated policies of IPASS and the effectiveness of those procedures is regularly evaluated by means of internal monitoring systems and is overseen by the QA Officer. The self-evaluation system as practised by IPASS examines feedback and reports on the quality of programme delivery and the manner in which those programmes are serviced by the support structures.

Part B - Quality Assurance Policies and Procedures

The QA policies and procedures of IPASS provides the underlying framework for the implementation of all quality procedures and processes to ensure that the quality system is effective and provides assurance that the outcomes arising from such procedures are verifiable.

The training and support offered by IPASS to the payroll/VAT profession and business professionals ensures dissemination of proper procedures and practises and also develops employers' and business compliance procedures with Irish and European regulatory and legislative systems.

1.   IPASS Quality Assurance Policies and Procedures
Several key principles govern the aims of the QA policies and procedures for IPASS.

1.1   Standards
The commitment to achieve quality and excellence in the provision of practical, relevant and accessible information for the diversity of learners, as enunciated in the IPASS mission statement, is the dominant attribute which assures high quality delivery of services, including education, training, support and development for the payroll and VAT profession. In this context, IPASS has achieved its aim to become the premier provider of such services in Ireland.

1.2   Continuous Improvement
IPASS has garnered the reputation that it creates the justifiable expectation in the minds of those who engage with it that they *(i.e. learners and other stakeholders)* can rely on receiving high quality levels of professional standards and service when dealing with the organisation. This reputation has been justifiably earned as a direct consequence of implementing high quality systems and procedures by ensuring that such quality is delivered to the satisfaction of all who have dealings with IPASS. IPASS commits itself to foster a culture of continuous improvement throughout all its departments and personnel.

1.3   Transparency
All IPASS' activities will be conducted in an open and accessible manner that provides transparency and accountability for those dealing with IPASS. All relevant information will be made available in a format and style that is both easy to access and understandable to the users. A culture of openness and transparency will guide the interaction of IPASS personnel in their dealings with all stakeholders.

1.4   Effective Communication
All policies and procedures are issued to learners in a clear and accessible format and form part of the Student Handbook. The language used throughout IPASS material shall be accessible and easy to understand where at all possible. A thorough, effective and open feedback loop system will be used in all relevant procedures, thus ensuring transparency, fairness and a quality of engagement with learners and outside bodies.

1.5   Periodic Review of Procedures
IPASS commits itself to a periodic review of all its policies and procedures to ensure that the quality assurance of its activities is guaranteed and to keep in line with the highest standards of practise within the education and training environment. This system of periodic review is a core value of IPASS and is a guiding principle for all its activities.

The quality assurance policies within IPASS are designed to ensure that all aspects of syllabus material preparation, programme delivery, ongoing monitoring and learner assessment, are implemented by adhering to established procedures that are not only designed to work very effectively and efficiently, but that actually achieve results accordingly.

2.   IPASS Quality Assurance Administration

Specific responsibility for the overall quality of programmes offered by IPASS is assigned to an appointed QA officer. QA meetings are convened whenever the QA officer deems it necessary to deal with an issue where collective input or feedback may be required.

The QA Committee is comprised of the directors of IPASS, the technical writers of syllabus material and the QA officer. The QA Committee is responsible for the systematic review, monitoring and evaluation of the quality of all IPASS procedures including, but not exclusively, the following processes:

- course design and maintenance of relevant and updated syllabus content and the production of high quality course materials.
- ongoing monitoring and responsive evaluation of programmes.
- assessment of learners including the appointment of examiners, assessors, invigilators and markers to ensure the integrity of examination standards and marking procedures.
- selection, appointment, appraisal, training and development of lecturers
- evaluation and inspection of physical resources e.g. premises, equipment and facilities.
- self-evaluation of effectiveness of QA procedures.
- measurable outcomes for relevant procedures will be identified, assessed and reviewed periodically to ensure the highest quality possible

The QA officer oversees all aspects of quality assurance and procedures in IPASS and will critique these and make recommendations and suggestions for changes where required. The QA officer is constantly informed on all functional matters within IPASS and applies immediate corrective action to address any issue that may arise, or which requires attention. This role involves regular overseeing of the policies and procedures in use, reviewing the findings of the feedback mechanisms and proactively assisting IPASS in maintaining the standards needed to meet its objectives.

The Academic Council meets prior to the commencement of each course term and at term end. This ensures that the required quality procedures are followed and implemented and that all staff are aware of their collective and respective responsibilities.

3.   Principal Quality Assurance Procedures

The QA Procedures for all procedural policies within IPASS are as follows:

3.1   Governance and Management of Quality
3.2   Documented Approach to Quality Assurance
3.3   Programmes of Education and Training
3.4   Staff Recruitment, Management and Development
3.5   Teaching and Learning
3.6   Assessment of Learners
3.7   Supports for Learners
3.8   Information and Data Management
3.9   Public Information and Communication
3.10   Other Parties involved in Education and Training
3.11   Self-Evaluation, Monitoring and Review

Each procedure is dealt with separately under the headings of procedure, responsibility and process to give a comprehensive analysis of how the work fits into the overall quality assurance system within IPASS. Measurable outcomes are quantified and identified to demonstrate how the QA procedures are being achieved across a range of areas.

Procedure 3.1 - Governance, Management of Quality and Organisation Structure

IPASS is a private limited company with administrative offices at H4, Centrepoint Business Park, Oak Road, Dublin 12. Currently there are 10 full time staff based in the head office and approximately 25 part-time lecturers, based in various locations nationwide.

Overall management and control of education programmes is vested in the IPASS Board. The various academic functions of IPASS are under the control of the Academic Council. The Academic Council establishes the aims, objectives and learning outcomes for all IPASS courses. Quality assurance of course content, course materials and course delivery are the responsibility of the Academic Council. This council's work is supported by relevant external examiners and the administrative staff.

The organisational structure of IPASS is inserted below and minutes of all meetings are held in the IPASS head office.

The IPASS QA Policies and Procedures are developed by the IPASS Board who is responsible for the academic quality assurance processes in IPASS. The IPASS Board ensures that all parties contribute to the development and implementation of same.

Organisation Structure:
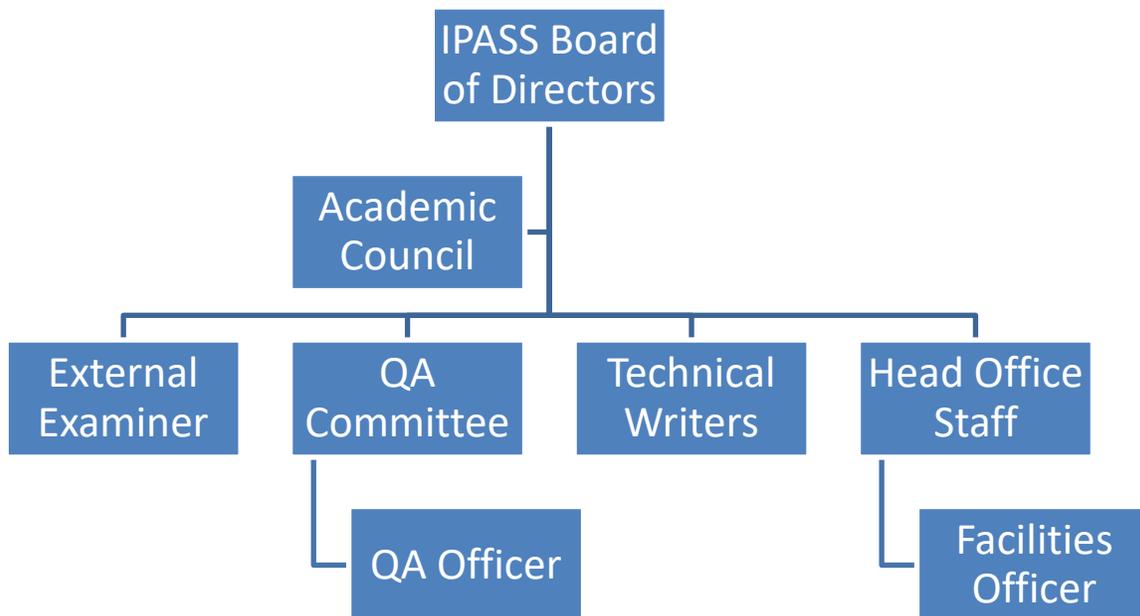
Procedure 3.2 - Documented Approach to Quality Assurance

Purpose: Setting out the methodologies employed to subject the QA
procedures to review and recommendation

Staff Involved: QA officer, QA committee

	Procedure	Responsibility	Process
3.2.1	Internal evaluation	QA officer and Administration staff	Measurable outcomes to establish and inform the effectiveness of QA procedures are compiled by the cumulative feedback from all venues. i.e. evaluation forms from all venues provides feedback on: • the management of the particular venue; • the overall quality of delivery at that venue; • how the stated procedures are implemented at each venue; • how IPASS meets the learners' expectations based on the student view as to whether published procedures are implemented.
3.2.2	External evaluation	QA officer	Growing evidence that the external payroll/VAT industry/market accepts and acknowledges the value of the IPASS qualifications. Employer approval and encouragement for its employees to pursue IPASS qualifications is further evidenced by the significant number of learners on whose behalf, the course fees are discharged by their employers.
3.2.3	Measurement of effectiveness of procedures	QA officer and Administration staff	Cumulative statistical data is informing the trends that have emerged following the last 18 years of offering the CPT, CPM and CVT courses. The measurable trends include: • growth in learner numbers; • tracking the average proportion of learners who successfully complete courses following enrolment; • the decreasing trend in the number of appeals, grievances aired, complaints received and other issues arising as courses are delivered and examined; • average attendance at each course venue informs the learner's view of the lecturer, the quality of course materials and overall the quality of facilities, at that venue; • evidence of the effectiveness of any pro-active responses to any QA issues that may occasionally

			arise and how the issues are addressed;
			The analysis and measurement of these trends informs the approach to be taken to implement improvements in qualitative aspects of procedures in future.
3.2.4	Periodic QA meetings	IPASS board, QA committee and QA officer	As a small organisation offering a limited number of courses, the QA officer is in constant contact with all members of staff, thus facilitating the management of quality issues that may arise on an ongoing basis. Periodic meetings are convened on an ad-hoc basis throughout the year and annual meetings are convened to review and monitor the implementation and maintenance of quality issues for all procedures. Meeting decisions are recorded and communicated to all management and staff for implementation of any required corrective action.
3.2.5	Monitoring and implementation	QA officer	Follow-up implementation of meeting decisions is monitored by the QA officer. Should a specifically urgent issue arise which needs proactive attention, the QA officer manages the addressing of such issues.

Procedure 3.3 - Programmes of Education and Training

The QQI validated programmes are managed using the same procedures across all three programmes as follows:

     3.3.1   **Programme development and approval**
     3.3.2   **Learner admission, progression and recognition**
     3.3.3   **Programme monitoring and review**

Procedure 3.3.1 - Programme development and approval

Purpose: This procedure governs the identification of the need for new programmes and the process of bringing an identified need to market fruition.

Staff Involved: Lecturers, Academic Council, QA Committee, IPASS Board.

	Procedure	Responsibility	Process
3.3.1.1	Programme Aims, Objectives and Learning Outcomes	Management and IPASS board	IPASS' stated aim is to provide relevant, practical courses that will meet the needs of those working in the relevant field. IPASS has established strong industry links through its lecturers, professional membership body, and vast personnel experience that informs both programme aims and programme content.
3.3.1.2	Identifying a market need	IPASS board and some course lecturers	The IPASS directors and many of the course lecturers are in constant contact with the market through course delivery and experiential contact and are therefore in a unique position to obtain feedback from would-be customers about the demand for new courses.
3.3.1.3	Mode of delivery	Management and IPASS board	The repetitive and practical nature of tasks, dictates the mode of course delivery e.g. teaching and demonstrating how to implement the compliant action.
			The nature of the content and structure of courses is such that they are driven by adopting this practical approach. This approach has been proven to satisfactorily meet and satisfy the pedagogical expectations of all course participants.
3.3.1.4	Course material and design to meet learning outcomes	Academic Council, Technical writers, QA Committee	Design of the course material and the writing of same are under the control of the Academic Council and new market developments are discussed and evaluated at their meetings. Actual writing and proof reading is undertaken by suitably qualified personnel who are experts in the relevant subject areas. The QA Committee ensures that quality is an integral part of any new course development and that the administrative back-up is in place to support the programme.
			In addition, all parties review the commitment required by learners in order to align the commitment with the ETCS credits associated with the programme.

3.3.1.5	Identifying the need for course reviews to address fiscal and legislative changes in the payroll/VAT environment.	Management, academic council and technical writers	Feedback from learners on courses. Understanding of market developments attributable to the payroll/VAT profession. Market research and legislative changes. The initial uptake of a course is a measure of the success in meeting market need.
3.3.1.6	Design of programme material	Management and Academic Council	Management and academic staff have a thorough knowledge of all technical payroll and VAT issues. The academic staff delivers the programmes and handles technical queries through the 'telephone helpline' and so are aware of issues that need to be addressed by the courses to meet practitioners' needs. IPASS has now gained wide experience and tacit knowledge derived from previous programme formats and rollouts.
3.3.1.7	Programme writing and continuous updating of material content	Technical writers, Management and Academic Council	Programme material is updated as a matter of course, to accommodate the on-going changes required by fiscal processes and annual legislative changes. New material is reviewed by several technically competent and suitably qualified authors to ensure technical and qualitative accuracy.
3.3.1.8	Programme Aims, Objectives and Learning Outcomes	Academic Council and Technical writers	Each course has written learning outcomes and objectives. These clearly identify the knowledge, skills and understanding to be achieved by successful learners in line with established academic procedures and can be measured to ensure success.
3.3.1.9	Human resource and financial implications of offering programmes	Board of directors	In all situations where IPASS creates a valid expectation in the minds of all course participants who pursue any programme offered, once a course has commenced, we undertake to fully deliver that programme as originally offered. Accordingly all such representations by IPASS are respected and treated as constructive obligations and are honoured without exception. This is a verifiable fact since commencing to deliver programmes in 2000.

Procedure 3.3.2 - Learner admission, progression and recognition

Purpose: This procedure outlines pre-defined regulations regarding learner admission, progression and recognition.

Staff Involved: Lecturers, Academic Council, QA Committee, IPASS Board.

	Procedure	Responsibility	Process
3.3.2.1	Learner admission	Management and IPASS board	Information on who should enrol on each programme is available on the IPASS website www.ipass.ie as follows: **Certificate in Payroll Techniques** • Anyone who is responsible for maintaining a company's PAYE, PRSI and USC records • People responsible for the completion of PAYE, PRSI and USC Returns • Accounts Managers and staff • People working in a finance department • Accountants and Accounting Technicians • People who wish to improve their knowledge of the Irish PAYE, PRSI and USC system • Anyone who wants to obtain a valuable qualification **Certificate in Payroll Management** If you have ambition and a desire for self-improvement as a payroll professional, this is the most suitable course for you. Apart from the additional knowledge and self-confidence which you will gain from this course, you will clearly display that you have the desire, the commitment and the ability to pursue further study for the purpose of improving your work performance, traits which all employers look for in management staff. **Certificate in VAT Techniques** • Anyone who is responsible for maintaining a company's VAT records • People responsible for the completion of VAT Returns • Accounts mangers and staff • People working in a finance department • Accountants and Accounting Technicians • Anyone who wants to obtain a valuable qualification • People who wish to improve their knowledge of the Irish VAT system. Entry requirements to access all programmes are outlined in the Student Handbook https://www.ipass.ie/ipass-

student-handbook.html

Certificate in Payroll Techniques
Where learners apply to be admitted on this programme, the following information will be required in order to elicit each learner's proficiency in the English language:

1. Is English your first language?   Yes   No
                              Please tick 'Yes' or 'No' as appropriate

2. If your answer is 'No', for how long have you been living in, or working in, an English-speaking environment?
                              _____years   _____months

3. If English is not your first language, please provide evidence of your IELTS Certification to satisfy the B2+ of the CEFR requirement for non-native English speakers. Where applicable, original IELTS Certificates (or certified copies of same) should accompany this application.

Certificate in VAT Techniques
There are no specific entry requirements for admission to Certificate in VAT Techniques qualifications. Any student who wishes to undertake this course is welcome to do so. No prior knowledge on the part of the student is required although practical experience or prior learning in VAT is an obvious advantage. Due to the specialised focus of the field of study and the structure of the course we are unable to offer exemptions to elements of this course.

Certificate in Payroll Management
Entry to this course is restricted to those who have successfully completed the Certificate in Payroll Techniques course.

All students are required to register with IPASS prior to commencement of a course of study. The appropriate forms, which are available from the IPASS office, or which can be downloaded from our website at www.ipass.ie, must be completed and accompanied by the payment of the appropriate fees. The course fee covers all the materials needed, the exam fees and tuition costs for the course.

Once the learner's enrolment form is processed in the headquarters, each learner is issued with an individual student number which should be used in all correspondence with IPASS.

Additionally, all learners are advised of the following:
  • Address and room number in their chosen venue

			• Dates of classes – one evening per week for 9 weeks per semester • Times of classes – 3 hours from 6.30pm to 9.30pm each class evening • Course material will be distributed at the first class • Information to access the Online Learning Platform
3.3.2.2	Learner Progression to further education	Academic Council	**Certificate in Payroll Techniques** Learners who are successful in achieving their Certificate in Payroll Techniques qualification are informed of their progression path to the Certificate in Payroll Management qualification course. Such is the appetite for learning, many graduates have progressed to the following: • Accounting Technician www.accountingtechniciansireland.ie • Chartered Tax Advisor www.taxinstitute.ie • Chartered Certified Accountant www.accaglobal.com/ie • Certified Public Accountant www.cpaireland.ie • Human Resources www.cipd.ie **Certificate in Payroll Management** Learners who complete the Certificate in Payroll Management may progress their career as follows: • Accounting Technician www.accountingtechniciansireland.ie • Chartered Tax Advisor www.taxinstitute.ie • Chartered Certified Accountant www.accaglobal.com/ie • Certified Public Accountant www.cpaireland.ie • Human Resources www.cipd.ie **Certificate in VAT Techniques** Learners who complete the Certificate in VAT Techniques may progress their career as follows: • Accounting Technician www.accountingtechniciansireland.ie • Chartered Tax Advisor www.taxinstitute.ie • Chartered Certified Accountant www.accaglobal.com/ie • Certified Public Accountant www.cpaireland.ie
3.3.2.3	Learner Recognition	Academic Council	Certificates will be issued to learners who successfully pass all semesters/modules of the qualifications. Successful learners will obtain a Certificate in Payroll

			Techniques, Certificate in Payroll Management or a Certificate in VAT Techniques which is accredited by QQI as a Higher Education Level 6 Special Purpose Award on the National Framework of Qualifications. A Graduation Ceremony is held in September each year and all successful learners are invited to attend together with their family and friends to celebrate their achievement. At this ceremony they are presented with their certificates and are afforded the opportunity to remember the event with a professional photograph. The majority of employers seek "IPASS qualified" professionals who have successfully completed any of the above programmes.

Procedure 3.3.3 - Programme monitoring and review

Purpose: This procedure governs the ongoing monitoring and review of each programme in order to evaluate and enhance accordingly.

Staff Involved: Lecturers, Academic Council, QA Committee, IPASS Board.

	Procedure	Responsibility	Process
3.3.3.1	Feedback from Lecturers	Facilities officer, Lecturer Coordinator, Academic Council, and IPASS board	All lecturers are invited to provide feedback after each semester/module. This is reviewed by the Academic Council and the IPASS Board. Any suggested improvements are implemented prior to the commencement of the next semester/module. Any amendments that are not deemed necessary for immediate implementation are scheduled for a later date. All lecturers are also required to complete a "Venue Check List" at the start of each new term. Any issues arising are actionable items. *See Appendix 1.*
3.3.3.2	Review Group	Lecturer Coordinator and Academic Council	A Review Group, which comprises of a group of lecturers for each programme, also provide feedback on each programme. All feedback is considered, and an action plan is created for implementation of same.
3.3.3.3	Feedback from Learners	Facilities officer, Lecturer Coordinator and Academic Council	Feedback forms are completed by learners each term addressing the venue, facilities, course material, lecturer etc. The feedback is collated and any issues arising are actionable items. All lecturers are provided with a copy of the feedback received from learners to ensure transparency.
3.3.3.4	External Examiner	Academic Council and IPASS Board	The external examiner ensures independent quality control, fairness, transparency of process and consistency of marking standards in line with QQI marks and standards.
3.3.3.5	Legislation	Academic Council	All course material is updated twice per year for any new legislation published to include the annual Finance Act, Social Welfare Act and any other legislation pertaining to the course material.
3.3.3.6	General	Academic Council, and IPASS board	This monitoring and review process ensures that each programme: • is up to date • remains appropriate in order to create a supportive and effective learning environment. • achieves its objectives and responds to the needs of learners. • is delivered in an informative manner.

Procedure 3.4 - Staff Recruitment, Management and Development

Purpose: Explaining how staff are recruited and appraised of on-going development needs

Staff Involved: Management, lecturer coordinator and QA committee

	Procedure	Responsibility	Process
3.4.1	Staff recruitment and selection	Management	All staff are recruited in accordance with normal criteria to employ staff that are appropriately qualified and/or competent to fill the role to which they are to be appointed. All administration staff are based in IPASS HQ. All other staff are either lecturers, (full-time or part-time), technical writers and academically qualified personnel for contribution and input at director level.
3.4.2	Lecturer recruitment/selection	Management and lecturer coordinator	The procedures for engaging lecturers that are most appropriate for course delivery are key determinants in ensuring the maintenance of quality in the lecturing function. Accordingly, the procedures for employing and monitoring lecturers is the primary focus to ensure that learners' tutorial needs are met by ensuring appropriately qualified and competent lecturers for all courses. Based on acquired experience to date, IPASS has unprecedented access to suitably qualified personnel in specific subject areas. Thorough standard application procedures are in place to ensure professionally appropriate screening of applicants who are recruited through a combination of recommendation by current lecturers, industry contacts and advertising. Selection is based on a sample presentation and interview process where an applicant should be able to demonstrate the appropriate level of relevant and practical experience to the presentation methodologies used.
3.4.3	Lecturer qualification	Management	All lecturers to be qualified in the relevant discipline in which they are lecturing and to a level that is at least the equivalent to the level that they are required to lecture.
3.4.4	Lecturer training	Academic Council	IPASS facilitates the professional training of lecturers through internal training and support and by actively encouraging all lecturers to participate in professional training for adult lecturers i.e. Train the Trainer

			course.
3.4.5	Lecturer's probationary period	Lecturer coordinator and QA officer	A new lecturer's progress is monitored closely by the management in the first weeks of a course through telephone contact with learners and lecturer alike. The lecturer coordinator deals directly with each new lecturer. In the event that an appointed lecturer fails to meet the IPASS delivery expectations, all possible practical support is provided with immediate effect. On the rare occasion where no discernible improvement emanates from this assistance, the lecturer's agreement to withdraw from the course is sought and a replacement lecturer is appointed from the established and experienced team of IPASS lecturers. The learners are never compromised in the event of a lecturer failing to meet expected teaching standards.
3.4.6	Appraisal	Management and lecturer co-coordinator	On-going telephone contact and face to face meetings with individual lecturers. This is also measurably informed by feedback forms from learners. The overall lecturer appraisal system (including term-end appraisal) is monitored by the QA Committee to which the lecturer coordinator reports. Any proposed changes regarding these procedures are dealt with through the QA Committee. Headquarter staff are appraised on a quarterly basis by management.
3.4.7	Lecturer professional development	IPASS management	Lecturers are encouraged to develop links with their peers for mutual support. Personal lecturer support is also provided if requested or deemed necessary. Annual information meeting held prior to commencement of each academic year. Any changes to the course material explained. Any newly introduced delivery methods are outlined and demonstrated at these meetings. Professional development of headquarter staff is supported, encouraged and resourced to add to the cumulative competence in the management of our programmes and day-to-day operations.
3.4.8	Measurement of success of staff appointment system.	Management	Many of the present lecturing team and HQ staff have been with IPASS for 10 years or more. Staff retention is a very significant indicator of the success of the internal working environment and presently,

			approximately 70% of IPASS lecturers have been delivering programmes for 5 years or more.
3.4.9	Allocation of staff duties	Management	All employee contracts specify each individual's terms of employment, list of duties and how each position is integrated within the overall procedural structures in the day-to-day operation of the business.
3.4.10	Health and Safety		All employees are provided with a copy of our Health & Safety Statement. *(Appendix 2)*

Procedure 3.5 - Teaching and Learning

Purpose: To demonstrate the Association's commitment to quality through the procedures for assessment within the organisation in order to ensure that procedures are implemented and that the feedback mechanisms and responses thereto, work as intended.

Staff Involved: All staff and management

	Procedure	Responsibility	Process
3.5.1	Information provision throughout the course	Academic council, programme lecturers. & headquarter staff.	Complete course material provided with self-assessment questions and sample exam questions and answers. Practical examples in class. Information newsletter emailed monthly to all learners.
			All learners are provided with an academic calendar outlining dates of classes, date for revision and exam date.
			Learners are also provided with information to access the Online Learning Platform where they have access to:
			• Chapter presentations
			• Chapter summaries
			• Study tips
			• Student Handbook
			• Important dates
			• Information provided in the exam
			• Sample exam papers
			• Sample exam answer booklet
			• Exam tips
3.5.2	Accommodating diversity and learner support, in academic and non-academic situations	Programme lecturers, lecturer coordinator and facilities officer	Lecturers are apprised of any special needs a learner may have and venue arrangements to accommodate such needs. Assistance given to learners with special needs as required.
3.5.3	IPASS regulations and information	QA committee and headquarter staff	Student Handbook outlining regulations provided online to each learner.
3.5.4	Maintenance of learner records	Headquarter staff	Learner details and examination records are held electronically for 15 years and in hard copy at IPASS headquarters for the duration of the academic year, in line with GDPR requirements. Marked exam scripts held in HQ for a period of two years.
3.5.5	Provision of adequate facilities	QA committee, facilities officer	Management ensures that the staff is adequately resourced and facilitated to perform their duties

	and resources		in a manner that facilitates the maintenance and implementation of quality standards.
3.5.6	Learner support structures	Headquarter staff and technical support.	Learner telephone helpline, online learning platform, IPASS website, monthly newsletter, association membership, annual IPASS conference and IPASS website.
3.5.7	Monitoring of supports	Management and QA officer	Management and the QA officer monitor the support processes and procedures in place to ensure quality of service. Effectiveness is measured through quantifying telephone helpline enquiries and helpline use, website 'hits', log-ins on the online learning platform, membership association uptake, responses to surveys and the rates of completion of validated programmes. Such information is collated and presented to the QA committee for analysis and discussion. The committee then makes recommendations for quality improvements where appropriate.

Procedure 3.6 - Assessment of Learners

Purpose: To demonstrate how the learners on certified courses are assessed and to ensure the assessment procedures are transparent, fair and consistent and allow for traceability of the assessment procedures. These procedures will be in line with QQI marks and standards

Staff Involved: Programme lecturers, Lecturer Coordinator, Academic Council and External Examiner.

	Procedure	Responsibility	Process
3.6.1	Class monitoring and providing information on exam structure	Programme lecturers and Headquarter staff	In class assessment by lecturers of each learner through exercises and practice exam questions. All exam information is included in the Student Handbook.
3.6.2	Examination planning	Headquarter staff and academic council	Exams are based on current course material and held on pre-announced dates. A written exam is held after each semester which must be completed within 2 hours. All learners are provided with a booklet of information which may be used to complete the exam. Exam setting procedures are set out hereunder.
3.6.3	Security of exams	Headquarter staff and management	Exams are written, printed and retained in head office, until exam date. Independent invigilators are employed to supervise exams at each examination centre.
3.6.4	Exam accommodation	Headquarter staff	Exams are held in supervised exam environments nationwide such as colleges, Institutes of Technology, or other suitable large-capacity venues. All exam venues have disability access including adequate toilet facilities. All exam invigilators are provided with information to be read out to learners prior to the commencement *(Appendix 3).*
3.6.5	Assessment procedures and criteria	Academic Council, Programme lecturers, and external examiner	An independent marking team is used to assess and mark the exam scripts. The external examiner ensures independent quality control, fairness, transparency of process and consistency of marking standards in line with QQI marks and standards.
3.6.6	Assessment criteria	Academic Council	The assessment criteria used will ensure that the knowledge, skills and understanding of learners will be in accordance with the appropriate QQI marks and standards for the level. Learners will have attained the stated learning outcomes of the course in a demonstrable manner.

3.6.7	External examiner appointment	Academic Council	An external examiner shall be appointed who is suitably qualified for the position. The examiner shall be independent of IPASS, possess a thorough understanding of the roles and responsibilities of the position, is competent in the field of expertise, has a broad perspective of the training and education provision and is in a position to allocate the time necessary to complete the work in accordance to QQI standards.
3.6.8	Learner appeals and follow-up action.	Academic Council and course examiner.	Results are issued to learners within a pre-determined time frame that is reasonable and fair.

If a student wishes to appeal the decision of an Examination Board, he/she may do so by presenting information of mitigating circumstances which were not known to the Examination Board. The student must explain the reason why such mitigating circumstances could not have been made known prior to or at the Examination Board meeting.

It should be noted that all marks approved by an Examination Board go through a rigorous internal and external checking and moderation procedure in adherence with IPASS Quality Assurance Procedures. Appeals must be submitted in writing together with any necessary supporting documentation to IPASS within 10 days of the Examination results being released or posted online.

A student who is dissatisfied with his or her results may request a recheck of his/her examination paper within 10 days of notification of exam results. A request for a recheck must be made in writing accompanied by a script review fee. The review of the students' paper will be carried out by an examiner following which a report will be made available to the student. |
| 3.6.9 | Graduation and certification | IPASS board, management and headquarter staff. | Successful learners are invited to a graduation ceremony and are issued with an award clearly indicating their achievement. |
| 3.6.10 | Record keeping | Headquarter staff | Enrolment Forms and exam scripts are held in hard copy for a period of two years at head-office and a permanent record of results is held in electronic archives. |

3.6.11	Maintenance of learner records	Headquarter staff	Learner details and examination records are permanently archived in electronic format at IPASS headquarters. Completed exam scripts held in head office for a period of two years.

Exam quality assurance process:

Systematic procedures to ensure examination integrity, fairness and consistency of learner assessment, and compliance with QQI Marks and Standards.

Exam setting procedures:

- Technical writer sets draft exam
- Internal examiner evaluates for reasonableness of exam standard and content
- Internal examiner attempts the exam under exam conditions
- Internal examiner provides feedback for technical amendment or clarity on any ambiguous wording
- Technical writer revises/amends the exam if necessary and exam is re-issued
- Each exam is reviewed by the External examiner who ensures independent quality control, fairness, transparency of process and consistency of marking standards in line with QQI marks and standards.
- Final review and sign-off/approval of the paper by the assessor
- Exam paper sent to print (in-house) and retained in readiness for the actual examination

Exam marking procedures:

- Markers' meeting held with the internal examiner.
- Internal examiner outlines the marking approach for each question.
- Internal examiner requests the scripts for a randomly selected sample of marked scripts from each marker.
- Internal examiner reviews the selected sample for consistency of marking approach across the marking team.
- All marked exam scripts are returned to the IPASS Head Office where all marks are collated and processed.
- On return of scripts to Head Office, a '2nd marking' is undertaken for all 'marginal' scripts, i.e. any script that is within 5 marks of any given pass threshold. When second marked, the original result is either confirmed or amended.
- Following an exam board meeting, exam results are released to candidates.
- Where any mark is appealed, the internal examiner personally reviews the disputed script.
- The Internal examiner's decision is final.

Procedure 3.7 - Supports for Learners

Purpose: This procedure governs the adequacy of resources available to learners

Staff Involved: Lecturers, Academic Council, QA Committee, IPASS Board.

	Procedure	Responsibility	Process
3.7.1	Provision of information	Headquarter staff	Complete information regarding each programme is provided on the IPASS website www.ipass.ie This information includes entry requirements, duration, venues, assessment, payment details, phased-payment plans etc.
3.7.2	Provision of Course Material	Academic board, programme lecturers. & headquarter staff.	Comprehensive course material in printed format is provided with self-assessment questions and sample exam questions and answers. Information newsletter emailed monthly to all learners.
3.7.3	Access to Online Learning Platform	Academic board & headquarter staff.	All learners have access to the Online Learning Platform where they can view lectures, attempt quiz questions, view information regarding exam sittings, Revision Days, etc. This support is available 24/7, on https://online.ipass.ie/
3.7.4	Student Handbook	Academic board & headquarter staff.	All learners are provided with access to the Student Handbook which provides details of all supports available.
3.7.5	Telephone Helpline	Academic board & headquarter staff.	The telephone helpline is available to all students Monday to Friday from 9am to 5pm. Any queries, technical and non-technical, learners have are addressed immediately.
3.7.6	Accommodating diversity and learner support	Programme lecturers, lecturer coordinator and facilities officer	Lecturers are apprised of any special needs a learner may have and venue arrangements to accommodate such needs. Assistance given to learners with special needs as required to include scribes, separate exam room or additional time to complete the exam. Where an issue becomes apparent in relation to an enrolled learner's proficiency in the English language to complete the programme, it is agreed that the learner will receive a refund of fees.
3.7.7	Accommodating special requests	QA committee, facilities officer	Learners have the option to defer their exam sitting by notifying IPASS in writing, no less than 14 days prior to the examination date. Once processed, the learner is transferred to the next exam sitting.
3.7.7	Provision of adequate facilities	QA committee, facilities officer	Management ensures that each venue: • Is suitable for use as a lecturing facility. • Accommodates and learner with a disability i.e. wheelchair access including adequate toilet facilities.

			• All lecture rooms are adequately equipped with LCD projectors and white boards for use by the lecturer. • All lecturers are advised in relation to health and safety procedures and other instructions relevant to the venue they are assigned.
3.7.8	Health & Safety	Facilities officer and Lecturers	All classroom-based learners are required to sign an attendance sheet at each class. This attendance sheet is retained by the lecturer for the duration of the class for health & safety so that a head count can be done in case of a health & safety issue arising e.g. fire alarm or evacuation etc.
3.7.9	Feedback Forms	Facilities officer and lecturer co-coordinator	Feedback forms collected and returned to head office for collating and analysis. Where an issue regarding learner support arises it is dealt with immediately.
3.7.10	Telephone contact	Headquarter staff	Telephone contact made with a representative random selection of learners throughout the course. This process is recorded and retained. This support enables headquarter staff to elicit how learners are progressing with their chosen programme and if additional supports are required.
3.7.11	Feedback after Examinations	Technical support	Following any exam sitting, all learners have the option of requesting for their exam script to be reviewed. This process is carried out by one of the IPASS Technical Team other than the person who actually corrected the exam script in order to ensure there is an independent review. The learner is provided with feedback of where marks were awarded and lost. This support helps the learner to succeed at the next sitting in December, February, May or August each year. Learners are facilitated to re-sit their examination at the next exam sitting.
3.7.12	IPASS Annual Payroll Conference and Exhibition	Headquarter staff and technical support.	Learners may attend this event which brings together Ireland's payroll professionals where they will hear from a wide selection of speakers on relevant topics.
3.7.13	Progression	Headquarter staff	Learners who are successful in achieving their CPT qualification are informed of their progression path to the Certificate in Payroll Management qualification course.
3.7.14	Job Opportunities	Headquarter staff	As the majority of employers seek "IPASS qualified" payroll professional IPASS invites employers to advertise payroll positions on a dedicated page on our website https://www.ipass.ie/payroll-jobs.html
3.7.15	Monitoring of supports	Management and QA officer	All support services are monitored, and procedures are in place to ensure quality of service.

			Effectiveness is measured through quantifying telephone helpline enquiries and helpline use, website 'hits', log-ins on the online learning platform, membership association uptake, responses to surveys and the rates of completion of certified courses. Such information is collated and presented at a QA meeting for analysis and discussion. Where appropriate, the board then makes recommendations for any required improvements in quality.

Note:
Library facilities are not provided as all necessary materials are supplied to each learner.

Procedure 3.8 - Information and Data Management

Purpose: This procedure ensures that reliable information and data are available for informed decision-making.

Staff Involved: Headquarter staff, QA Committee, IPASS Board.

	Procedure	Process
3.8.1	Information systems	A wide range of information is used by IPASS for decision making purposes to include programme planning and enhancements to include: • Minimum and maximum learner numbers per programme • Feedback from lecturers • Feedback from learners • Feedback from the External Examiner • Feedback from surveys • Retention, attrition and progression rates • Completion rates • Analysis of grades All feedback is collated and analysed as part of the review process for each programme.
3.8.2	Learner information systems	A robust, comprehensive and secure database of learner information is retained to include: • Personal details • Contact information • Enrolment details • Exam results per semester/module • Award conferred It is the aim of IPASS to ensure that all learner data is accurate and complete.
3.8.3	Management information systems	All information retained on our management information system enables effective decision making. The system is multifunctional to facilitate the timely analysis of data in order for our key objectives to be attained.
3.8.4	Information for further planning	All information retained on our management information system contributes to future planning to include: • Historic enrolment numbers • Historic completion rates • Historic attrition rates • Commercial viability of each programme • Market need.
3.8.5	Completion rates	All learners' completion rates in respect of each programme is collected and used to enable the making of informed decision making regarding the continuance of the programme or changes that are warranted.
3.8.6	Records maintenance and	All data is retained securely and backed-up on a daily basis and retained in electronic format in compliance with GDPR requirements

	retention	Other data retained since the formation of IPASS in 2000 includes: • Business plans • Minutes of IPASS Board Meetings • Minutes of QA meetings
3.8.7	Data protection* and freedom of information *Currently being updated	Our management information system is compliant with data protection legislation. All obligations required under data protection legislation are complied with to include the General Data Protection Regulation (GDPR) effective since 25th May 2018. Our Privacy Policy is clearly displayed on our website www.ipass.ie

Procedure 3.9 - Public Information and Communication

Purpose: This procedure governs the information that is published regarding the activities of IPASS, education and training programmes and related services, and QA policies and procedures.

Staff Involved: QA Committee, IPASS Board.

	Procedure	Responsibility	Process
3.9.1	Public information	IPASS Board	Complete information regarding IPASS is available on the IPASS website www.ipass.ie This information includes programmes offered, entry requirements, duration, venues, assessment, payment details, easy payment plans etc. Additional information also available on our website includes: • What qualification will be obtained • Who should enrol • Learner Protection • Privacy Policy • Student Handbook • Benefits to Learners • Benefits to Employers
3.9.2	Learner information	IPASS Board	Comprehensive information regarding each programme is available on our website www.ipass.ie to include: • Entry requirements, • Duration, • Study options – classroom or online, • Venues, • Syllabi, • Course material provided • Method of assessment, • Fees and payment details to include an easy payment plan. • Enrolment form • Study Plan • Academic calendar • Examination venues • Student Handbook • How to access the Online Learning Platform • Certificate awarded on completion
3.9.3	Quality Assurance	IPASS Board	A copy of the QA policies and procedures is published on the IPASS website www.ipass.ie.

Procedure 3.10 - Other Parties involved in Education and Training

Purpose: This procedure governs the involvement of other parties in our offered programmes.

Staff Involved: Academic Council, QA Committee, IPASS Board.

	Procedure	Responsibility	Process
3.10.1	Peer relationships with the broader education and training community	Academic Council, QA Committee and IPASS Board	IPASS has collaborated with the following associations/institutes to foster good relations to benefit our learners in their progression from IPASS programmes to other programmes of education: • Accounting Technicians Ireland • Irish Tax Institute IPASS has also collaborated with the following international payroll associations: • Chartered Institute of Payroll Professionals in the UK (CIPP) • American Payroll Association (APA) • Canadian Payroll Association (CPA) • South African Payroll Association (SAPA)
3.10.2	External Partnerships and second providers	Academic Council, QA Committee and IPASS Board	Not Applicable
3.10.3	Expert panellists, examiners and authenticators	Academic Council, QA Committee and IPASS Board	IPASS appoints an External Examiner for a 3 year term of office. The appointment is made subject to the approval of QQI by submitting a CV for the candidate outlining the appropriate qualifications and experience required. A different External Examiner is appointed following the end of each 3-year term.

Procedure 3.11 - Self-Evaluation, Monitoring and Review

This procedure is sub-divided into the following:

Procedure 3.11.1   Procedures for evaluation of each programme
Procedure 3.11.2   Procedures for on-going monitoring and review of programmes
Procedure 3.11.3   Procedures for evaluating premises, equipment and facilities

Procedure 3.11.1 - Procedures for evaluation of each programme

Purpose: Explaining the methodologies employed to monitor the ongoing relevance of each programme with regard to syllabus content, delivery approach and course materials.

Staff Involved: IPASS board, academic council and QA committee.

	Procedure	Responsibility	Process
3.11.1.1	Monitoring for continuing environmental relevance	Academic council, technical writers and lecturers.	Maintaining course relevance is a constant process to reflect ongoing developments in the external environments. This ensures that all courses being delivered are current and valid to meet day-to-day best practice.
3.11.1.2	Review and update of existing programmes.	Academic Council QA Committee, management	Meetings held regularly to co-ordinate the update of existing materials in line with external changes that impact on the payroll/VAT environment.
3.11.1.3	Assignment of Responsibility	QA committee	Specific tasks in relation to the issues of quality throughout the organisation are assigned to all staff.
3.11.1.4	Provision of adequate resources	IPASS management	Management ensures that the staff are adequately resourced and facilitated to maintain and implement quality standards.
3.11.1.5	Links to industry and external environment	Academic council and Membership association	Included in the functions of the Membership body, is the maintenance of ongoing links with programme graduates. Feedback is invited from members when new issues emerge that may require an appropriate response in keeping with the stated aims of IPASS. Such responses may include the creation of a new topic for future inclusion in a course syllabus, or the amendment of an existing topic that is already addressed in course syllabi. Addressing such issues may also include revising the methodology for topic coverage of the specific area of new focus or interest.
3.11.1.6	Self-evaluation	Academic council and technical writers.	Self-evaluation is achieved by being constantly pro-active, by affording a reception to suggestions for improvements that may emerge through industry and peer contact. Suggestions are presented to the academic council and approved changes are then passed to the technical writers to prepare appropriate script for inclusion in future materials. The academic council will then review the newly written materials prior to authorising same for inclusion in the relevant area of learning as highlighted in

			the relevant course syllabus.
3.11.1.7	External evaluation	Academic council	External evaluation is further evidenced by the fact that all IPASS lecturers are employed in the relevant field and are therefore well placed to provide practical assessment of the relevance and appropriateness of any quality improvements that are either introduced or proposed for introduction.

Procedure 3.11.2 - Procedures for on-going monitoring and review of programmes

Purpose: Explaining the methodologies employed to self-evaluate, monitor and review programme delivery and how feedback is obtained from learners on their individual and collective experience of programmes.

Staff Involved: Programme lecturers, lecturer coordinator and facilities coordinator

	Procedure	**Responsibility**	**Process**
3.11.2.1	Assessment of individual's progress	Programme lecturer	In-class appraisal of learner's work to establish their understanding and progress.
3.11.2.2	Attendance	Programme lecturer and facilities officer	Attendance records are obtained for all classes at each location. Where class attendance at any venue falls below 75%, the QA officer will investigate if there is any issue which may require attention. A random telephone survey is undertaken to ascertain if a problem becomes apparent and needs to be dealt with.
3.11.2.3	Feedback Forms	Facilities officer and lecturer co-coordinator	Feedback forms collected and returned to head office for collating and analysis. We aim to have completed forms returned for 75% of classroom learners.
3.11.2.4	Telephone contact	Headquarter staff	The attendance records are monitored, and telephone contact is also made with learners who miss 2 or more classes.
3.11.2.5	Programme Delivery	Programme lecturers, lecturer coordinator and administrative staff	Programmes are delivered on a multi-location nationwide basis and lecturers are appointed to each venue. Supervision of lecturers is informed through the feedback mechanisms and the lecturer coordinator. The growth in the number of course venues and student numbers over the past 18 years provide clear and verifiable measures of the popularity and demand for each course. Records are maintained to monitor and measure these growth metrics.
3.11.2.6	Lecturer's probationary period – presentation skills	Lecturer coordinator	Lecturer coordinator deals directly with the lecturer who is given assistance to address issues raised, if necessary. If no discernible improvement emanates from this exercise, we invite the lecturer to step down from the lecturing post at that time.
3.11.2.7	Course material	QA officer, academic council, academic writers	Updating of course materials is a constant process to reflect ongoing developments in the relevant external environments. This ensures that all course material is relevant, current and valid for day-to-day practice. Issues concerning the course material or delivery are brought to

			the academic council's attention by the QA officer from analysis of the feedback forms or direct telephone contact.
3.11.2.8	Issues relating to lecturers	Lecturer coordinator and academic council	Lecturer coordinator deals directly with the learner and lecturer. Further recourse is available directly to the academic council. Lecturer will be given the necessary assistance to address issues raised.
3.11.2.9	Evaluation of attainment of learning outcomes	QA officer and headquarter staff	The market demand for the IPASS qualifications reflects an acknowledgment of the focus and relevance of the course materials for achieving the stated learning outcomes. Maintaining student levels over the past 5 years is the measurable verification that the outcomes are being achieved.
3.11.2.10	Post qualification monitoring	IPASS management	As a post qualification measure, IPASS identifies the number of CPT graduates who have become members of the professional body thus demonstrating a commitment to professional and implied approval of the IPASS qualification.

Procedure 3.11.3 - Procedures for evaluating premises, equipment and facilities

Purpose: Outlining of procedures where the outsourcing of any service is involved. This applies to the selection, contracting and monitoring of the various venues at which the classes are held.

Staff Involved: Headquarter staff and facilities officer

	Procedure	Responsibility	Process
3.11.3.1	Selection Procedure	Headquarter staff and facilities officer	Contact with new venues by headquarter staff and visit to same by local lecturer/headquarter staff prior to commencement of courses. Suitability of premises as evidenced through its use by other providers. For each venue, management ensures that: • Is suitable for use as a lecturing facility. • Accommodates a learner with a disability i.e. wheelchair access including adequate toilet facilities. • All lecture rooms are adequately equipped with LCD projectors and white boards for use by the lecturer. • All lecturers are advised in relation to health and safety procedures and other instructions relevant to the venue they are assigned.
3.11.3.2	Contract arrangements / 'Letters of understanding' for arrangements with venues	Facilities officer and management	Copies maintained at IPASS headquarters of rental agreements and/or 'letters of understanding', including details of any special arrangements. IPASS has full public liability insurance for all venues. (The provision of confirmation of appropriate levels of insurance cover is a prerequisite requirement for any facility usage agreement with all Institutes of Technology.)
3.11.3.3	Reporting mechanisms	Programme lecturers and facilities officer	A "Venue Check List" is completed by each lecturer at the commencement of each semester. These are collected and returned to head office for collation and analysis. If any issue arises that requires attention, appropriate action is taken. Feedback is necessary for management purposes and the completion of feedback forms is also used to assess venue suitability from the learners' perspective. A sample "Venue Check List" is included in

			Appendix 1.
3.11.3.4	IPASS office	QA officer	All QA aspects of the IPASS office are controlled by the QA Officer and a log is maintained for all compliance issues.
3.11.3.5	Practical issues relating to facilities and infrastructure.	Programme lecturers, facilities officer and the QA officer.	Any issues that arise are initially handled by the course lecturer and referred to the facilities officer to register the matter and initiate the appropriate response.
3.11.3.6	QA issues relating to facilities and infrastructure.	QA officer, facilities officer and the QA committee.	The documentation relating to the quality of the facilities and infrastructure is collated by the facilities officer and reviewed by the QA officer. The issues raised, and the responses made, are discussed. Any suggestions for corrective actions are brought to the QA committee.

Appendices

Appendix 1	Venue Check-list	*Ref 3.3.3.1*
Appendix 2	IPASS Health and Safety Statement	*Ref. Procedure 3.7.8*
Appendix 3	Exam Invigilators Instructions	*Ref. Procedure 3.6.4*

Appendix 1 – Venue Check List

Venue location: _____

Lecturer: _____   Date: _____

Access:

Is the building accessible to less able individuals? _____

What floor is the room on? _____

Is there a lift available? _____

Room conditions:

Is the room suitable for the purposes intended?	Yes	☐	No	☐

How many students does the room comfortably accommodate? _____

Are all tables and chairs in safe working order?	Yes	☐	No	☐

What type of heating is in the room?_____

Is it adequate heating for the room?	Yes	☐	No	☐
Is the lighting working properly?	Yes	☐	No	☐
Are there any safety hazards in the room?	Yes	☐	No	☐

Facilities:

What facilities are in the room?

White/Black board	Yes	☐	No	☐
LCD projector	Yes	☐	No	☐
Computer	Yes	☐	No	☐
Multi-media projector	Yes	☐	No	☐
Lecturer's desk/podium	Yes	☐	No	☐

Are all these in proper working order?	Yes	☐	No	☐

If no, what work needs to be done to address / rectify matters?

_____
_____

Name and contact details of person responsible for the room:

_____
_____

Appendix 2 - IPASS Health & Safety Statement

Safety Statement:
This statement sets out the health & safety policy of IPASS and the means through which that policy is to be implemented. Our objective is to provide a safe and healthy place of work for all staff members and to meet all our duties and obligations to our clients. It is IPASS's intention to protect our employees from accident or ill health at work. The company will seek to ensure that all our equipment and systems do not constitute a risk to the Health & Safety of our employees and we will consult with employees on risk improvements.

Our approach to Health & Safety as far as is reasonably practicable will be:
1.   To Provide a Safe Place of Work.
2.   To continue to identify and control hazards.
3.   To prevent as far as is reasonably possible, any improper conduct or behaviour likely to put the Safety, Health & Welfare of employees at risk.
4.   To consult with staff on all Health & Safety matters.
5.   To provide protective clothing and equipment where necessary.
6.   To provide a safe means of entering and leaving the building.
7.   To provide a safe system of work practices.
8.   To provide appropriate information and training to staff members on a continuous basis.
9.   To make Health & Safety a key issue.

Employer Responsibilities:
The responsibility for the provision of a safe place of work rests with the Management of IPASS. **Specifically, these responsibilities are:**

•   To maintain a safe and healthy work environment for employees, in addition to conforming to all current statutory requirements.
•   To provide the appropriate type and level of training to enable employees perform their work safely and efficiently.
•   To make available to every employee appropriate equipment to ensure Health & Safety.
•   To maintain a vigilant and continuing interest in all Health & Safety matters relevant to both the company and staff.

Employee Responsibilities:
As a valued employee of IPASS you have a responsibility to yourself and your fellow workers to carry out your work in a safe and considerate manner. Employees must:

1.   Co-operate with the company in maintaining a safe work place.
2.   Report any potential hazards to management and not work in any hazardous

conditions should they; in the employee's opinion exist.
3.   Be aware of the nearest emergency exists and fire fighting / first aid equipment.
4.   Never interfere with or misuse anything provided by the company in the interests of Health & Safety.
5.   Read the company Health & Safety statement and obey all mandatory signs.
6.   Not partake in any form of horseplay or prank likely to lead to injury to you or others.

Smoking/Alcohol and Drugs:
It is not permissible to attend work under the influence of intoxicating liquor or drugs. The smoking of tobacco products is prohibited in the offices of IPASS. Smoking can take place outside the company building at least 3 metres distance away from door entrances and windows. This smoking policy forms part of the overall Health & Safety Policy and any breach will be dealt with under the Company's disciplinary procedure. Visitors, contractors and temporary members of staff are expected to abide by the terms of this policy.

Manual Handling:
Manual Handling is defined as the "transporting of a load by one or more employees and includes lifting, putting down, pushing, carrying or moving a load, which by reason of its characteristics or of unfavourable ergonomic conditions involves risks, particularly of back injury to employees". This is a priority issue because it is a major cause of accidents in the workplace. It is IPASS's policy to minimise the need for manual handling of loads and so therefore should be avoided as far as is reasonably practicable. Employees must check the weight of the load before attempting to lift it and if the load is too heavy get help**.**

When lifting, follow the following basic principles.
1.   Relax the knees. Lowering movements should start at the knees not the head.
2.   Get close to the object to be lifted. Get a good balance by keeping the feet apart, one foot will automatically be ahead of the other.
3.   When in position, bend the knees and lift with the strong muscles in the legs.
4.   Lift gradually, smoothly and without jerking, keeping the object close to the body and the back straight.

Training:
The company is committed to identifying the safety training needs on an ongoing basis. Staff will be involved in the identification of hazards in the office and advised of the particular hazards pertaining to their area. All staff will be trained in emergency procedures and where appropriate, staff will be trained in the use of special machinery and equipment. All staff will be trained in the correct techniques involved in safe manual handling.

Consultation:
The company is committed to consulting with its staff members regarding safety, health and welfare in the office. Staff who are involved in the identification of hazards and are trained in dealing with the hazards identified. The safety statement will be included in Induction Training and staff will be advised on how to deal with any problems that arise.

Reporting of Accidents:

Staff are required to report all accidents and near misses, whether resulting in injury or not, to management. Under the Safety, Health & Welfare at Work General Application Regulations 1993, employers must report certain occurrences to the Health & Safety Authority and ensure records are kept on site for a period of 10 years.

The following details are required:
- Date, Time and Place of the incident.
- Name, Address, Occupation and Age of the injured person.
- Circumstances, including cause and nature of the injury and the arrangements made for its treatment.

All reportable accidents will be investigated by a member of management and a written report prepared. Corrective action will be taken where necessary to avoid a reoccurrence. Accidents involving persons who are not members of staff but are visiting or working on the premises must also be reported.

Fire Procedures:

In the event of a fire and providing there is no danger to the persons concerned every effort should be made to extinguish or contain the fire pending the arrival of the fire brigade. The magnitude of the outbreak must dictate whether attacking the fire should take priority over reporting and evacuation. All staff should be familiar with the exit routes and should also know the location and type of fire extinguishers in the office.

If you discover a fire you should:
- Activate the fire alarm.
- If there is a reasonable hope of extinguishing the blaze, attack the fire immediately.
- Do not under any circumstances, expose yourself to danger.
- Leave the building by the nearest fire exit and proceed to your designated assembly point.

If you hear the alarm you should:
- Switch off any equipment under your control and leave the building by the nearest fire exit.
- Do not stop to collect personal belongings.
- Once outside, do not enter the building until you are told it is safe to do so.

Guidelines for computer users.

As part of their duties some employees spend long periods of time using visual display screens. Any necessary adjustments will be made to avoid RSI, eyestrain and other ailments associated with work on screens, which must be adjustable for height, tilt and brightness. No employee will be asked or expected to work any computer which is not in proper working condition, or, does not meet the highest specifications. Employees working continuously on-screen should alternate tasks so that at least 10 minutes during each 60 minutes of work is spent doing off-screen type of work. This work is to be undertaken away from the screen, but, does not constitute a break.

Employees who habitually use computers have the right to an eyesight test, the cost of which will be met or reimbursed by the company.

Hazard Analysis:

A hazard is anything at work that might cause harm e.g. Electricity, Hot Surfaces, Lifting Heavy Loads, Slippery Floors, and Poorly Lit Stairways etc. Staff should always turn on the light if they feel the stairway is unsafe. Staff must be aware of the potential hazards and risks involved and report specific hazards to management. A hazard analysis will be carried out once a year by Management. Particularly, attention will be paid to areas of high risk i.e. Floors, Stairs and Manual Handling. The company will remove hazards by engineering means where necessary.

First Aid:

A First Aid box is provided to ensure that first aid supplies are easily accessible when required in an emergency. The First Aid box is located on the ground floor in the kitchen area. It is to be checked weekly and shortages replaced. Employees have an obligation to ensure that First Aid Boxes, like any safety equipment, are not tampered with. Free access to First Aid Boxes, must be available at all times. Painkillers cannot be provided in the First Aid Boxes.

	Hazard Identification/Risk Assessment/Control Measurement				
Hazard	**Risk**	**Risk Level**	**Affects**	**Control Measures**	**Responsibility**
Electrical Wiring & Appliances	Electrocution; Fire; Trips; Falls;	Low-medium	Employees' & learners' trips and falls; wide range of possible injury or even death	All leads to be properly secures and routed to prevent trips and falls; All leads and equipment maintained in good condition; Regular checks made on equipment and any defects reported to suitably qualified person for checking.	Health & Safety Officer in IPASS head office and local lecturer in venues nationwide.
Manual handling	Injury to back, hand, foot; sprains and strains	Low	Office staff in moving boxes of paper/course materials in and out of office.	Encourage delivery by means of mechanical aids where possible; Reduce unit weights of consignments where manual handling is required.	Health & Safety Officer in IPASS head office and lecturer in venues nationwide.
Fire	IPASS head office and venues nationwide	Low	Staff in IPASS head office, lecturers and learners	IPASS head office protected by monitored fire alarm and fire extinguishers in office, maintained by qualified personnel on a regular basis. Fire drill held once per year. Appropriate fire protection measures required and confirmed in venues nationwide.	Venue Facilities Officer and lecturer in venues nationwide.

Housekeeping - keeping premises clean and tidy	Slips, trips and falls.	Low	Staff in IPASS head office, lecturers and learners	Provide suitable storage for all equipment; Store cleaning substances correctly; Keep all stairs and walkways clear of obstructions. Regular disposal of all waste materials and cleaning service staff are employed on a weekly basis.	Director in IPASS head office and lecturer in venues nationwide.
Machinery use and cleaning	Damage to fingers or hands.	Medium	Staff in IPASS head office	Printing machines are regularly maintained by service company. All staff are trained by service company staff in the correct procedures for operating the equipment.	Director in IPASS head office
Machinery use and cleaning	Repetitive strain injury	Low	Staff in IPASS head office	Use of well-designed equipment; protective screens and suitably modified accessories used where staff identify concerns.	QA Officer
Physical attack	In the case of robbery or break in	Low	Staff in IPASS head office	Properly maintained lock system on external doors; staff instructed in correct safety procedures to prevent unauthorised access; Extreme care taken where one person is left alone in offices and this practise is discouraged except where absolutely necessary.	QA officer and Director
First aid and accidents	Minor cuts and accidents	Low	Staff in IPASS head office	A fully stocked first aid kit is maintained in the head office and the Health and Safety Officer has training in the correct use of simple procedures for dealing with minor accidents.	Health & Safety Officer and Director

| Reporting | All accidents or work-related ill health will be notified to either a Director or the Health & Safety Officer and details will be recorded. | Staff in IPASS head office | QA officer and Director. |

Appendix 3 – Instructions for Exam Invigilators

Before the examination and before students enter the exam hall

- Please ensure that the label indicating Desk No./ Student No. is placed on each desk.

Labels enclosed

Place the attached list to the door of the exam hall so students will know where to sit.

If any student is not on the list, please just add them to the end of the list and allow them to sit their examination

Students should be allowed into the exam hall 10 minutes before the exam is due to commence

- One invigilator should read out the Examination Notices (page 3 & 4) while the other invigilator is handing out the exam papers. Please do not ask the students what exam paper they want as the exam papers have been clearly labelled for you.

During the Examinations

- Move quietly to each candidate's desk and ask them to sign the Examination Attendance sheet on the space provided after each candidate's name

- Ensure that candidates have no materials with them if they wish to leave the exam hall for any reason

- Please ensure your mobile phones are on silent during the exams and that talking is kept to a minimum to prevent disruption to students.

After the Examination

- **NB. Please remind candidates again to ensure that they have written their Student ID No. in the space provided on the front cover of the examination answer book.**

- Please announce to all candidates that all loose leaves should have their Student ID number written on same and that any such papers should be inserted / interleaved with the main exam answer booklet before collection.

- Please ensure that all scripts have been collected in desk no sequence before the candidates are permitted to leave the examination hall.

- When all scripts have been collected the invigilator should announce that

'**Candidates may now leave the room**'.

- Please ensure that all scripts; together with the Examination attendance sheet are securely sealed in the large addressed envelope, which is enclosed. If for any reason

they do not fit in the envelope supplied, please use your best judgement in either purchasing a larger envelope or perhaps a box and let us know the cost so we can reimburse you. Please send the scripts back to us via registered post.

Other Times

- Please ensure that the exam hall is locked at all times other than when you (the invigilator) are present.

- Should there be any urgent queries, please ring: XXXX on (08X) XXXXXXX

THE INVIGILATOR MUST READ THIS NOTICE ALOUD PRIOR TO COMMENCEMENT OF EACH EXAMINATION

Exam Paper 9.30 – 11.30

Notice to Examination Candidates

- Please raise your hand if you require additional paper.

- All answer scripts; including any additional answer sheets and TDC's issued to candidates must be handed up on completion of the examination.

- No candidates may leave the examination hall within the first 20 minutes of commencement of the examination or within 20 minutes of the end of the examination.

- Please turn off all mobile phones while in the examination hall.

- No materials other than pens/pencils/rulers/calculators etc. may be taken into the exam hall.

- Calculators with text storage facility (other than a standard/scientific memory facility) may not be taken into the examination hall.

- Candidates must not communicate in any way with any other candidate during the examination.

- Toilet facilities are located ……… *(give directions).*

  Please attract the invigilator's attention if you wish to leave the examination hall.

- There will be a short announcement to let you know when you have 20 minutes left to the end of the examination.

- When the exam time is up, you will be asked not to write any more and you should then put down your pens.

- Candidates are asked not to leave the examination hall until all scripts have been collected.

NB. Before you start, please write your Student ID No. on the front cover of the   answer-book on your desk.

PLEASE <u>DO NOT</u> WRITE YOUR NAME ON THE ANSWER BOOK.

- Finally, your exam starts **now** and the best of luck to everybody.

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