

QQI Quality Assurance Manual 2024



B & B Nursing Ltd

Excellence in Care,

Excellence in Training.

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Introduction

Welcome from the Training and Quality Manager.

B & B Nursing are committed to maintaining a high level of Quality Assurance to effectively contribute to the Further Education and Training and Healthcare Sector to maintain the trust and confidence of our Students and QQI.

The Quality Assurance System [QAS] is consistent with the statutory requirements of the Qualifications and Quality Assurance (Education and Training) Act, 2012 [the 2012 Act].

The QAM was written to take account of the current core and sector specific guidelines developed by Quality and Qualifications Ireland [QQI]. It provides guidance in the areas which are vital for successful quality provision and learning environments in further education. The policies, procedures and guidelines referenced in this manual apply to the QQI element of the training centre.

Our procedures are designed to:

- Ensure a comfortable and safe learning environment for student
- Inform and keep students motivated as they progress on their learning pathway. expectations
- Maintain compliance with QQI requirements for quality and implement continuous improvement.

In addition, the Quality Assurance System incorporates a Student Handbook and a Tutor Handbook

The information in this QA Manual and other relevant related documents in relation to QQI Provider reengagement refers to the legal entity B & B Nursing Ltd.

For further information please contact:

Email: admin@bandbnursing.ie

Web: www.bandbnursing.ie

Table of Abbreviations

Abbreviation	Meaning
AB	Academic Board
AC	Academic Board Chair
B&B	B & B Nursing Ltd
CM	Centre Manager
CAS	Common Awards System
CG	Core Guidelines
CPD	Continuous Professional Development
DP	Data Processor.
DPO	Data Protection Officer
EA	External Authenticator
EQF	European Qualifications Framework
EIC	External Independent Consultant
FOI	Freedom of Information
FET	Further Education and Training
GDPR	General Data Protection Regulation
IT	Information Technology
IV	Internal Verification
MIMLO	Minimum Intended Module Learning Outcome
MIPLO	Minimum Intended Programme Learning Outcome
NFQ	National Framework Qualifications
NMBI	Nursing Midwifery Board Ireland
PDT	Programme Development Team
PEL	Protection Enrolled Learners
QAS	Quality Assurance System
QQI	Quality Qualification Ireland
QAM	Quality Assurance Manual
RAP	Results Approval Panel
SMT	Senior Management Team
TOR	Terms of Reference
TQM	Training & Quality Manager
TSA	Training Support Administrator

Version and Amendment Record

Version / Revised	Date	Reason for Change
V1	2018	Original Working Draft
V2	2021	Revised Working Draft
V3	2022	Draft application to QQI reengagement panel
V4	09 2023	Updated following Panel Report 04 23
V5	11 2023	Updated following Panel Report
V6	12 2023	Updated following Panel Report

Document Support & References

The following documents were used as guidance when developing the Quality Assurance System for QQI reengagement.

Quality Assurance Guidelines

Re-engagement with QQI – Overarching Policy for All Providers – Jun 2014. Policy on Quality Assurance guidelines April 2016/QP.10-V3 © QQI

Core Statutory Quality Assurance Guidelines. QQI for use by all Providers April 2016/QG1-V2 © QQI.

Programme Validation

Policies and Criteria for the Validation of programmes of Education and Training
November 2017/QP.17-V1.03.QQI

Volume contains two documents:

Core Policies and Criteria for the Validation by QQI of Programmes of Education and Training.

Policies and Criteria for the Validation of Programmes leading to Common Award System (CAS) awards.

Assessment Authentication

QQI Policy on Quality Assurance Guidelines April 2016/QP.10-V3 © QQI Quality Assuring
Assessment Guidelines for Providers QQI Revised 2013 (Version 2 revised 2018)

Quality Assuring Assessment Guidelines for Internal Verifiers FETAC v1.1

Quality Assuring Assessment Guidelines for External Authenticators QQI Revised February 2015.

The following legislation relevant to training and education and awarding bodies:

Education Act, 1998

Further Education and Training Act, 2013

Qualifications and Quality Assurance (Education and Training) (Amendment) Act 2019

Other applicable legislation:

General Data Protection Regulation 2018 (GDPR)

Safety Health and Welfare at Work Act 2005 (General Application Regulations 2007- 2020) Equal Status Acts 2000-2018

Employment Equality Acts 1998-2015 & Protection of Employees (Part-Time Work) Act, 2001.

Company Background

Founded in March 2005, B & B Nursing Ltd (hereafter B & B Nursing) is an independent family training company owned by two shareholders, which assumes the organization's Directors positions.

B & B Nursing Limited was incorporated as an educational institution under the Companies Act in 2005 with the Trading Name of B & B Nursing Limited (Company No. 399857).

B & B Nursing Limited is an accredited FETAC/ QQI Centre (Registration No. 380271, Provider N: OT 00061) since 2005.

B & B has offered a range of FETAC/ QQI accredited programmes since 2005. We offer major and minor Awards at Levels 5 & 6 in the field of healthcare, in a supportive adult learning environment with experienced and passionate tutors who provide the students with unwavering support in completing their programmes. This QQI Quality Assurance Manual (QAM) and support documents and hand books are a revision of our Quality Assurance policies and procedures following the QQI 11 Core Guidelines for Provider Reengagement. It has been developed based on the ongoing internal review of our quality systems within B & B Nursing.

The revised QAS has been based on the Core Statutory Quality Assurance Guidelines April 2016/QG1-V2.

The fundamental ethos of B & B Nursing is to ensure the provision of individualized high- quality care to its students, underpinning the knowledge and skill set developed during the completion of awards received. The primary focus is to illustrate to our students the importance of an individualized care approach to all patients thus resulting in better outcomes for both patients and staff. It is the emphasis on the importance of the Holistic Approach to Care as the core concept in our teaching practices that makes our students much sought after.

Although a family owned and led company, we have invested time in our succession plans and have devised and appointed key personnel to both our staff and management roles to continue in our practice beyond the current leadership team

Embedding a Quality Culture

Title					
Version	4.0	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Team	SMT All staff
Purpose					
To embed the ethos of a quality culture within the business for all stakeholders internally and externally in the provision of teaching and learning for all our learners. To ensure the continuous improvement of our programmes and services					
Procedure					
To embed a Quality Culture, B & B Nursing will: • Follow our structured quality systems, with effective monitoring. • Comply with all legal requirements and awarding body guidelines. • Always promote quality. • Ensure that the required and approved resources are in place to meet the requirements of our QAS as approved by QQI.					
Responsibility					
TQM Tutors AB, SMT (finance for resources) All staff					
Monitoring & Review					
This policy is reviewed every year or more frequently if required.					

Mission, Value and Vision Statements

Mission Statement

B & B Nursing Ltd is dedicated to promoting each individual's holistic development. We strive to promote equality, dignity, and respect for one another and our environment and provide each individual with the opportunity to reach their full potential.

We are dedicated to providing and promoting an inclusive and high-quality Educational and Training Service that responds to the community's ever-changing Social, Economic, and Cultural needs.

Value Statement

The following values guide our delivery of training courses:

Continual development and introduction of new and appropriate training programmes that are relevant to the current vocational needs of the community.

Commitment to the promotion and development of an ethos of positive social responsibility

Commitment to the principle of provision of opportunities for the personal development of all Students, Tutors and staff to enable them to achieve their maximum potential

A dedication to equal opportunity under the Equal Status Act 2000- 2008

Provision of educational and training opportunities for all those groups in the community that are traditionally vulnerable to under-employed or unemployed

Vision Statement

The vision of B & B Nursing is one of commitment to our students and staff. Innovation in teaching and learning leads to creativity, and we are continuously engaging with our industry to map changes required to our practice.

Our vision is to bring creative and innovative thinking to our Clients and Students. We are committed to a student-focused education process using modern concepts of adult education to ensure that our students reach the required level for continuing education and learning.

By creating a creative teaching atmosphere, a student develops the skill and confidence to become innovative. We pride ourselves on our staff-student relationship, open lines of communication, and the encouraging environment that we create to promote competent, autonomous student learning at its best.

Adherence to our teaching ethos encourages students to reflect on their progress and use the classroom-led sessions and technology supports to achieve their expectations.

We actively encourage Students to participate in their development. We support Students through continuous assessment.

We provide comprehensive feedback on all tasks tailored to the individual learning needs of the person. Our approach to two-way communication streams assists us in hearing the student voice.

We are committed to the following:

- Commitment to participation, equality, fairness, accountability, and transparency
- Commitment to a quality assurance system that promotes continual improvement.
- Commitment to Student and staff development and wellbeing.

Scope of Training Provision

B & B Nursing programmes are validated by QQI for delivery of Major Awards at Levels 5 and 6 on the National Framework of Qualification Ireland (NFQ).

- Healthcare Support 5M4339
- Intellectual Disability Practice 5M1761
- Nursing Studies 5M4349
- Health Services Supervisory Management Skills 6M4978

Programmes are delivered from our Training Centre and suitable offsite venues as and when required.

Class sizes are between 15 – 17 Students per programme.

Our QAS applies to all activities along with students, staff, tutors, external consultants, and stake holders involved in education and training for or on behalf of B &B Nursing.

The Quality Assurance System (QAS) addresses the following areas (ref QQI Section 2 of the Core Statutory Quality Assurance (QA) Guidelines April 2016.

Governance and the Management of Quality (Core Guideline 1) Documented Approach to Quality Assurance (Core Guideline 2) Programmes of Education and Training (Core Guideline 3)

Staff Recruitment, Management & Development (Core Guideline 4) Teaching and Learning (Core Guideline 5)

Assessment of Students (Core Guideline 6) Student Support (Core Guideline 7)

Information and Data Management (Core Guideline 8) Public Information and Communication (Core Guideline 9)

Other Parties Involved in Education and Training (Core Guideline 10) Self-Evaluation, Monitoring and Review (Core Guideline 11)

We are committed to making relevant QA documents available publicly through our website and to users of the QAS in an accessible and user-friendly format.

CORE GUIDELINE 1 GOVERNANCE AND MANAGEMENT OF QUALITY

Corporate Governance Structure

The Senior Management Team (SMT) is responsible for the governance and the day- to- day management of B & B Nursing ensuring that the organization is managed effectively, efficiently, and responsibly.

Responsibility is fully delegated for academic oversight to the Academic Board (AB) which operates under the direction of an external independent Chairperson.

An externally appointed independent Chair ensures that the SMT does not influence academic decisions.

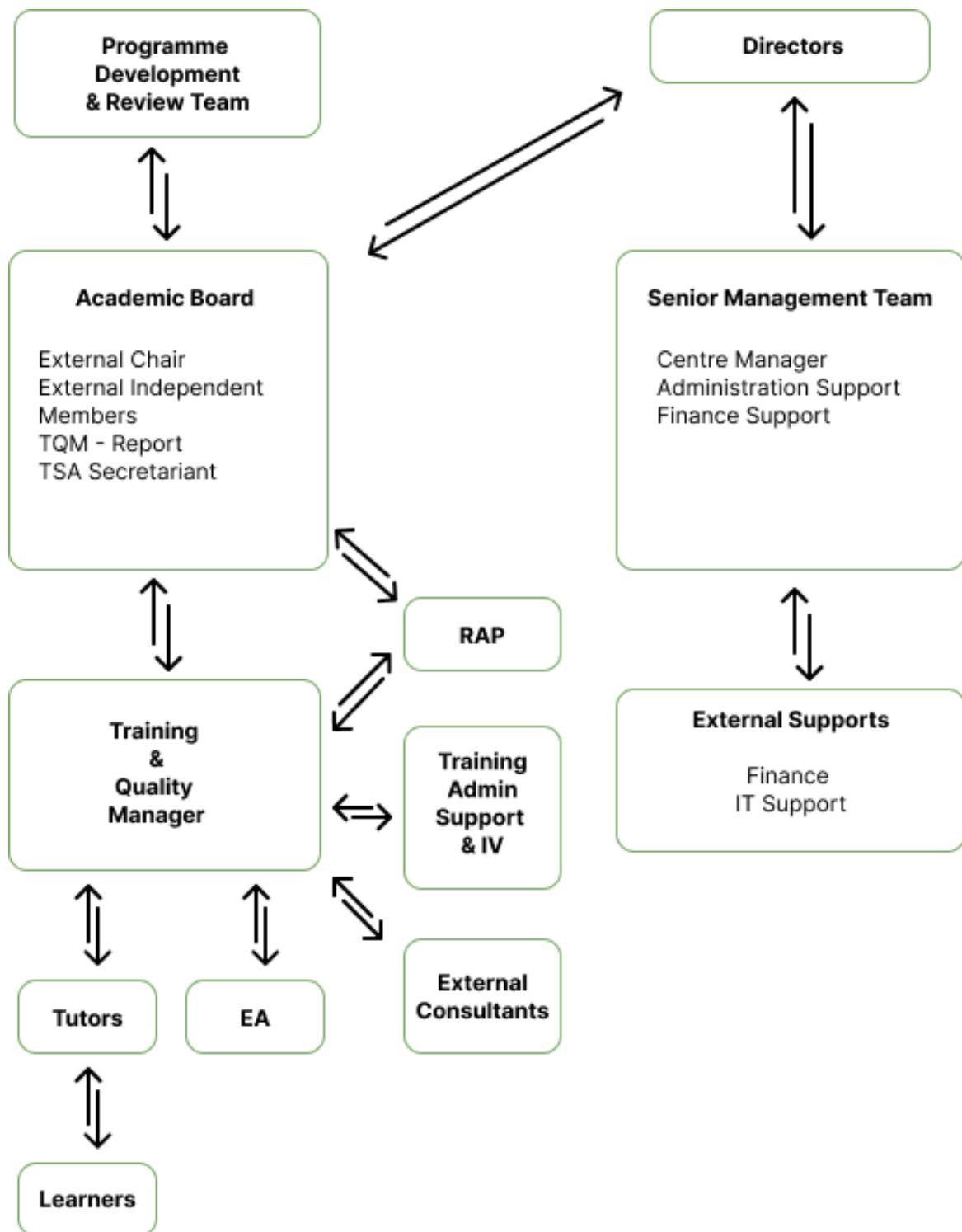
A dedicated Training and QA Manager coordinates the day-to-day implementation of the QAS in B&B Nursing.

There is a clear and transparent separation between the two areas of decision-making with the Academic Board delegated with academic oversight and the Senior Management Team being responsible for the day-to-day operational management of B&B Nursing as documented within the policies and procedures within the QAM and support documents.

B & B recognizes the limitation of our internal resources due to the company's size so look externally for advice, support and guidance as needs arise. The purpose of external support is to have independent confirmation that policies and procedures as developed under QQI Core Statutory Assurance Guidelines 2016 / QG1-V2 are implemented effectively for the ultimate benefit of our learners.

B & B Nursing consults widely with relevant stakeholders (e.g., health service representatives, other healthcare training providers, Tutors, Students, Employers, subject matter experts and regulatory/statutory bodies) to review and have input for improvement to current programmes as well as assist with programme development process.

Organisational Chart



Academic Board

Terms of Reference	Academic Board	Approved by the Senior Management Team
Associated Policy	CG1 Governance and the Management of Quality	Approval Date: 23/11/2023
Version Number and Date	V4	Effective From: 18/1/2024
Owner	Chair AB	Review Date: +2 years

Role

The Academic Board is responsible for all academic decision making. The AB reviews all training and assessment reports related to all academic activities to ensure high standards of training provision and authentication within the policies and procedures in place.

Membership and Tenure

The SMT appoints members to the Academic Board. Members serve for two years and can be reappointed for a further two years. The Board consists of a minimum of four and a maximum of eight members. The Chair is appointed by the SMT.

Membership of the Academic Board comprises of:

External Members

- ☐ Academic Chair
- ☐ Academic Advisor/s
- ☐ An experienced independent further education and training professional
- ☐ An industry representative/employer
- ☐ Past Learner

Internal Members

- ☐ Training & Quality Manager (Liaise with AB, no vote)
- ☐ Tutor/s * (who have not presented learner assessments for the certification period)
- ☐ Training Support Administrator (Secretariat only). The quorum for a vote is three members.

Members commit to

- ☐ Attending scheduled meetings
- ☐ Sharing communication and information
- ☐ Making timely decisions and taking appropriate action
- ☐ Be familiar with B & B Nursing QQI QAS system.

Members can expect

- ☐ To be provided with a comprehensive induction to the policies and processes as outlined in the QAS.
- ☐ To be provided with complete, accurate and meaningful information in a timely manner
- ☐ To be given reasonable time to make decisions
- ☐ To be alerted to potential risks and issues as they arise
- ☐ Partake in open and honest discussion.

Selection Criteria for Independent Members

- ☐ Knowledge and experience in the Further Education and Training sector or other relevant industry/sectoral experience.
- ☐ Academic sector specific qualifications at Level 7 or higher NFQ.
- ☐ Knowledge of governance practice and quality assurance implementation.
- ☐ Independent of B & B Nursing and have no commercial interest in B & B Nursing.
- ☐ Competent to appraise B & B Nursing's academic standards and QQI quality assurance system.

Functions of the Academic Board

- ☐ To consider and provide feedback, suggested improvements on results approval panel reports, programme reviews and external evaluations.
- ☐ Maintain oversight of the implementation of B&B Nursing's QQI Quality Assurance System (QAS)
- ☐ Approve QA reports prior to publication.
- ☐ Approve significant changes to the QA system including proposed policy changes.
- ☐ Review and adjudicate escalated academic complaints.
- ☐ Maintain oversight of the adequacy of PEL arrangements
- ☐ Review and monitor academic-related risk for the Centre's "Risk Register."
- ☐ Review new programme proposals and make recommendations to progress.
- ☐ Review and approve new programme documents prior to submission to QQI.
- ☐ Maintain oversight of teaching, learning and assessment strategies including the use of synchronous teaching where required to meet student needs.

- ☐ Approve and review mechanisms for stakeholder consultation.
- ☐ Ensure that Student interests are protected.
- ☐ Monitor the recommendations and implementation of improvements made by all review

Meetings

- ☐ The Academic Board meets in accordance with the certification periods being submitted by the centre to QQI QBS.
- ☐ Additional meetings can be called by the Chair if necessary.
- ☐ A quorum of at least three members which must include at least two external members. A copy of the QAS manuals is available for reference at meetings.
- ☐ Decision-making: By vote. Each member has an equal vote. The Chair has the casting vote.
- ☐ The QA Coordinator provides administrative support and maintains minutes, reports, and all other documentation.
- ☐ The QA Coordinator issues an agenda at least 10 working days in advance having agreed the agenda with the Chair.
- ☐ The QA Coordinator issues meeting minutes within five working days of a meeting having agreed the minutes with the Chair before they are issued.

Governance and Authority

The Academic Chair reports to the Board of Directors. Terms of Reference may be amended, varied, or modified in writing only after consultation and agreement by the SMT.

Supporting Documents

- ☐ Agenda Template
- ☐ Meeting Report Template

Report Schedule

Report/Document Title	To/From	Frequency	Presented by
Academic Board Meeting Report	To Directors	Following each meeting	Chair AB
Results Approval Panel Report	To AB	Following each RAP meeting	Training & Quality Manager
Report on the QA System	To AB	As required	Training & Quality Manager

Results Approval Panel

Results Approval Panel (RAP) maintains oversight of our assessment, certification, and authentication processes. The RAP operates under a documented term of reference, has an External Chair and reports to the AB.

Terms of Reference	Results Approval Panel (RAP)	Approved by The SMT
Associated Policies	Governance and the Management of Quality (CG1) Teaching and learning CG 5 Assessment of Students (CG6) Programmes of education and Training. Cg 3 Learner supports CG 7	Approval Date: 23/8/2023
Version Number and Date	V4	Effective From: 30/8/2023
Owner	AB Chair	Review Date: +2 years

Role

The role of the RAP is to comprehensively review the assessment process and assessment results and sign-off results before they are submitted to QQI QBS for certification.

Membership

- ☐ External Chair is appointed by the AB. The Board ensures that there is no conflict of interest.
- ☐ Internal Verifier
- ☐ Training & Quality Manager
- ☐ Tutor/s (who have not submitted Students for assessment approval in certification period)
- ☐ Training Support Administrator (Secretariat)

If necessary, the Chair may invite experts, e.g., External Authenticator, independent quality assurance specialist or subject matter specialist for guidance /advice if required where an issue may arise.

Selection criteria for the External Chair

- ☐ Experience of chairing committees
- ☐ Knowledge and experience in the further education and training (FET) sector in particular to appraise the standard of assessment.
- ☐ Appropriate academic qualifications
- ☐ Independent of B & B Nursing and have no commercial interest in B & B Nursing

Functions of the RAP

- ☐ Ensure results are in line with the guideline marking and grading scheme.
- ☐ Ensuring all results are quality assured and signed off by relevant personnel prior to submission to QQI.

- ☐ Make appropriate decisions about the outcome of the authentication processes.
- ☐ Track for consistency amongst tutors; especially where the same module is taught by multiple tutors.
- ☐ Confirm that there is evidence of appropriate record keeping and effective application of assessment and administrative procedures.
- ☐ Ensure any suspected irregularities are investigated and acted on.
- ☐ Note issues arising from the internal verification and external authentication processes for corrective action.
- ☐ Maintain oversight of assessment trends and results.
- ☐ Consider assessment-related risk.

Meetings

- ☐ The Panel meets per certification period for submission to QBS to review and sign off on results prior to submission to QQI for certification.
- ☐ Meetings are convened by the Training Support Administrator according to a schedule agreed in advance by the Board.
- ☐ A quorum of three must be present.
- ☐ Decision-making: Each member has an equal vote. The Chair has the casting vote
- ☐ A copy of the QAS documents is available for reference at meetings.
- ☐ The Training Support Administrator provides administrative support, maintains minutes, reports, and other documentation as necessary.
- ☐ An agenda is issued at least 10 working days in advance.

Minutes are issued within five working days of a meeting having agreed the minutes with the Chair before they are issued.

- ☐ The Training Support Administrator prepares the results approval panel report and agrees it with the Chair
- ☐ A copy of the Report is presented to the SMT and the AB

Governance and Authority

- ☐ The Results Approval Panel reports to the Academic Board
- ☐ This policy may be amended, varied, or modified in writing only after consultation and agreement by the AB.

Supporting Documents

- ☐ RAP Meeting Agenda
- ☐ RAP Report Template

Report Schedule

Report/Document Title	To/From	Frequency	Presented by
RAP Report	To: Academic Board	Following each RAP meeting	Training Support Administrator
Internal verification report	To RAP	Each meeting	Internal Verifier
External authentication report	To RAP	Each meeting	External Authenticator

Programme & Review Development Team

Terms of Reference	Programme Development Team (PDT)	Approved by the Academic Board
Associated Policy	Programmes of Education and Training. CG 3 Teaching and Learning (CG5) Assessment. CG 6 Learner Support CG 7	Approval Date: 23/8/2023
Version Number and Date	V4	Effective From: 30/8/2023
Owner	AB Chair	Review Date: +2 years

Membership

- ☐ Training & Quality Manager
- ☐ External Subject Matter Expert/s
- ☐ Industry/sector representative/employer when appropriate
- ☐ Tutor/s
- ☐ Training Administrative Support

Note: Members are appointed by the AB. The term of office is determined by the process. The team are also responsible for review for programme (annually on rotating basis per award).

Meetings

The team meets as required. Meetings are convened and coordinated by the Training Support Administrative who

- ☐ Writes up and circulates minutes/action plans to members within five working days of a meeting.
- ☐ Maintains minutes, reports, and all other documentation.

- ☐ A copy of the QA manual and support materials must be available for reference at meetings.
- ☐ Decision-making: By vote. Each member has an equal vote.
- ☐ Prepare draft programme proposal for consideration by the AB.
- ☐ Complete the programme for submission to QQI for validation/re validation.

Governance and Authority

The Programme Development Team report to the Academic Board

Functions of the PDT

- ☐ Research programme needs from the proposal form.
- ☐ Proceed with programme development once final approval is received from the **A Band** funding budget is secured from the SMT.
- ☐ Ensures that the design for a programme intended to lead to a QQI award is based on:
 - QQI Policies and Criteria for Validation of Programmes 2017
 - The published award specification (if a CAS award)
 - The requirements of programme validation
 - Centre policies and procedures as agreed in the QAS.
- ☐ Develop content, the scheme of work, lesson plans resource and administrative materials based on programme module descriptor.
- ☐ Design a formative and summative assessment strategy; devise assessment guidelines, instruments, marking and grading schemes.
- ☐ Considers the needs of Students with specific needs and design programme structures and materials which are inclusive and accessible.
- ☐ Engage with external expertise as required throughout the process to get their input.

- ☐ Draw up admission requirements, including arrangements for Recognition of Prior Learning for applicants that do not meet the entry requirements.
- ☐ Research and document transfer and progression options and consult with other providers who may be able to offer pathways.
- ☐ Engage with external stakeholders e.g., employers, industry representatives etc. as required.
- ☐ Identify likely threats and risks and mitigating measures.
- ☐ Pilot the programme, make amendments as recommended.
- ☐ Draw up the Programme Descriptor, the application for validation and a copy of all programme materials.
- ☐ Present to the AB for review and sign off for submission to QQI.
- ☐ On approval, complete tutor induction prior to programme delivery.

Reference Documents

Module Descriptor/ Component Specification

QQI Policies and Criteria for Validation of Programmes of Education and Training 2017B&B
QAM sections as relevant to Programme development

Report/Document Title	To/From	Frequency	Presented by
Proposal form	PDT	On approval to review need for programme	Training & Quality Manager.
PDT Report	To AB	Following each meeting	Training Support Administrator

Senior Management Team

Terms of Reference	Senior Management Team (SMT)	Approved by the Senior Management Team
Associated Policy	CG1 Governance and the Management of Quality	Approval Date: 23/8/2023
Version Number and Date	V4	Effective From: 30/8/2023
Owner	SMT	Review Date: +2 years

Role

The Senior Management Team is responsible for the day-to-day management of all activities and operations and the implementation of our strategic business plans.

Delegated Responsibility

The SMT has delegated responsibility to the Academic Board for the oversight of all academic related activities and academic decision-making.

Membership

Senior Management Team (SMT)

- ☐ Centre Manager
- ☐ Finance Officer
- ☐ Office Support Staff

Functions of the SMT

Financial management and budget allocation

- ☐ Strategic planning and implementation of business plans
- ☐ Operations and support services
- ☐ Administration and registration
- ☐ Risk management assessment and review
- ☐ Marketing, promotion, and business development
- ☐ Staffing, staff development, human resource management staffing
- ☐ Safety and safeguarding
- ☐ Facilities management
- ☐ Appointment of members and Chair of the Academic Board and the Results Approval Panel as necessary
- ☐ Monitor the effectiveness of governance structures.
- ☐ Relationship with QQI
- ☐ Review the Management System and reports.
- ☐ Performance and progress reviews on planned objectives
- ☐ Liaise with tutors and students for programme resources.

Meetings

- ☐ The SMT meets monthly.
- ☐ Meetings are convened by the Centre Manager according to a time date schedule agreed in advance.
- ☐ Additional meetings can be convened by the Centre Manager if necessary.
- ☐ A quorum for a vote is three members.
- ☐ The Administrator provides administrative support, issues agendas, and maintains minutes, reports, and other documentation as necessary.

Report Schedule

Report/Document Title	To/From	Frequency	Presented by
Management Accounts	To the SMT	At each meeting	Financial Officer
Training and QA Reports	To the AB	At each meeting	Training & Quality Manager
Staffing Schedules and reports	To the AB and SMT (payroll)	At each meeting	Centre Manager
Risk Register	To the SMT and AB	As required to be updated. (Minimum review annually)	Centre Manager &TQM

Training and Quality Manager

- ☐ Coordinate and schedule courses with appropriate planning for tutor and learner needs
- ☐ Liaise with Students and Tutors on an ongoing basis during course delivery and assessment
- ☐ Support Tutors in delivering high quality education and training programmes
- ☐ To ensure that staff involved in training and/ or assessment comply with internal quality assurance guidelines
- ☐ Coordination of tutor and support staff in Continuous Professional Development
- ☐ Identify and assess academic/programme related risk and maintenance of this section of the risk register
- ☐ Assist with programme design, development, and application to QQI for Validation
- ☐ Coordinate IV EA compile assessment summary and prepare RAP report, attend RAP meeting
- ☐ Keep abreast of current research in healthcare and education for adult learning sector.
- ☐ Coordinate and deal with reasonable accommodation/compassionate consideration and complaints
- ☐ Monitor and review tutor training requirements to ensure up to date and best practice for subject matter specialism and education and training teaching and learning methodologies.
- ☐ Monitor quality assurance within the training centre
- ☐ Liaise with QQI, other providers, sector agencies and external stakeholders as required
- ☐ Attend external training and quality meetings as required
- ☐ Day to day implementation monitoring, management and reporting of the QAS
- ☐ Responsible for coordination of self-evaluation process
- ☐ Report to the AB as relevant

- ☐ Coordinate the assessment appeals process
- ☐ Deals with Student complaints and coordinate the complaints process
- ☐ Train staff and tutors in the use of the QA system
- ☐ Make recommendations regarding updates for the Student and Tutor Handbook and Induction Presentation annually.

Training Support Administrator

- ☐ Provide administrative support to the Training & Quality Manager on all related aspects of training
- ☐ Advance preparation of teaching materials and supporting documentation for students and staff
- ☐ Initial point of contact for Students, guide through the registration process and ensure all required documentation is in place
- ☐ Attends meetings as required, circulate agendas, compile minutes and supporting documents, maintain minutes, reports, and documentation as necessary.
- ☐ Implement the administration requirements of the QAS on a day- to-day basis
- ☐ Complete internal verification, compile required related IV reports
- ☐ Input Student details and results to QQI via the QBS
- ☐ Coordinates the administration of an assessment appeal if needed
- ☐ Secure distribution of award certificates to students
- ☐ Maintenance/safe destruction of assessment materials
- ☐ Maintain Records Retention and Destruction Register

Tutor

- ☐ Delivery of course content and assessments as laid out in programme and assessment documents while ensuring all relevant Quality Assurance Standards of Practice requirements are adhered to
- ☐ Advise the student what they can expect as well as what is expected from them considering available learner supports available
- ☐ Act as the main and primary point of contact and support for Students throughout the programme
- ☐ Provide formative and summative feedback
- ☐ Maintain and record a register of attendance
- ☐ Encourage Students to reflect on their learning from each session and identify what worked well for them, what they learned etc.
- ☐ To ensure that assessments are adapted where advised and necessary without compromising the integrity of the assessment
- ☐ Work in an inclusive and supportive manner that is student – centered and focused
- ☐ Provide direction and instruction to Students on appropriate reading material and resources on B & B Nursing's Learning platform Google Classrooms
- ☐ To ensure the application/registration forms are completed for all Students
- ☐ To complete and return the Tutor report form(s) to the Training Manager highlighting any issues, problems or challenges and to make recommendations that will enhance the delivery of quality training
- ☐ To report any accidents or incidents and complete any paperwork allocated for that purpose
- ☐ To provide Students with sufficient verbal and written notice of assessment submission deadlines.
- ☐ Advise students where to access Learner handbook and induction resources.
- ☐ To mark and grade learner assessments fairly following assessment marking scheme and in line with the standards for levels as describer on the NFQ.

- ☐ Provide the Training & Quality Manager with weekly programme up- dates and inform of any issues or concerns that may arise for individual Students or with the content of the programme.
- ☐ Liaise with Training & Quality Manager for required resources
- ☐ If nominated to PDT assist and contribute to the development, review of high- quality content programme and associated resources in line with relevant QA and best education and learning practices for the benefit of learners.
- ☐ Participate in programme meetings and other meetings where appropriate
- ☐ Inform Training & Quality Manager of any external CPD completed and attend CPD offered by B & B Nursing

Internal Verifier

- ☐ Check that required assessment evidence is submitted by learners for each programme.
- ☐ Check that all programme administration and assessment paperwork is present and correct.
- ☐ Verify that the assessment procedures have been correctly applied using the techniques and instruments in the validated programme.
- ☐ Confirm that assessment evidence exists, and mark/grade results are checked, totaled and correctly recorded.
- ☐ That the marks allocated follow the marking and grading scheme, are correctly totaled on the individual learner marking sheet.
- ☐ The marks and grade awarded are transferred correctly to the Group Summary Sheet.
- ☐ That each learner is registered on the QQI web entry system (QBS).
- ☐ The Internal Verifier completes the Internal Verifier Report confirming the accuracy of the results awarded by the tutor during the assessment process.
- ☐ The report highlights any errors, irregularities or omissions identified in the process.
- ☐ Collate and monitor key performance indicators per certification period.

- ☐ The Internal Verifier Report is made available to the External Authenticator the Results Approval Panel and AB.
- ☐ Learner evidence from new tutors identified for external authentication.
- ☐ Prepare requisites per programme for External Authenticator visit.

External Authenticator

The role is to provide independent confirmation of:

- ☐ Fair and consistent assessment of learners in line with QQI programme validation agreement and centre QAS assessment policies and procedures.
- ☐ Ensure consistency of assessment results in line with NQF Grade Level Indicator Criteria
- ☐ Sign off QQI Authentication Report by Learner Group by Minor Award Result.

Qualifications & Experience

- ☐ Be a subject matter expert.
 - ☐ Have a background and knowledge of learner assessment in training / education ☐
- Be familiar with standards and systems in Education & Training and Training Centre assessment process and external authentication of assessment results.
- ☐ Work in a professional and confidential way and within the time frame agreed.
 - ☐ Operate within relevant code of practice. REF: QQI QA Assessment – Guidelines for External Authenticators, rev Feb 2015.
 - ☐ Complete site visit/ on line link on an agreed date to authenticate assessment evidence and process.
 - ☐ Pre-select the sample in line with the training centre sampling strategy and guidelines.
 - ☐ Check that records and assessment evidence is available and appropriate.
 - ☐ Review of internal verification reports and follow up of previous external authentication reports if appropriate.

- ☐ Review component/module assessment specifications, briefs, marking and grade schemes and indicative answers for award standards to be authenticated.
- ☐ Apply provider sampling strategy.
- ☐ Review and authenticate the grade(s) awarded to the learner in line with guidelines - QQI QA Assessment – Guidelines for External Authenticators, revised Feb 2015.
- ☐ Conduct a closing meeting with the Training & Quality Manager to identify any issues of concern and areas of good practice.
- ☐ Complete external authentication report and submit to the centre administrator within five working days of visit.
- ☐ Participate if requested by phone/zoom for clarification/queries to the RAP meeting.
- ☐ Maintain all information, documentation, report(s) and discussions as confidential.

Conflict of Interest

The External Authenticator assigned by the training centre must be independent of the centre. The Authenticator has a responsibility to inform the Training Centre if there is any conflict of interest which may arise or may bring into question the integrity of the process.

External Independent Consultant

The overall role of the External Independent Consultant is to carry out as contracted:

- ☐ A systematic and methodical analysis of a programme
- ☐ To undertake a self-evaluation of the Centre.
- ☐ Consultation on a particular area/ topic as required by the centre

Qualifications & Experience

- ☐ Be a subject matter expert.
- ☐ Have a background in training/education.
- ☐ Be familiar with standards and systems in Education & Training and Training Centre assessment process and external authentication of assessment results.
- ☐ Work in a professional and confidential way and within the time frame agreed.

Responsibilities and Tasks

- ☐ Conduct the required review within the agreed parameters
- ☐ Issue a report with findings highlighting both the strengths and weaknesses found.
- ☐ Discuss the findings and any recommendations with the Centre Manager
- ☐ The report will form the basis of a programme/ QMS improvement plan

Conflict of Interest

The External Consultant assigned must be independent of the centre and has responsibility to inform the Training Centre if there is any conflict of interest which may arise or may bring into question the integrity of the required review.

Centre Manager

- ☐ Manage and maintain the day-to-day operation of B & B Nursing
- ☐ Maintain the operational performance financial control systems of the organisation
- ☐ Engage in high levels of professional standards and practices with the team and respect confidentiality on all matters
- ☐ Promote and act as an ambassador of B & B Nursing
- ☐ Review sales and advertising campaigns for training programme
- ☐ Develop and review strategies to meet organization objectives
- ☐ Manage the commercial Risk register, Incident/Accident and Complaints Registers
- ☐ Responsibility for the accuracy of public information before publication
- ☐ Management and reporting on risk and maintain the risk register
- ☐ Acts as the Data Protection Officer (DPO) for Data protection requirements
- ☐ Review and manage staff and resource levels
- ☐ Securement of suitable external training venues as advised by training schedule
- ☐ Developing and implementing improvement frameworks, risk, and performance management systems
- ☐ Procurement of new equipment and resources, organization of preventive maintenance requirements, calling for repairs, maintaining equipment inventories
- ☐ Consult with all team members for the provision and supply of resources and materials.

Finance Officer

- ☐ Overall responsibility for the company's financial affairs
- ☐ Ensure finances are managed prudently, responsibly and legally
- ☐ Review monthly and end-of-year financial report
- ☐ Ensure that regular cost-benefit analysis is prepared
- ☐ Advise on all financial matters
- ☐ Ensuring Revenue Compliance
- ☐ Consults with Solicitor and Accountant as necessary.

Office Support Staff

(Office Assistant / Secretary/ Registration Officer)

- ☐ General office administration, generate reports, correspondence and particularly as related to accounts
- ☐ Answers phone calls, schedule meetings and support visitors.
- ☐ Prepare advertising and marketing material for approval.
- ☐ Undertake duties and responsibilities as delegated by the CM.
- ☐ Act as administrative support for the training support administrator during busy periods.
- ☐ Maintains email lists and records as relevant

Health & Safety Officer

B & B recognize the importance of this role in our health care training provision. We are committed to providing safe environments and will ensure that all Safety, Health, and Welfare guidance is followed. As a result of Covid-19, we are committed to health care provision and provide good guidance on all protective measures. This role is held by one of our Tutors to ensure compliance with Health care requirements.

Responsibilities:

- ☐ Ensure implementation in practice of legislation concerning safety and health
- ☐ Report any issues or concerns to the CM.
- ☐ Assist in the development of guidelines for Safety and Welfare
- ☐ Identify risks and hazards through risk assessment in our documented process and alignment to identified risk processes
- ☐ Assistance in the induction of new employees and provide information about their role

IT Support Services

IT Service Agreement is in place for

- ☐ Hardware asset inventory
- ☐ Notification of sub-standard hardware configurations
- ☐ Warranty information
- ☐ Detailed inventory of the software, Windows patch history and services on each computer
- ☐ Security Assurance
- ☐ Patch Monitoring & Management
- ☐ Virus Definition Monitoring & Management
- ☐ System Administration
- ☐ Help Desk & Emergency Support Systems

Risk Management

B & B Nursing are sufficiently aware of our legislative requirements to have effective safety measures in place for all areas of our practice. We are also conscious of our requirement to risk manage all aspects of our business, including financial, legal and academic governance.

The SMT is responsible for risk management and devolves responsibility for oversight of academic and training-related risk to the Academic Board. Academic risks are reviewed by the AB Chair who provides the Centre Manager with any updates for the risk register as required.

The Centre Manager records and categorises risks, evaluation, mitigation measures and their implementation on a risk register in a consistent manner which can be easily reviewed and provides a summary of risk status.

The risk management process is documented in the Risk Management Procedure. Our defined risk management processes and procedures are in line with best practice and follow risk identification, risk levels and control measures.

To ensure an effective system is promoted and maintained within B & B Nursing the following are implemented as required and risks identified:

- ☐ Perform risk assessments.
- ☐ Provide risk management awareness training as required to relevant stakeholders.
- ☐ Ensure that all operations are in line with regulations and legislation.
- ☐ Continually monitor and review potential risk/s.
- ☐ Complete and maintain a Risk Matrix

The following outline of policies and procedures is created under the standards defined for risk management and best practice.

The Risk Register provides a comprehensive overview of potential risks that could impact on the organization's continuous operations.

It highlights the mitigation measures that have been implemented to minimize the likelihood of these risks occurring.

The company follows a specific methodology outlined in the procedure for addressing risks and opportunities (to identify both risks and opportunities related to the Quality Management System (QMS)).

B & B Nursing Risk Management

Title	B & B Nursing Risk Management				
Version	5	Approver	SMTAB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	SMTAB
Purpose					
To identify levels of risk and to manage these risks to avoid any potential risks to our business including operational, financial, legal, academic and accreditations. To ensure that all operational activities and staff involved are aware of our need to be proactive in risk management.					
Procedure					
B & B Nursing will: Take into consideration the types of risk likely to arise. Determine the level of those identified risks for our organization by considering the impact of such risks. Effectively manage risk to ensure that our objectives, goals, and purpose are achieved. Create and maintain a risk register and management plan. Monitor and review the risk register regularly. Put a Contingency Plan in place in case of severe business disruption.					
Responsibility					
AB and AC TQM for academic risk. SMT for corporate risk					
Monitoring & Review					
The Risk Management policy is reviewed every year or sooner if required.					

Identification Policy

Title	Identification Policy				
Version	5	Approver	SMTAB		
Approval Date	Nov 2023	Review Date	Dec 2025	Committee/Team	AB CM
Purpose					
To identify all risks that will impact B & B Nursing and its stakeholders. To make informed decisions about which risk factors can impact B & B Nursing achieving its objectives.					
Procedure					
This includes all operational activities and all staff involved in the delivery of training. We will identify the risks and document as follows. Write each risk onto the risk register and management plan under the identified category. For each risk identified, record the possible consequences for the organization if it were to happen on to the risk register.					
Responsibility					
SMT TQM AB					
Monitoring & Review					
The AB will formally review the Risk Register on a six-monthly basis or sooner if required. Linked Documents: Risk Register, Minutes of meetings and records on our Internal systems.					

Analysis & Evaluation

Title	Analysis & Evaluation				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Sept 2025	Committee/Team	TQMCM
Purpose					
To analyze any potential risks and the impact on B & B To ascertain the impact of the risk on the company and all relevant stakeholders.					
Procedure					
We consider the possibility that each risk identified may occur and a risk register scoring matrix exists. - e.g., Highly Likely, Unlikely, Remote. Consider the possible impact that each risk identified may have, using the following criteria, catastrophic, major, minor. Calculate the Risk Level using the risk matrix to determine the overall risk level for each risk.					
Responsibility					
AC AB TQM Centre Manager					
Monitoring & Review					
Yearly or sooner as required. Records: Risk Register, Business Contingency Plan, Minutes and Action Points from meetings					

Risk Mitigation & Control

Title	Risk Mitigation & Control				
Version	5	Approver	SMTAB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	CM TQM
Purpose					
To confirm the organization's response to managing/controlling the risk and to have a plan in place for managing and mitigating a risk identified as part of the Risk Identification Policy.					
Procedure					
Risk Management may be undertaken by choice of the following four options: • Avoid the risk. • Reduce the risk. • Share the risk. • Accept the risk. Avoid the Risk. Avoiding might involve: Removing the activity that would create the risk or engaging in an alternative activity or removing the source of the risk. Reduce the Risk. Risk exposure may be limited by reducing or controlling the possibility of event occurring. The following may reduce or control the potential of an event occurring: Policies and Procedures Internal and External Audits Continuous Quality Improvement Activities Adherence to Quality Standards Structured Training Support and Supervision The following may reduce or control the impact of an event occurring:					

Contingency Planning / Financial Control Planning / Public Relations/Academic Activities

Share the Risk involves an all-party approach so that stakeholders assume a level of risk relative to their role; thus, the risk becomes less burdensome.

Accept the Risk - We will not undertake any activities that would have a significant impact and are highly likely to occur after mitigation measures have been taken.

Note

Activities (highlighted in amber on the matrix) can only be undertaken after detailed examination and with the Centre Manager's approval, where the occurrence is considered highly likely.

Responsibility

CM TQM AC

Monitoring & Review

Yearly or sooner as required.

B & B Nursing - Risk Matrix

Risk Matrix – Acceptable “Net Risk” after mitigating action has been taken

		Likelihood				
		Remote	Unlikely	Possible	Likely	Highly Likely
Impact	Score	1	2	3	4	5
Catastrophic	5					
Major	4					
Moderate	3					
Minor	2					
Insignificant	1					
Acceptable Risk						
Marginal Risk						
Activities considered marginal can only be undertaken after detailed scrutiny and with the approval of the Centre Manager						
Marginal activities include:						
Catastrophic, considered unlikely.						
Major considered possible or likely.						
Moderate, highly likely.						
Unacceptable Risk						

Management of Quality

It is the policy of B & B Nursing to provide responsible oversight of the QQI QAS using a combination of our own experience, guidance from national agencies and external professionals.

This oversight extends to programme delivery and assessment, certification, programme development, validation, monitoring, evaluation and review. Strengths and weaknesses are identified during reviews and evaluations with the intention of driving improvements.

Objectives are reviewed each certification period by way of reports (Tutor, Learners IV, EA, RAP) with findings collated and presented to the RAP and AD meetings.

We use the findings of internal and external monitoring and evaluation systems to develop and implement plans for amendments as required along with continual improvement and to anticipate and mitigate risk.

We aim to be collaborative in the way the centre is managed and reflects our strong commitment to our students, their employers, our Tutors and all stakeholders.

Maintaining the QAS

We undertake a comprehensive review of the QA system every two years with the input of an external QA consultant to ensure that it meets our changing needs, regulatory requirements, and the needs of our stakeholders and is an effective contributor to improving the quality of programmes and services. The resulting quality report is presented to the Academic Board.

There are sufficient resources in place to ensure the sustainability of the training centre. Under company law accounts are audited annually. The finance officer communicates all required financial matters to the CM on a regular basis.

The Student Voice in Quality Assurance

We value Student feedback and are committed to taking timely action in response to recommendations for improvements where valid issues are raised. We listen and act on feedback gathered through the student and trainer evaluation forms, meetings, complaints, programme review, evaluation and maintaining contact with class reps. We have a student as a member of our Academic Board.

Embedding a Quality Culture in B & B Nursing

- ☐ The role of each staff member and tutor in assuring quality is set out in their role description and is addressed at induction.
- ☐ Copies of our QAM and supporting documents are easily accessible to those who need to use them and to other stakeholders and the public on our website.
- ☐ We expect all staff and tutors to be proactive in implementing the QAS
- ☐ We contract tutors who are committed to helping Students achieve their potential
- ☐ We invest time and resources in assuring quality and maintaining a system which makes it easier to embed quality in everything we do.
- ☐ Quality-related issues are an agenda item at all governance and team meetings.
- ☐ We invite feedback from internal and external stakeholders with regard to the quality of what we do and act on the feedback as deemed necessary and appropriate.

CORE GUIDELINE 2 DOCUMENTED APPROACH TO QUALITY ASSURANCE

Documented Policies and Procedures

Documented Policies & Procedures					
Title					
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM Tutors TSA,SMT. Externals relevant
Purpose					
B&B has a documented QAM with policies and procedures and associated documentation and records developed for as per QQI 11 core guidelines. In support of QAM there is a Student Handbook which is available on Google Classroom. Details of programme content, delivery methods, assessment techniques and student briefs, deadlines for assessment submission, research resources, required administration and assessment documents and records. The Tutor handbook is available Google Class room with the same content as students with the addition of marking and grading sheets, sample answers and required administration and assessment documents and records.					
Procedure					
The manual and its supporting documents guide the day-to-day activities of our Training centre to ensure the highest quality of educational provision for our learners. Documents and records are created and or amended as required in association with relevant staff and approved by the AB. A copy of our QAM is published on our website when it has been approved, internally by our Academic Board and externally by QQI. There is a copy of the QAM available for reference at RAP and AB meetings. The QAM and the associated procedures are key documents for induction training All staff are inducted in implementation of the QAS. All Tutors who deliver on behalf of B&B nursing are inducted to QAM as well as the Tutor and Student Handbook.					

Members of the AB, EA and external as required have access to the QAM at appointment to become familiar with the policies and procedures.

An electronic copy (and all updated versions) copy of all documents is available to users on a shared internal drive folder.

Student and Tutor Handbooks

We regard the Student and Tutor Handbooks as key components within our QA documents. They are reviewed annually with approved updates on stakeholder feedback made as deemed appropriate. They are reissued with a new version number and date.

The Training Support Administrator removes all previous versions from online QA folders and archives them.

Student Handbooks are available at or in advance of induction

Our aim is to make the handbooks user-friendly as possible with concise content. The contents are linked to the quality assurance policies and procedures which are most relevant to the users.

Responsibility

B&B has a documented QAM with policies and procedures and associated documentation and records developed for as per QQI 11 core guidelines.

In support of QAM there is a Student Handbook which is available on Google Classroom. Details of programme content, delivery methods, assessment techniques and student briefs, deadlines for assessment submission, research resources, required administration and assessment documents and records.

The Tutor handbook is available on Google Classroom with the addition of marking and grading sheets, sample answers and required administration and assessment documents and records.

Monitoring & Review

This policy is reviewed annually or more frequently if required. It is important to note that this is a “living document” that will be monitored and reviewed on an ongoing basis with self-evaluation completed on a rotating schedule per major award and the centre itself.

Document Control

Title	Document Control				
Version	5.0	Approver	AB		
Approval Date	Nov 23	Review Date	Jan 2025	Committee/Team	AB SMT TQM
Purpose					
To ensure current version of documents and records are in use for consistency and prevent the use of obsolete documents.					
Procedure					
Documents are controlled using header and footer and use of amendment sheets to track and record changes. Information noted is the original issue date, version no, date of revision, approved by. It is accepted that any external printed matter, e.g., brochures, reference materials are not controlled. Policy and procedures will use a standard template format in which the below • Document Title • Version • Approver • Approval and Date • Review date • Committee /Team • Purpose • Procedure (some further information on procedures are expanded in text within the relevant section) • Responsibility • Monitoring and Review Policy and procedure documents with proposed changes involves reviewing and updating to proposed change, updating revision status, getting formal approved. Removing obsolete documents and archiving. Stages followed when developing a new policy. • Identification of policy change Drafting of policy					

- Approval of policy

Responsibility

TQM TSA AB SMT

Monitoring & Review

This policy is reviewed every year or more frequently if required. Ongoing monitoring and review as required Document Control Schedule.

CORE GUIDELINE 3 PROGRAMMES OF EDUCATION AND TRAINING

Title	Programme Needs Assessment				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	As list below
Purpose					
B & B Nursing recognises the importance of conducting a Programme Needs Analysis to ascertain the viability of a new programme. This policy applies to all programmes developed by B & B Nursing for validation/revalidation.					
Procedure					
Before any new Programme approval, B & B Nursing will conduct a Programme Needs Analysis using a range of sources • Academic Board • Senior Management Team Tutors. • Feedback from current Students. Networking within the industry. • Healthcare Industry feedback. • Enquiries from perspective Students, Employers. Relevant sector agencies e.g., HSE All data collected during the need's identification is collated to a programme proposal form by the TQM from stakeholders for proposed new programme development. SMT to confirm the availability of all resources as well as the finances available to ensure the sustainability of a programme.					
Responsibility					
PDT, AB and SMT (for finance)					
Monitoring & Review					
Review of need for new programme development This policy is reviewed annually or more frequently if required.					

Programme Development

Title	Programme Development				
Doc Ref:	B&BP-09	Version	5	Approver	AB
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	PDT
Purpose					
B& B will ensure that all programmes are designed to enable Students to develop and achieve the learning outcomes required for a specified award, enhance their employment opportunities or progress in the healthcare setting.					
Procedure					
When it is agreed that a programme is for development the AB will assign a Programme Development Team (PDT) Training and Quality Manager Industry/sector representative/employer when appropriate Tutor/s An internal/external subject matter expert, as deemed appropriate. Training Support Administrator acts as secretariat N.B: No member of the design team will be part of the final approval process this is delegated to the AB. The PDT will; - Identify the appropriate Programme Module with the relevant Learning Outcomes as Identified in the training needs analysis - Develop the programme content, course materials, assessment techniques and tools used on the selected module descriptor on CAS taking into account the mapping of MIMLO'S and MIPLO'S to content and assessment, the learner profile and the learning environment for delivery - Determine the timeline and deadline for Student submission of assessment techniques aspect programme module descriptor. - Engage with external expertise as required throughout the process to get their input - Ensures that the design for a programme intended to lead to a QQI award is based on QQI Policies and Criteria for Validation of Programmes 2017. The published award specification (if a CAS award) The requirements of programme validation - Draw up admission requirements, arrangements for Recognition of Prior Learning for					

applicants that do not meet the entry requirements

- Research and document transfer and progression options and consult with other providers who may be able to offer pathways
- Identify likely threats and risks and mitigating measures

The following resources are used to assist them in the development of the Programme.

- QQI Policies and criteria for the validation of programmes of education and training (2017) QQI Guidelines for Preparing Programme Descriptors
- Quality Assuring Assessment Guidelines for Providers May 2007
- Quality Assurance in Further Education and Training Policy and Guidelines for Providers v1.3 Quality Assuring Assessment: Policy (FETAC)
- Determinations for the Outline National Framework of Qualifications (NQAI) - pages 16 and 19
- John Biggs Constructive Alignment Model (1996)
- Blooms Taxonomy of Educational Objectives (1956)
- Assessments - Guide to Taxonomies of Learning (O'Neill & Murphy, 2010, UCD)

Supporting Procedures

- Programme Design, Approval and Validation
- Programme Delivery
- Supporting Documents
- Programme Proposal form

Responsibility

PDT for development. AB from an academic approval and quality assurance perspective.
The SMT from a viability and financial perspective

Monitoring & Review

This policy is reviewed every year or more frequently if required.

Programmes are reviewed ongoing through verbal feedback from students tutors employers and industry. Written feedback is incorporated for each programme by student and tutor evaluations.

Programme Approval

Title	Programme Approval				
Version	5			Approver	AB
Approved Date	Nov 2023	Review Date	Jan 2025	Committee/Team	PDT
Purpose					
B & B Nursing follows rigorous procedures for the approval and official validation of new programmes. This ensures that all programmes are of a high standard, are feasible, fulfill the learning outcomes outlined and are checked and approved internally before being submitted to the awarding body for validation. To ensure that all programmes are checked and approved by AB before being submitted to the QQI for validation. The Policy applies to all programmes developed and revalidated by B & B Nursing.					
Procedure					
The Programme Development Team complete all programme materials. They will present all to AB for consideration. Amendments will be made as required. The PDT will look for approval from the AB to submit to the QQI for validation. Seek required funding from SMT for validation fee. Submit the application for validation to QQI					
Responsibility					
Programme Development Team AB SMT					
Monitoring & Review					
This policy is reviewed annually or more frequently if required. Programme Material, Minutes, and Action Points from meetings.					

Protection for Enrolled Learners

Title	Protection for Enrolled Students				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	AB SMT TQM

Purpose

The Qualifications and Quality Assurance (Education and Training) Act 2012 Part 6 (Sections 64-67) outlines the requirements for compliance by providers and by QQI. The Act specifies that PEL applies to programmes of three months duration or more and where fees have been paid by, or on behalf of, the learner.

To ensure there are arrangements in place to protect students should the organization cease to trade

Procedure

As a Provider of programmes subject to PEL we have arrangements in place to protect students on these programmes.

The TQM is responsible for managing PEL arrangements and ensuring that Students enrolled on the programmes to which PEL applies are aware of the arrangements.

At date of this QA B & B PEL contractual agreements and arrangements are in place with:

- ☐ Kilmuckridge Centre of Further Education, Cosher Centre. Kilmuckridge. Gorey, Co. Wexford
- ☐ Forus Training, Castle House, Castle St, Bellview, Mullingar, Co. Westmeath
- ☐ RSG Flexible Learning College, Derrane, Co Roscommon
- ☐ The College of Progressive Education, 8/10 Rock Hill, Main Street, Blackrock, Dublin.

The AC reviews the arrangements annually and confirming that PEL arrangements are in place that meets B & B statutory obligations. Any updates in relation to PEL are issued to students and tutors.

B&B will continuously review and adopt best practice for PEL and seek clarifications from QOI as required.
Responsibility
ABT QM and SMT
Monitoring & Review
This policy is reviewed every year or more frequently if require Ongoing monitoring and review as required in conjunction with alternate providers and QOI.

Learner Admission, Progression and Recognition

Title	Learner Admission, Progression And Recognition. (RPL)				
Version	7	Approver	SMT		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	SMT

Purpose

To ensure that students are aware of information and arrangements for access to programmes, transfer and progression routes within a B&B validated major award.

Procedure

Access and Programme Admission

B & B have a fair, transparent and consistent approach to Student entry and selection in accordance with the Equal Status Act 2000 and amended by the Equality Act 2004.

We accept all applications and welcome those learners who meet programme entry criteria and requirements (in line with those specified by QQI award specifications).

For programme access and application;

We provide comprehensive, accurate and clear information on the programme through our website, brochure, and one-to-one meetings.

B & B as the training provider is available to prospective Students to assist them in making a decision to undertake the programme best suitable for their needs before they apply for a place.

B& B have a fair and transparent selection process based on students that meet programme entry criteria.

B & B promotes inclusivity and diversity and welcomes all applications for consideration.

B & B aims is to ensure Students are provided with the most appropriate and up to date information to ensure they are aware of personality and skill sets required caring for vulnerable and sick patients on completion of a programme.

Garda Vetting

Garda Vetting is a legal requirement under the National Vetting Bureau (Children and

Vulnerable Persons) Acts 2012 to 2016 for the vetting of persons carrying out work with children or vulnerable persons.

All Students applying for a learning programme with B&B whereby there is a mandatory work placement carrying out work with vulnerable people or children must complete the Garda Vetting process before been offered a place on the Major Award Programme.

These include the following:

Healthcare Support 5M4339

Nursing Studies 5M4349

Intellectual Disabilities Studies 5M1652

Supervisory Management Skills 6M4329

No tuition fees are accepted until the Applicant has meet all the entry requirements to include Garda Vetting Disclosure.

Students are made aware of the time and workload involved in learning content and preparing and completion of assessments with a reasonable level of effort on their part to succeed on the programme.

Applicants are sent an Application Form that must be completed and reviewed by the TQM / Tutor to verify that applicants meet all entry requirements.

- B&B Nursing conduct interviews and practical written assessments prior to being offered a place on a programme to ensure they meet the entry requirements and English proficiency to succeed on the Programme. The written tests are judged using the assessment instruments and standard of marking used by the Tutors for QQI award assessments.
- Subject to meeting all entry requirements B&B offer places based on the strongest match and then on a first-come first-served basis where applicants are equal.
- We encourage anyone who is interested in applying for a place to talk to us before they apply.
- We clearly outline the entry criteria and the level of commitment and effort required.
- The applicant must confirm that they understand and meet the minimum entry requirements and that they are available to attend the scheduled sessions
- If a student is seeking support from a funding agency, we issue them with a letter of

acceptance

- If we refuse an applicant a place, written feedback provided on the reasons why a place is not offered informing the applicant that they can appeal this decision.

See reference and guidance tables following:

- Information and access pathways.
- Equipped to participate criteria for access at NFQ Levels 5 and 6 programmes.
- Guidelines for English Language Requirement | Language Proficiency | Desirable Language Skills.

Progression

B & B recognises the importance of learning as a pathway for employment entry and career advancement. To that end B & B tutors and TQM will assist students with progression to the modules within their major award by way of scheduling and guidance on content and assessment requirements. Progression routes are available from B & B validated Level 5 to Level 6 programmes

B & B can on an individual student basis if required provide information and guidance to students on progression routes to 3rd level education and/or programme opportunities in local ETBs to plan for future learning and career opportunities

To guide students to agencies for further information e.g., to local Guidance Service in Local ETB.s. For non-national students to NARIC for advice on the academic recognition of foreign qualifications by comparing it where possible with a major award type and level on the Irish NGQ.

Recognition of Prior Learning.

B&B reviews all applications individually. The Tutor/TQM will explain to prospective students the following access requirements.

- Requirements as stated in the QQI module / component specification for each minor award.
- Criteria as detailed in the Equipped to Participate Criteria for access at NFQ Levels 5 and

6 programmes.

- The necessity for students to have the personality traits and Garda Vetting Disclosure to assist vulnerable people.
- For non – nationals, where applicable - the Guideline for English Language Competency.

Students with one or more modules of a full award completed with another provider are accepted provided:

- The minor award/s are recognized in the Major Award offered by B & B.
- That the minors completed are currently recognized on CAS. If outdated, then the TQM / TSA explains to the student that the module credits are no longer valid for inclusion to achieve the major award and an alternative is available and suggested for completion.

Applicants for exemptions must submit the original award certificate (not a copy) to the TSA/TQM who retains a copy and returns the original immediately to the applicant by registered post. The certificate must have been achieved in a timeframe in line with QQI guidelines.

Given the size and scope of B & B as a QQI provider and with no staff qualified in RPL or RPL mentoring experience any Student requiring portfolio collation of evidence for RPL is directed to the local ETB healthcare Coordinator or Adult Guidance Officer.

Responsibility

TQM Tutor. TSA

Monitoring & Review

This policy is reviewed annually or more frequently if required.

B&B Website.

Student Handbook - Guidelines for English Language Competency.

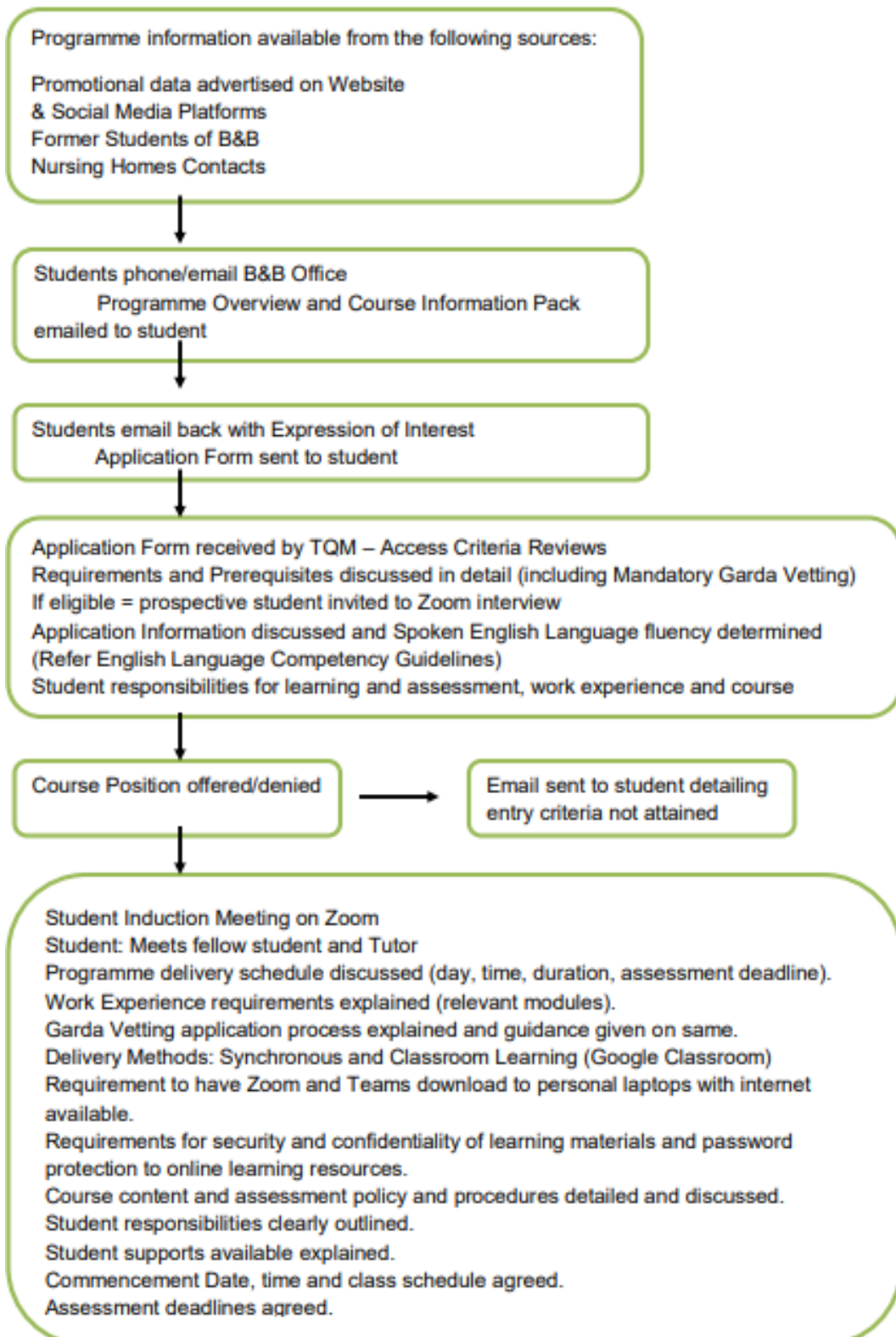
Equipped to Participate Criteria.

Student Access Criteria for Programmes at NFQ Levels 5 and 6

Criteria for assess and admission	NFQ Levels 5 and 6
1. Educational Requirements:	Leaving Certificate, Level 4 Certificate, or equivalent in a relevant subject area for Level 5 course. Leaving Certificate, Level 5 Certificate, or equivalent in a relevant subject area for Level 6 course. Relevant practical experience (minimum of 3 years) or Recognition of Prior Learning (RPL) for entry.
2. Exemptions:	Possible exemptions from certain course components for individuals who already hold a QQI award or any healthcare/childcare award
3. English Language Requirement Language Proficiency Desirable Language Skills	Prospective applicants interested in courses offered by B & B Nursing Ltd. must showcase a proficiency level in the English language equivalent to CERFL B2+ to effectively engage with introductory subject matter in their respective fields of study, as all course materials are delivered in English. Evidence of competence and certification to this standard can also be demonstrated by means of the following assessments: IELTS (International English Language Testing System) or Cambridge, valid from within the last two years. In circumstances where continued doubt exists in relation to a learner's language proficiency after the above evidence has already been obtained, B&B Nursing will conduct an internal assessment.
4. Garda Vetting:	Garda Vetting Disclosure is mandatory for participation for all of this Healthcare Course, and students can apply for this through B&B Nursing Ltd.
5. IT Skills.	Students must have basic IT skills and access to necessary equipment, including a computer, broadband, email, Microsoft tools, and recording equipment for some skills demonstration tasks. The student will need to be proficient in typing in Microsoft Word format in order to submit assessments and supporting administration forms
6. Independent Learning and Effort	As the programme is delivered through Synchronised Learning (Online Zoom and Classroom) students must be capable of studying on their own initiative. Approximately 150 hours of study effort are required for QQI Level 5 or Level 6 modules.
Additional Information for	

Prospective Applicants	
1. Practical Work Placement:	Students are required to undertake a practical supervised work placement of a minimum of 120 hours within a healthcare setting.
2. Additional Courses:	Manual Handling People Handling course in conjunction with the programme is mandatory.
3. Assessment:	Assessment methods include a combination of final written examinations and continuous assessment processes, such as assignments, collection of work, learner records, projects, and skills demonstration.
4. Employment Opportunities	The programme is suitable for those looking to work as Healthcare Assistants employed by the state sector, agencies, registered care settings, private nursing homes, or those on work experience within a care setting.
5. Transfer and Progression:	The course is listed on the Higher Education Links Scheme and can be used to obtain access to higher-level courses (e.g., Level 7 or 8 on the National Framework) in related fields.
6. Generic skills such as literacy/ numeracy/ interpersonal skills.	Student undertaking Level 5 & 6 programmes must be proficient at reading, drafting, preparing, and understanding information across a broad range of topics, including quantitative information. Texts may include information in relation to a family circumstance, a work-based plan or solution community concern.
7. Specific supports available	Information on student supports is provided at interview and in the student handbook. Students requiring reasonable accommodation must notify B&B Nursing prior to or at interview.
8. Evaluate personal capacity to succeed within a programme either independently or with support	Students can discuss with B&B Nursing on how they can be assisted on the programme at enquiry/interview.

Student Access and Application Pathway



CORE GUIDELINE 4 STAFF RECRUITMENT, MANAGEMENT & DEVELOPMENT

Staff Recruitment

Title					
Staff Recruitment					
Version	6.0	Approver	AB – Academic SMT- Contracts		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA SMT
Purpose					
B & B Nursing recognises the importance of recruiting qualified and experienced professional full/part -time/ contract staff to ensure the provision of a quality service for students. To ensure B & B has a structured approach to recruitment and selection. Ensuring tutors employed have qualifications and experience to fulfill their roles. Ensure that new staff are fully inducted and supported to allow them achieve their full potential and provide a successful learning journey for students. Note: The principles for recruitment of staff for the business side of the company broadly follow those for teaching staff however adapted to the required role.					
Procedure					
	A. At Level 5		B. At Level 6		
Qualification/s in subject matter	- Minimum NFQ level 6 Train the Trainer or equivalent. - Health Services Supervisory Management Skills 6M4978 with distinction or equivalent plus preceding - NFQ Level 5 Healthcare Support 5M4339 with distinction or equivalent.		- Minimum NFQ level 8 degree. The degree must be in a field directly related to the subject they will teach. - And NFQ Level 6 Train the Trainer or equivalent.		

Experience Work	• Previous Teaching at QQI Level 5. Minimum of 3 years of experience in teaching at this level or equivalent. • Minimum 3 years work in a health-related workplace. • Proven track record in delivering courses that combine online and in-person teaching methods. • Demonstrated ability to adapt teaching strategies to both virtual and physical classroom environments. • Skilled in managing and facilitating groups of varying skill levels. • Ability to engage students effectively, catering to different learning styles. • Excellent verbal and written communication skills. • Ability to build rapport with students and create an inclusive learning environment.	• Minimum of 3 years work in a health-related workplace • A minimum of 3 years of teaching experience at QQI Level 6 or higher. • Experience in curriculum development, assessment design, and student supervision at an advanced level. • Practical experience in the industry relevant to the subject matter. • Ability to integrate real-world experience into teaching to enrich the learning process. • Demonstrated depth of knowledge in the subject area, with the ability to cover advanced topics. • Engagement in continuous professional development to stay updated with the latest trends and research in the field. • Proven ability to mentor and guide students towards higher education or professional careers. • Skills in advising students on career pathways and opportunities in the industry.
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Level 5 Programmes: These are foundational and introductory in nature, requiring tutors with a solid understanding of the basics and the ability to teach fundamental concepts. The emphasis is on making foundational knowledge accessible and engaging to students who may be new to the subject.

Level 6 Programmes: These are more advanced, often requiring a deeper understanding of the subject matter. Tutors for these programmes need to have a higher level of expertise, often derived from advanced academic study and practical experience in the field. This ensures they can effectively convey complex concepts and engage with more in-depth and specialised topics.

Evaluation of Candidates' Qualifications, Teaching Experience, and Industry Experience:

- **Comprehensive Evaluation:** Candidates are evaluated on a range of criteria including their academic qualifications, teaching experience, and relevant industry experience. This holistic approach ensures that tutors are well-rounded and capable of providing a quality educational experience.
- **Verification of Credentials:** All qualifications and experiences claimed by candidates are thoroughly verified to maintain the integrity of the recruitment process.

Emphasis on Teaching Skills for Level 5 and Subject Matter Expertise for Level 6:

- **Level 5 Focus:** At this level, the emphasis is on the ability to teach foundational concepts effectively, requiring strong pedagogical skills and the ability to engage students who are new to the subject.
- **Level 6 Focus:** Here, the focus shifts to in-depth subject matter expertise. Tutors must not only understand advanced concepts but also be able to connect these concepts to real-world applications and current industry practices.

Process of Selection and Prioritisation of Criteria:

- **Structured Selection Process:** The selection process involves a structured approach where the various criteria are prioritised based on the specific requirements of the programme level.
- **Balancing Different Aspects:** While academic qualifications are crucial, equal importance is given to teaching experience and industry relevance, ensuring a balanced approach to the selection process.
- **Tailored to Programme Needs:** The prioritisation of criteria is tailored to the specific needs of each programme, ensuring that the selected tutors are the best fit for the course they will be teaching.

Transparency and Consistency

Importance of Clear and Consistent Criteria in the Recruitment Process:

- **Objective Decision Making:** Clear and consistent criteria ensure that tutor selection is based on objective standards rather than subjective judgments. This promotes fairness and equity in the recruitment process.
- **Standardised Process:** Having a standardised set of criteria across all programmes helps in maintaining consistency in the quality of education. It ensures that regardless of the course or level, all tutors meet a high standard of expertise and teaching ability.
- **Reduction of Bias:** Clear criteria help in reducing biases in the selection process, ensuring that all candidates are evaluated based on their merits and qualifications relevant to the role.

2. Ensuring Understanding and Awareness Among Potential Tutor Applicants:

- **Clear Communication:** Clearly communicated criteria ensure that potential applicants understand the expectations and requirements of the tutoring roles at B&B Nursing Ltd. This aids in attracting the right candidates who are best suited for the roles.
- **Informed Applicants:** When applicants are aware of the specific criteria and expectations, they can better assess their own fit for the role and prepare accordingly for the application and selection process.

Responsibility

TQM TSA AB CM

Monitoring & Review

This policy is reviewed annually or more frequently if required.

Advertisement, Job Description, Interview checklist and summary notes, Correspondence (emails, letters etc.) Employment Contract, Tutor Handbook administration and reporting documents relevant to role. Garda Vetting Disclosure.

Staff Management

Title		Staff Management			
Version	5	Approver	AB		
Approval	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM SMT
Purpose					
To ensure that B & B manage staff to meet and exceed all stakeholders' expectations in the company and particularly students. B & B recognizes the importance of recruiting qualified and experienced professional full/part-time and contract staff to ensure the provision of a quality service for students.					
Procedure					
All new employees complete B & B Induction as relevant to their role. The TQM is responsible for the induction of new employees. Access is provided to new tutors to all relevant manuals, handbooks, programme resources and administration documents for review. The TQM will explain, discuss and clarify any queries and or issues at an induction meeting. Induction will take place over a period not to exceed 3 months, depending on the job and role specification. The TQM completes a detailed induction to new tutors prior to delivery of the first programme. The TQM is available to assist any tutor during programme delivery and assessment. B & B benchmarks performance against other center's delivering the same programmes by reviewing the statistics available on the QQI website on an annual basis. Development needs will be discussed and where required resources will be put in place to assist them. Tutors are given access to Programme resources and assessment instruments on a shared folder in Google Classroom. Peer to peer (tutor to tutor) mentoring is available for all new and current tutors in relation to all aspects of programme delivery and assessment. This is supplemented by ongoing mentoring and					

support from the TQM and CM available as required.

Tutor performance is based on:

- Feedback from students
- IV EA RAP reports
- Grade results analysis
- Comparison of above with tutor/s delivering the same minor/ major award.
- Rates of Student attendance
- Assessment results
- Complaints/appeals registers

Communication with all staff is critical and recognised as integral to the provision of quality and successful student learning experience successful.

Communication channels include:

- One to one discussion.
- Peer to peer mentoring
- Phone and E mail
- Google classroom
- Website
- Meetings- on line / in person
- Staff outings
- Social media platforms
- Feedback reports from IV EA RAP AB.
- Feedback results from internal monitoring, review and from the self-evaluation process

Using the feedback from above for improvement to include but not limited to:

- Review of training styles and methodologies
- Use of new technologies
- Adaptation of content in line with revised / new Health sector requirements.

Identified needs are incorporated into CPD planning.

- If a substitute Tutor is required to cover for an absence the TQM substitutes a suitably qualified replacement tutor, briefs them in advance and facilitates temporary access to the student group online programme folder.

Responsibility

The TQM is responsible for the management of Tutors and the Training Support Administrator

The SMT has overall responsibility for staffing staff

The Academic Board maintains oversight of programme staffing through reports from RAP and TQM

Monitoring & Review

This policy is continuously monitored and reviewed annually or more frequently if required.

Induction Records, One to One Meeting Notes, Action Plans.

Staff Development

Title					
Staff Development					
Version	4.0	Approver	AB –		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM SMT
Purpose					
B & B Nursing have a highly skilled teaching staff coming from various educational backgrounds and disciplines in the Healthcare sector. CPD improves Tutor performance and increases self-confidence and motivation and as a result leads to job satisfaction. We monitor tutor performance to ensure pedagogical and professional standards are maintained. We provide a supportive environment which facilitates the continuous professional development of Tutors and staff.					
Procedure					
CPD is devised from student feedback, tutor feedback, TQM, reports, externally from EA, RAP and consultant reports compiled from internal monitoring, review and from the self-evaluation process as well as recommendations from the AB. All Tutors are expected to take responsibility to keep up to date with developments in their area of expertise through CPD. B & B will promote CPD by informing their Tutors of any training relevant to and relating to their specific areas of expertise. Identified needs are incorporated into CPD planning. CPD is delivered internally: • Through cross tutor subject matter specialised workshops • Peer to peer assistance on a particular topic • TQM updates on QAS when any changes to policies and procedures for programme content, delivery and or assessment • Use of new technologies • Adaptation of content in line with revised / new Healthcare sector requirements. • Changes to any relevant regulatory and legislative requirements.					

We will endeavor to provide support either financially or through company-based training for continual CPD of Tutors.

Externally: Tutors are released where practicable to attend workshops, seminars, conferences, complete higher-level further education programmes in subject matter area.

Note: Copy of CPD certificates/ diplomas/ degree of their pedagogical and professional award qualifications are provided to B & B for inclusion in tutor personnel file.

Responsibility

Tutors. TQM

Monitoring & Review

This policy is continuously monitored and reviewed annually or more frequently if required.

Recruitment of External Independent Consultants

Title	Recruitment of external independent consultants. Including EA, externs for RAP and AB				
Version	5	Approver	AB SMT		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM SMT
Purpose					
To appoint suitability qualified and experienced consultants to carry out authentication, reviews and self-evaluation as necessary.					
Procedure					
When recruiting external consultants B & B ensures that individuals: • Are professionally competent. • Hold relevant subject matter qualifications. • Have qualification and or experience in adult learning. • Have if applicable to the area qualification and or experience of student assessment. • Are provided with and adhere to relevant areas of B & B QAM • Adhere to requirements in relation to confidentiality and security of B & B Data while in their possession. Follow the Process as follows: • Define job role • Draw up a job specification and person specification. • Advertise • Shortlist as per criteria • Set up interview panel • Conduct interviews • Make selection					
Responsibility					
TQM CM					
Monitoring & Review					
This policy is monitored and reviewed every year or more frequently if required.					

CORE GUIDELINE 5 TEACHING AND LEARNING

Planning for Programme Delivery

Title	Programme Planning Procedure				
Version	5.0			Approver	AB
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA TUTORS CM
Purpose					
This procedure describes the planning of programmes and how resources for the delivery of a programme are coordinated					
Procedure					
The TQM will review student applications. Each application is assessed to verify that programme requirements are met e.g., education/ English language level, (see CG 7 Support for Learners) previous and or current work experience and any pre course requirements e.g., Garda vetting. The TQM in conjunction with the CM (venue availability and resources) will develop a schedule of dates for the programme. B & B Nursing programmes are delivered through classroom-based sessions and where applicable synchronous learning is offered. The Centre Manager will confirm availability and book the relevant programme subject matter Tutors. All details will be recorded on secure internal systems.					
The Tutor assigned is responsible for double-checking that all the required resources are in place and accessible before the programme starts. Where programmes are being delivered on-site for clients, all venues must meet our selection criteria and be approved before selection.					
Responsibility					
Training Quality Manager, TAS and Centre Manager					
Monitoring & Review					

This policy is reviewed annually or more frequently if required.

All applicant's data is reviewed as required ongoing per programme.

Programme material, supporting materials, equipment, Student induction pack/presentation, feedback forms, etc., will be prepared by the TSA.

Training Venue Selection Policy

Title					
Premises Selection Policy					
Version	5			Approver	AB
Approval Date	Nov 23	Review Date	Jan 2025	Committee/Team	TQM Tutors SM
Purpose					
B & B Nursing primarily uses selected training centres for our classes. We use only premises that are kept to an extremely high standard and ensure that they comply with all necessary health and safety regulations. To ensure a comfortable, suitable and creative learning environment for all students B & B Nursing will select premises for training based on a checklist of requirements to meet the needs of our students, tutors, and any specific programme requirements. To ensure safety for all individuals risk assessments are completed, maintained, and reviewed. All individuals employed by B & B Nursing or students enrolled in a programme with B & B Nursing are required to follow health and safety guidelines for each venue. To ensure the premises and facilities are accessible and maintained in such a manner to ensure the health and safety of staff and students.					
Procedure					

We have a Safety Statement and Premises Risk Assessment in line with the Safety, Health & Welfare at Work Act 2005, and general Application Regulations 2015.

Where premises are rented, we will ensure that we have sufficient knowledge of the health and safety measures undertaken within the venue.

Health and safety check are carried out at each premises for each programme.

Premises selection criteria will reflect programme requirements and the access needs of potential tutors and students.

Health and safety information is included as part of Induction.

Risk assessments will be completed as part of any new programme planning and any new hazards identified will have effective control measures in place.

Fire Safety Training provided during orientation.

Ensure there is a budget allocated for necessary resources for each programme venue.

Provision of backup equipment / venue for programme delivery.

Responsibility

TQM and SMT

Monitoring & Review

This policy is reviewed every two years or more frequently if required.-

- Programme material review at regularly scheduled meetings
- Student feedback is conducted during and after programme delivery, covering quality of content, quality of teaching methods, supports available and suitability of venue.
- Tutor/Assessor feedback – identifying areas which work well and areas that may require improvement/adjustment.
- Formal Academic Board meetings
- Programme Development Team meetings.

Feedback is collated for review by the AB to advise amendments or improvements in the teaching and learning as well as the environment. (Premises Checklist & Risk Assessment)

Programme Delivery

Title	Programme Delivery Procedure				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TAS CM Tutor
Purpose					
B & B Nursing are committed to ensuring that all our programmes are delivered to the highest possible standard to cater to the needs of a wide range of students with various abilities and competencies. We ensure that all programmes are delivered by highly qualified Tutors who can effectively implement B & B Nursing ethos and create an encouraging and engaging learning environment for students to ensure that they can achieve their full potential. This procedure describes the delivery of programmes and how resources for the delivery of a programme are coordinated to achieve the above.					
Procedure					
At the beginning a comprehensive Student Induction will be delivered by the Training Quality Manager/Tutor providing the student with an insight into: • What the Programme entails • The Specific Learning Outcomes to be achieved. • The Support (including feedback) & resources available to the student Training delivery methods. • The expected work loads • The assessment techniques and submission deadlines A Student workbook is provided, including relevant hand-outs or support material. Tutors(s) use variety of delivery methodologies and styles. These can be categorized into 4 main types that can adapted to suit the diverse needs of the students: Learner-centered methods Content-focused methods Teacher-centered methods Interactive/participative method					

For e.g., discussion, PowerPoint video, demonstration, eLearning. Question and answer, student and group research, brain storming. role play written content materials, case studies, exercises, problem solving scenarios.

Students with identified support needs will be accommodated, if applicable.

The Tutor is responsible for ensuring all relevant programme administration and assessment documentation is distributed to Students and completed, e.g., attendance sheet, feedback forms

Ensure that comprehensive lesson plans are in place for each lesson, including resources required teaching activity, student activity and risk assessment.

Tutors / Assessors need to lead by example and promote mutual respect and appropriate interaction within the class environment.

Feedback and evaluation are used to review all aspects of delivery and assessment, to support continuous improvement within B & B Nursing this ensures that the experience is positive and encouraging for all students and that mutual respect and learning are prioritized.

Responsibility

TQM TAS CM Programme Tutor

Monitoring & Review

This policy is reviewed annually or more frequently if required. Ongoing review and feedback to students by tutor.

Programme Materials / Student Induction Checklist /Programme Materials, Checklists Student Induction Pack Student Handbook Tutor Pack.

CORE GUIDELINE 6 ASSESSMENT

Assessment Planning

Title	Assessment Planning				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA PDT TUTORS IV EA RAP
Purpose					
B&B ensure that the assessment and authentication processes are planned to be fair, consistent, reliable transparent and supportive to students in order for them to achieve their best potential grade.					
Procedure					
Meetings with tutors and TQM will be conducted, to coordinate assessments in line with requirements.					
The Tutor will plan and timetable assessments as appropriate in conjunction with students and TQM.					
Assessments are scheduled over the programme duration to ensure that the workload and assessments do not overburden students.					
• Implement assessment techniques as validated per award module from QQI. • Include both formative and summative assessment practices, where appropriate • Advise learners of the requirements for access, transfer, and progression to all Students • That the assessment and authentication processes are understood by all students(Student Handbook and vernaly from tutors) • That assessment evidence is Internally verified. • That assessment evidence is externally authenticated per sampling strategy to ensure grades are consistent with national standards. • That a RAP be convened as required per certification period. • That report be submitted on the certification period to the AB.					
All learner assessment evidence will be maintained authentication process by internal and					

external and for review in the case of a student appeal.

Supports are in place in relation to personal and or work situations that may arise for students that would require extensions, assessment repeat, reasonable accommodation compassionate consideration and appeals of a final grade or on the authentication process. (Ref CG 7)

Tutors monitor student progress regularly to check progress to identify any students who are falling behind with submissions and offer tutorial support where required.

Tutor meeting is held through the programme to review and evaluate progression of Students.

Responsibility

The PDT, TQM, TSA, and Tutors

Monitoring & Review

This policy is reviewed every year or more frequently if required.

Formative and summative feedback verbally and written throughout the programme.

B&B Nursing Plagiarism Policy

Title	B&B Nursing Plagiarism Policy				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA Tutors

Purpose

It is the Policy of BB Nursing to embed and foster a culture of good academic conduct within our practices of learning and assessment of this learning. We view academic integrity as our commitment to and demonstration of good honest and moral behaviour conducted by our learners in our academic setting

It is the responsibility of the TQM, TSA and Tutors to deal with all suspected incidents of academic misconduct including plagiarism.

Examples of plagiarism include:

- Copying, in text citation, direct quotes or summarising material without accrediting the author or source.
- Using work completed by another learner
- Assessment work completed by another person for the learner
- Unauthorised collaboration.
- Cheating in exams

Plagiarism is a serious breach of academic integrity whether intentional or accidental.

Procedure

In suspected incidents of plagiarism the Tutor will;

- Request the TSA to check the learners assessment evidence using ScanMyEssay
- If the results show insufficient evidence then the matter is closed

Where plagiarism is detected the TSA will notify the TQM

- The TQM will set up a meeting with the learner/learners to discuss the findings. The meeting will provide the learner/s with an opportunity to justify their assessment work
- The TQM will make an academic judgement based on the evidence presented
- In minor breaches of plagiarism the TQM may consult with the Tutor to determine the best course of action such as; resubmission of assessment evidence, or impose a penalty which would see the learner/s awarded a lower mark or no mark
- The severity of the penalty would be weighed against the extent of plagiarism, the credit weighting, the award level and evidence of intent
- In cases of severe breaches of plagiarism been detected the TQM can seek advice from the

AB to determine the course of action

- The Learner/s concerned will receive a letter detail the imposed penalties
- The TQM will complete a report which will be submitted to the AB
- A copy of the report will be attached to the concerned learner/s file

Reference Documents

QQI “Academic Integrity Guidelines” The National Academic Integrity Network (NAIN)

Responsibility

Tutor, TSA, TQM and AB

Monitoring & Review

This policy is reviewed every one year or more frequently if required.

Management and Supervision of Work Experience

Title	Management and Supervision of Work Experience				
Version	6	Approver	AB		
Approval Date:	Nov 2023	Review Date:	Jan 2025	Committee/Team	Tutor TQM
Purpose					
It is the Policy of B & B Nursing that students are prepared and ready to successfully complete Work Experience in a healthcare setting. We will ensure that the assessment evidence provided is valid, authentic, sufficient, current, and reliable throughout the process.					
Procedure					
For each of the Major Awards validated by B & B students must undertake work experience for a minimum of 120 hours.					
A Work Experience Registration Form is provided at induction.					
Students submit the completed Work Experience registration form to the tutor or TQM for review and approval and sign-off before the placement begins.					
Each student must have received Garda Vetting Disclosure prior to commencement of work experience.					
Each student must have attended Manual Handling People Moving prior to commencing Work Experience					
Students are responsible for securing suitable workplaces that meet the requirements for assessment. B & B provide support and guidance in sourcing a suitable placement.					
In cases where the student finds it difficult to source an appropriate placement, the tutor will assist / advise them on sourcing and participating in the placement.					
The student must provide contact details of their work placements to their tutors.					
The tutor /TQM guides and supports the students at all stages throughout the placement.					
On commencement of a work placement, the student provides the following documentation to the workplace supervisor.					
• Details of B & B Nursing Ltd insurance • Workplace Experience Pack • Garda Vetting Approval • Manual Handling People Moving Certificate • Work Experience Supervisors Report					

The tutor and or the TQM link with workplace supervisors and agrees to set out their role and responsibilities to students on placement.

Supervisors are required to assess student performance under a number of stated criteria and rate performance linked to each criterion as specified.

The tutor and or the TQM emphasises the importance of completion and submission of the Workplace Supervisors Report at the end of each student placement.

The tutor/TQM monitors the students' progress and keeps in regular contact with the workplace supervisor during student Work Experience placement and completes a Performance Evaluation Form

Students are required to maintain a learner diary during their work experience.

The tutor maintains all documentation and details of communications and submits to Training Quality Manager / Internal Verifier with graded assessments.

Responsibility

Students, TQM, Tutors, Workplace Supervisor, IV

Monitoring & Review

This policy is reviewed every two years or more frequently if required. Induction pack for Students Supervisor Work Experience report, Assessment briefs, assessment support administration documentation.

Tutor / Assessor role in Assessment

Tutor/Assessor role in Assessment					
Title					
Version	6	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA TUTORS
Purpose					
To make assessment documents e.g., briefs and marking schemes, authority forms, admin forms available to students. To communicate with the learner clearly and explicitly on all aspects of the certification process as relevant to them. To mark and grade learner assessment evidence in line with programme procedures in relation to same To liaise with the TQM in relation to all aspects of the certification process.					
Procedure					
Pre -Assessment Planning. Notify the TQM indicating the number of assessments required and date. Distribute assessment briefs etc. Where applicable, assist students in application for reasonable accommodation extenuating circumstances extension. Assessment Process At the start and during the programme provide students with detailed information requirements at each step of the assessment process to include assessment briefs and deadlines. Communicate and advise procedures and guidelines for assessment as relevant per programme. Supervise and assess each student and assessment techniques State and remind students verbally the timeline and deadline for Student submission of assessment as stated on the assessment brief. Reiterate that NO assessment/s will be accepted beyond the submission date Marking and Grading Mark and grade assessments per marking scheme and guidelines on sample answers					

Note: Relevant assessment documents and records are available in assessment folder in each programme folder on the central computer.

Be available as required and requested for input and any required clarification to the

authentication process:

- Internal Verification to include peer review.
- External Authentication
- Results Approval Panel meeting
- Evaluate and reflect on practice and feedback from the Authentication process.
- Implement as reasonably practicable any deviations and recommendations identified for future authentication periods.

Act as required including but not limited to:

- Peer review for new tutors
- Programme development and review
- Self -evaluation process
- Internal QA reviews.

Continual Professional Development:

Participate in programme review and assessment workshops, training and planning sessions organized by the training centre.

Assist tutors new to B & B with advice and guidance on the assessment and authentication processes.

Be knowledgeable of QQI policies and procedures for assessment.

Keep up to date with sector updates and developments.

Contribute to the development and or revision of programme content and assessment, as necessary.

Provide TQM with copy of all CPD completed independent of B & B.

Responsibility

Tutor/Assessor TQM TSA

Monitoring & Review

This policy is reviewed annually or more frequently if required.

All learner assessment evidence per student per programme per certification period. Assessment Administration documents.

Consistency of Marking and Grading

Title	Consistency of Marking and Grading				
Version	6	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	PDT TQM Tutors IV
Purpose					
To ensure student assessments are marked and graded fairly and consistently per assessment techniques detailed in the programme module e.g., learner record, skills demonstration etc. for each QQI validated programme. That marking and grading are implemented as per QQI quality assuring assessment guidelines for providers revised 2013 (version 2 - revised 2018*and B & B policies and procedures devised under Programme Development (Cg 3).					
Procedure					
Tutor / Assessor Induction – Inclusive of training in assessment methods and marking. Mentoring of new tutor/assessors to shadow more experienced tutors. Assessment marking and grading guidelines documented in line with Assessment techniques including a range of sample answers deemed acceptable to meet the standards, marking schemes guidelines. (these developed by PDT on programme development) Peer review of student evidence at the grade border will be organized where necessary to ensure consistency. Random monitoring and observation of Tutors by Training Quality Manager during assessment events leading to mentoring as appropriate. Internal verification to verify that assessment techniques per student are submitted. Verify that marks are awarded per question per section. That marks are awarded correctly totaled. That all marks are correctly recorded and transferred between records.					
Responsibility					
TQM, Tutors, IV PDT					
Monitoring & Review					
This policy is reviewed every two years or more frequently if required. Minutes of meetings, Cross Moderation Log, Internal Verification Report, Student Evaluation Forms. Assessment briefs and administration support documents.					

Security of Assessment

Title	Security of Assessment				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM Tutors TSA CM
Purpose					
To ensure the security and integrity of assessment evidence, records and materials. All information, written or electronic, is protected and stored securely in line with B&B Nursing GDPR Policies.					
Procedure					
A Secure Storage Area is allocated for hardcopy of all related assessment documents with designated access. An on line central Shared Folder includes copies of standardized assessment and plans per programme. Student assessment material is hand-delivered by the Tutor and where appropriate, assessment material may be sent electronically. Students are required to sign a statement as part of each submission stating that the work submitted has been generated by themselves to authenticate evidence and where relevant reference quoted material as necessary Tutor/ Assessors are required to keep all student assessment evidence and records secure while in their possession. Tutor/ Assessors act as Data Processors while student assessment evidence is in their possession. All assessment evidence is shredded once certificates are issued to students.					
Responsibility					
All persons associated with the Assessment Process.					
Monitoring & Review					
This policy is reviewed every two years or more frequently if required. Student Declaration of Authenticity, All assessment evidence and records.					

Feedback Tutor to Student and Student to Centre

Title	Feedback				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	AB PDT
Purpose					
To ensure Students receive timely and constructive feedback to support their development and progression within the qualification. To ensure feedback is consistent, fair, and transparent, as well as constructive to all students.					
Procedure					
Tutor to Learner Feedback. Formative feedback (no associated marking) is a means to support and encourage students in reflecting on their own learning while gaining confidence. During the programme, the Tutor will provide timely verbal formative feedback and reinforcement by monitoring learners understanding and progress by responses to group work, Qand A sessions, case studies etc. Summative assessment is the formal assessment techniques undertaken during and or at the end of each module. Written feedback is provided to each student at the end of each module. The feedback will provide an overview of students' progress and achievements on the course. Student Feedback is provided to the tutor/TQM / CM via verbal and written feedback sheets at end each module with an open-door policy for verbal feedback to the tutor TQM CM as student appropriate and for student comfort and confidentiality.					
Responsibility					
TQM, CM and Tutors					
Monitoring & Review					
This policy is reviewed every two years or more frequently if required. Documents and records as relevant to student and learner feedback.					

Internal Verification

Title	Internal Verification				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	Tutors IVEA RAP
Purpose					
The internal verification process involves; Verifying that the provider's assessment procedures have been applied across the range of assessment activities. Confirming assessment results by checking learner evidence exists and marks and grades are recorded accurately. REF: Quality Assuring Assessment Guidelines for Internal Verifiers Draft V1.1					
Procedure					
Internal verification of 100% of learner evidence is completed on each batch of learner evidence received from the tutor/ assessor per course completed. The IV will: Check that required assessment evidence is submitted by learners for each programme. Check that all programme support administration and assessment paperwork is present and correct as per centre requirement. That marks are allocated by the tutor to each section as outlined on the marking scheme. That marks awarded by the tutor are correctly totaled and assigned to the correct grade band. The marks and grade awarded are transferred correctly to the Group Summary Sheet The internal verifier completes the internal verifier report confirming the accuracy of the results awarded by the tutor. The report highlights any errors, irregularities or omissions identified in the process. Where relevant student evidence at grade border is allocated for peer review by a tutor independent of the course. Report generated and returned to IV. The internal verifier report is made available to the peer reviewer, the external authenticator and the results approval panel. Learner evidence from new internal assessors is identified for external authentication.					

That each learner is registered on the QQI web entry system (QBS)
Prepare requisites per programme for external authenticator visit.
Print required Group Summary Results sheet from the QBS for the EA.

Responsibility

Internal Verifier TQM TSA

Monitoring & Review

This policy is reviewed every two years or more frequently if required.

IV report. Feedback to Tutors.

External Authentication

Title	External Authentication				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM EA TSA IV CM

Purpose

The role of the external authenticator is to provide independent confirmation of fair and consistent assessment of learners in line with QQI requirements and NFQ standards.

The key stages in the Authentication process are:

- Conducting the authentication process
- Moderating assessment results
- Generation of an EA Report
- Sign off QQI Authentication Report by Learner Group by Minor Award Result

REF: Quality Assuring Assessment- Guidelines for External Authenticators. V

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Procedure

External authentication takes place in line with the assessment and QQI certification submission periods.

A suitably qualified External Authenticator (EA), independent of the Centre is selected and contracted by the TQM. Contract details notified to the CM.

Contact EA and agree:

Date, time, and venue. Sampling strategy.

Paperwork to be completed and the time allocated to this. The date by which the EA report is to be completed.

Feedback to TQM.

Availability to the Results Approval Panel if required.

Student evidence to be made available:

Assessment briefs.

Outline solutions and Marking schemes. Student assessment evidence per technique

QQI Authentication Report by Learner Group by Minor Award Result Award Component specification.

Internal Verification Report(s).

Sampling Strategy will;

Be representative of all students, awards and all assessment techniques.

Be sufficient in size enabling sound judgments to be made about the fairness and consistency of assessment decisions.

Cover the full range of results gained in terms of grades achieved. Samples will be taken from each batch of students.

The sampling strategy is a minimum of 12 portfolios for each award.

If there are 12 or fewer portfolios for an award, all portfolios will be authenticated.

Assessment portfolios selected include those at grade border that were peer reviewed and any that tutor and IV require independent clarity on /have queries/ concerns on e.g. may indicate copying etc.

The remaining number of portfolios will be randomly chosen, across all the grade bands, until the sample quota is reached.

New tutor learner batches are 100% authenticated for first 2 certification periods.

NOTE: QQI - Quality Assuring Assessment Guidelines for Providers Revised 2013 (Version 2 - revised 2018*) are used by B&B as reference point for sampling.

The EA will

- Complete a site visit on an agreed date to authenticate assessment evidence and process.
- Pre-select the sample in line with the centre sampling strategy and guidelines.
- Check that records and assessment evidence is available and appropriate.
- Review of internal verification report/s and follow up of previous external authentication reports if appropriate.
- Review component/module assessment specifications, briefs, marking schemes and sample answers for award standards to be authenticated.
- Apply provider sampling strategy
- Review and authenticate the grade(s) awarded to the learner in line with guideline QQI QA Assessment – Guidelines for External Authenticators, rev Feb 2015.

- Conduct a closing meeting with the TQM to identify any issues of concern and areas of good practice.
- Recommend results for approval
- Complete external authentication report and submit to the TQM within maximum five working days of visit
- Participate if requested by phone/zoom for clarification/queries to the RAP meeting.

Confidentiality

All information, documentation, report(s) and discussions are to be treated as confidential and for B&B Training Centre information only.

Conflict of Interest

The External Authenticator assigned by the training centre must be independent of the centre. The authenticator has a responsibility to inform B & B Nursing if there is any conflict of interest which may arise or may bring into question the integrity of the process.

Data Protection and GDPR.

Authenticators shall ensure that any personal data supplied by the B & B shall be used only for the purpose of providing the agreed external authentication service and shall not be transmitted or transferred to any third parties.

Authenticators shall ensure that all such personal data shall always be maintained in a secure environment and that access shall be limited to those directly involved in the provision of the service.

The authenticator shall ensure that all such personal data is either destroyed or returned to B & B on completion/delivery of the service.

All materials and resources are the property of B & B and may not be removed from the centre office. If documents are inadvertently removed the Centre Administrator to be contacted and to

arrange return. Documentation must not be copied or retained.

Responsibility

EA TQM IV TSA

Monitoring & Review

This policy is reviewed every two years or more frequently if required.

Internal Verification Report, External Authentication Report,

Results Approval Panel

Title	Results Approval Panel				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	RAP IV TQM
Purpose					
B & B ensures there is a formal approval and sign off final learner result in compliance with agreed assessment and authentication requirements for each programme per submission period. The RAP review reports and assessment results from the internal and external authentication stages in compliance with agreed QA policies and procedures and ensure a formal approval and sign off prior to entry to QQI QBS per submission period. It also provides an opportunity to: • Agree and organize any required corrective actions • Issue summary of findings to TQM to implement recommended corrective actions. • Make report available to the Academic Board.					
Procedure					
It is the responsibility of the results approval panel to agree that the results can be forwarded to QQI. The results approval panel has a responsibility to recommend/take corrective action where appropriate. The TQM and TCA are responsible for ensuring any recommendations are actioned within a specific time line and any concerns are reported to the management committee. Documents Internal Verification and External Authenticator reports RAP minutes from previous meeting RAP agenda and meeting report template. Corrective actions for close out If requested Learner evidence and supporting documentation					

Procedure.

Review the Internal Verification Reports (Internal Verifier & Peer Review if applicable) Review the External Authentication Report

Review any applications for reasonable accommodation, extenuating circumstances and complaints.

Discuss, agree and sign off the submission of learner final results to QQI QBS

Identify any issues arising from the assessment and authentication processes and make recommendations for corrective action/s.

Correspond with tutors, IV EA as necessary on issues arising

Follow up on implementation of corrective action implementation from previous certification period.

Keep minutes of meetings for input to programme review and self- evaluation.

Meeting can be conducted by zoom if necessary.

Responsibility

RAP TQM

Monitoring & Review

This policy is reviewed every two years or more frequently if required.

RAP Report, Internal Verification Report, EA Report. If applicable Peer Review Report.

Learner Assessment Appeals

Title	Learner Assessment Appeals				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA
Purpose					
To facilitate an appeal by a student who is dissatisfied with their final grade result approved by the RAP, entered on the QBS and notified to the student in the Provisional Statement of Result (issued off the QBS system) or the assessment process.					
Procedure					
The appeals procedure is included as part of the Student Handbook and explained during student interview					
Students in a given QQI certification submission period can appeal					
The assessment process - if the student perceives there has been irregularities/ inequality in the implementation of the assessment process					
The assessment result - where the student perceives the assessor marked the assessment unfairly or incorrectly, marks were totaled or transferred incorrectly.					
Examples					
• Breaches of assessment procedure or regulations which may affect final grade awarded • Marking errors affecting final result i.e., marks totaled incorrectly or incorrectly transferred to summary sheet • Student evidence not marked according to our marking and grading schemes • Unfair advantages given to some Students • Lack of authentic relevant evidence showing to demonstrate that the student has met and achieved the assessment criteria as specified • Evidence of plagiarism, falsification of results, suspicious of cheating e.g., identical responses to questions or answers in an exam • Academic malpractice • Assessment malpractice • Any other matter which in the judgment of the assessor would threaten the integrity of B & B Nursing's assessment process					

Informal Procedure

The student must contact the Tutor or the TQM within 10 days of the provisional statement of result receipt to voice their concern.

Student will be contacted to:

- Discuss the issue and offer to recheck all marking totals and transfers
- Explain the authentication process steps the assessment evidence has gone through.
- Explain the formal process appeals process and the time frame involved
- Explain that if appeal formally lodged the assessment/module under review will not be submitted for certification until the appeals process has been completed which will be the QQI submission period next submitted to by the provider centre.

If the student is not satisfied with the outcome, they may make a request for a formal internal appeal within 2 working days

Formal Procedure

The student must make the appeal in writing. The Appeals Form is available by request to TQM. The appeal must clearly state the reason/s why the result/s received are not satisfactory and evidence supporting the student position

The TQM / TSA will flag the student appeal with QQI, this will put the student certification on hold until the appeals process is completed, this will be the QQI submission period next submitted to by the provider centre.

The assessment evidence originally submitted will be reviewed by an independent third - party internal assessor. The review will involve remarking of the evidence submitted against the brief, marking and grading scheme indicative answers along with all supporting administration records, e.g., attendance sheet, student programme evaluation form and all authentication records and reports. The review will take place within 10 days of receipt of the written appeal submission form.

No new assessment evidence to be accepted from the student.

The judgment and decision made will be forwarded by the independent assessor to the TQM who will forward to the results approval panel for consideration and approval.

The student will be contacted with the final decision, and this will be the result submitted to

QQI and the basis on which QQI will issue the award certificate.

Any application for appeal received after the specified date is not considered.

Assessment/s under appeal will not be submitted for certification to QQI until the appeals process has been completed. This may be the QQI certification period next submitted for the provider

Basis for Learner Appeals

Serious breaches of assessment procedure or regulations which may affect final grade notified. A high prevalence or pattern of evidence not marked according to marking and grading guidelines and supporting documents.

Significant lack of authentic, sufficient and relevant evidence to show that the student has achieved the assessment criteria.

Serious marking errors affecting final result. Marks not totaled correctly or transferred correctly between individual and the summary marking sheet; incorrect grades allocated to students.

Significant evidence of collusion e.g., falsification of results, plagiarism, suspicious evidence, unexplained identical answers or prior access to assessment papers,

Any other matter which in the judgement of the assessor and following consultation with the TQM is considered serious and would threaten the integrity of the assessment and authentication process and request for certification.

Appeals Process Decision Range

The appeals process could decide the:

- Learners' grades stay the same
- Learner could achieve a higher grade
- Learner could receive a lower grade
- Learners could be allowed to resit the assessment, when next available.

Responsibility

TQM Tutor, IV EA Independent Tutor RAP

Monitoring & Review

This policy is reviewed every two years or more frequently if required.

Learner evidence, Appeals application form, RAP Report, Internal Verification Report, EA Report.

If applicable Peer Review Report, Original marked assessment evidence, Assessment briefs, Marking scheme, Indicative answers, Original completed administration forms.

Recheck and Review Policy of Learner Assessment Decisions

Title					
Recheck and Review Policy of Learner Assessment Decisions					
Version	6	Approver	AB		
Approval Date	Apr 2024	Review Date	Jan 2025	Committee/Team	TQM TSA Tutors
Purpose					
The purpose of this policy is to outline the steps to be taken by the learner in the event that a recheck or review of an assessment result(s) is required.					
Procedure					
Procedure for a Recheck Recheck is “the administrative operation of checking (again) the recording and combination of component scores for a module and/or stage.” (QQI Assessments and Standards, Revised 2022, 4.10.3) Grounds for a Recheck: The learner believes there was an error in the calculation of their grade relating to an assessment. • Should a recheck be required the learner must complete a grade recheck form. This must be sent to the TQM at noelle@bandbnursing.ie within five working days after provisional summative assessment results have been issued to the learner. • Late declarations of recheck will only be considered where evidence is produced that circumstances or valid reasons prevented the learner from filing a grade recheck form within the stated timeframe. • An arithmetical calculation of the assessment result is conducted by a different tutor, not involved with the student but familiar with the relevant module. • Where a recheck results in a change of mark/grade B&B Nursing notifies the relevant External Examiner for the purposes of amending the learners mark/grade accordingly including any necessary change in an award classification. • The learner is informed of the outcome of the recheck within ten working days from when the grade recheck form was lodged with the TQM. Procedure for a Review Review is “the re-consideration of the assessment decision, either by the original assessor or by other competent persons”. Learners are required to state the grounds for the requested review. The grounds for review will normally be that the learner suspects that the assessment was erroneous in some respect (QQI, Revised 2022, 4.10.3) The grounds for a Review: B&B Nursing academic regulations were not implemented correctly or there was mitigating circumstances which may not have been known or considered. • Should a review be required the learner must complete a grade review form. This must be sent to the TQM at noelle@bandbnursing.ie within five working days after provisional summative assessment results have been issued to the learner. • Late declarations of review will only be considered where evidence is produced that circumstances or valid reasons prevented the learner from filing a grade review form within the stated timeframe.					

- The grade review form, along with any supporting evidence to support the grounds that a review is being sought is assessed. If a review is approved an independent assessor who was not involved in the initial assessment conducts the review within ten working days.
- The decision of the independent assessor will supersede the original assessor's judgement.
- Where a review results in a change of mark/grade B&B Nursing notifies the relevant External Examiner for the purposes of amending the learners mark/grade accordingly including any necessary change in an award classification.
- The learner is informed of the outcome of the recheck within ten working days from when the grade review form was lodged with the TQM.

Responsibility

TQM Tutors

Monitoring & Review

This policy is reviewed every two years or more frequently if required.

B&B Nursing (Non-Assessment) Appeals Policy

Title	B&B Nursing (Non-Assessment) Appeals Policy				
Version	6	Approver	AB		
Approval Date	Apr 2024	Review Date	Jan 2025	Committee/Team	TQM TSA Tutors
Purpose					
The purpose of this policy is to support B&B Nursing Ltd in ensuring the development and implementation of good practice in the processing of non-assessment appeals across all training programmes, thereby ensuring that B&B Nursing Ltd maintains and improves upon the quality of service delivery for their learners. Reasons Why A Learner Would Use This Policy A learner must specify the reasons on which the appeal is sought. The following reasons may be considered: • Complaint regarding the quality of service • Recognition of Prior Learning (RPL) • Reasonable Accommodations • Recognition of Administrative errors • Adjustments on Personal reasons • Adjustments on Medical reasons • Disciplinary action • Other extenuating circumstances					
Procedure					
All non-assessment appeals will be handled in a respectful and confidential manner in line with GDPR. • If you would like to raise an issue on the quality of your learning experience which does not relate to the assessment procedure you must submit your non assessment appeal via our Non-Assessment Appeals Form to the Training and Quality Manager (TQM). • Once the non-assessment appeal is submitted, the TQM will acknowledge that they have received your appeal via letter or email within five working days. • Within ten working days, a meeting will be held with yourself, the TQM and a nominated staff member, with the aim of finding a reasonable solution to your non-assessment appeal. This and any subsequent meetings can be held in-person, on the phone or via an online platform. • The decision from the TQM will be final and no further appeals will be facilitated.					

Responsibility
TQM, Programme Coordinators, Staff
Monitoring & Review
This policy is reviewed every two years or more frequently if required.

Dealing with Student Complaints

Title	Dealing with Student Complaints				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSA Tutors
Purpose					
Complaints may come from Students, staff, tutors, collaborating providers, employers, awarding bodies or the general public. We take all valid complaints seriously and do our best to provide speedy, equitable and courteous solutions effectively and informally. If this is not possible, a formal complaint can be made through our Complaints Procedure. We review all complaints in a fair and consistent manner and resolve them to the complainant's satisfaction, insofar as is reasonably possible Student Complaints B & B aims to provide the best possible quality and service in all aspects of our programme provision. However, there may be times when student or other personnel may feel that they have not been treated or dealt with fairly. If such a situation arises B & B will ensure that all complaints are dealt with in an open and transparent manner and will be considered carefully with good communication throughout. We have a detailed Student Complaints Procedure which may be used by the students if they feel they have grounds to do so. In the case of an access issue, we inform the students via phone and letter and provide them with the opportunity to appeal against the decision through our Non-Assessment Appeals process. Students are informed of the Complaints procedure at induction and in the Student Handbook.					
Procedure					
B&B Nursing's approach to dealing with Student complaints.					

We deal with and resolve all complaints, informal and formal (written) promptly, fairly, impartially and in confidence.

We resolve as many complaints as possible through the informal process.

We do not disadvantage the Complainant in any way if a complaint is made in good faith. We do not accept anonymous complaints.

Steps for Implementation Informal Complaints

It is expected that any minor problems, which may arise from time to time during training/assessment, will be discussed with the Tutor/TQM and hopefully resolved verbally on an informal basis.

Informal complaints may be made verbally or by telephone to the tutor/ TQM.

Arrangements are made to meet to discuss the complaint. In most cases complaints are resolved amicably at this point. This may involve an apology and/ or explanation and immediate action to resolve the issue. Where informal discussion fails to produce a solution, the student is advised to submit a formal written complaint.

Formal Complaints

If a complaint cannot be resolved informally then the complainant is asked to complete and submit details using the complaint form, available from the tutor/ TQM.

All formal complaints are initially directed to the TQM

The complaint is logged which includes the following information:

Date of complaint

Complainant's name

Nature of the complaint and the circumstances

Name of the person/incident who is the subject of the complaint

The formal complaint must be made in a timely manner following the incident.

The written content of the complaint must be factual, specific and comprehensive. Any allegations must be substantiated through evidence.

The Tutor/TQM dealing with the complaint may contact the complainant to clarify facts or seek

clarifications on the subject.

The complaint is acknowledged by email within 5 working days setting out the process to be followed.

The TQM arranges a meeting with the complainant to seek agreed actions for a resolution. The date and conclusions of the decision/details of the resolution

If the complainant is not happy with the outcome at this point, they can appeal in writing to the SMT or Chair of the Academic Board

The TSA maintains the Complaints Log.

Responsibility

B & B Nursing staff and students accessing our services.

Monitoring & Review

This policy is reviewed every two years or more frequently if required. Complaints Form, letter template for responding to a complaint received.

Reasonable Accommodation

Title	Reasonable Accommodation				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	Tutor TQM
Purpose					
To provide reasonable accommodation assessment /adaptations/ arrangements without compromising the integrity the programme award standard provided for under the equality legislation (Equal Status Act 2000 revised 14/10/2020) who maybe at a disadvantage through the normal assessment methodologies.					
Procedure					
Students are informed of the availability of Reasonable Accommodation at induction and instudent handbook The student approaches the tutor / TQM to discuss their needs Meet with Student and determine and agree type and level of support or assistance needed andthey will be advised if they meet the criteria. The student completes the Reasonable Accommodation Request Form and return to the tutor orTQM with supporting evidence as appropriate Requests are reviewed on an individual basis and facilitated where possible unless the measuresneeded would place a disproportionate burden on the centre. Student advised of the decision and of arrangements to be provided Reasonable accommodation requests apply to learners who are covered under the 9 grounds ofequality legislation can include e.g. • A learner with a disability • A physical impairment • A mental impairment Reasonable accommodation adaptations may include but are not limited to the following and/orother reasonable adaptation: Modified presentation of assessment briefs / examination papers, i.e., enlargements approved					

scribes / readers for examinations

Rest periods

Additional time for completion of exams (maximum 30 minutes) Rest periods during skillsassessment/s

Adaptive materials/equipment Room/venue layout adapted. Oral examinations

Dyslexic font

Inform Tutors and work experience supervisors who will implement agreed arrangements specific to Student.

Make the Internal Verification Team and External Authenticator aware of arrangements in place. Ensure any accommodations granted are included on the IV report for reference to the EA and RAP

Note Where a student has requirements that B & B are unable to accommodate, we do our best to signpost them to a service or organization who may be able to help them e.g., Local ETB services.

Responsibility

Tutor TQM

Monitoring & Review

This procedure is reviewed every two years or more frequently if required. Reasonable Accommodation Form

Reasonable Request Approval/ Refusal Form IV Report.

Compassionate/ Extenuating Circumstances

Title	Compassionate / Extenuating Circumstances				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM Tutor TSA
Purpose					
B & B staff will deal with students who present with compassionate/ extenuating circumstances with understanding and provide as much support as possible. Where the situation prevents the submission of assessment work on the agreed submission date a learner can apply to defer their assessment to a future time frame.					
Procedure					
Extenuating Circumstances can include but not limited to the following: ☐ Recent bereavement of a close family member (Compassionate Consideration) ☐ - Sudden serious personal or family illness ☐ Severe accident ☐ Domestic crisis ☐ Jury duty ☐ Terminal illness of a close family member ☐ A physical injury or emotional trauma during a period of 4-6 weeks prior to programme booking. ☐ A physical disability or chronic disabling condition such as epilepsy, glandular fever or other incapacitating illness of the learner that may arise. Student or person on their behalf to contact the tutor / TQM/CM who will assist with the process. Complete a Compassionate / Extenuating Circumstances Request Form and supply required supporting documentation (where feasible to a given situation) The application will be considered by the TQM and tutor. For assessment submission, on approval an agreed resubmission/resit date will be agreed and organised. This is not an open-ended process and students must adhere to the revised date. The student will be notified verbally and in writing of the arrangements. Students must confirm in writing agreement to the revised date as agreed.					

Depending on the timeframe assessment work may be submitted for a later certification period. Where a student fails to submit assessment work within the timeframe it will be assumed that they have withdrawn from the process.

Each request will be dealt with on an individual basis depending on the circumstances.

Responsibility

TQM

Monitoring & Review

This procedure is reviewed every two years or more frequently if required.

Compassionate / Extenuating Circumstances Request Form
Compassionate / Extenuating Circumstances Approval Form.

Submission of Assessments Policy

Title	Submission of Assessments Policy				
Version	1	Approver	AB		
Approval Date	Apr 2024	Review Date	Jan 2025	Committee/Team	Tutor TQM
Purpose					
The purpose of this policy is to provide consistency and transparency in relation to the submission of assessments. It also sets out the process for dealing with late and or non-submissions of assessment.					
Procedure					
Procedure for submission of assessments • B&B Nursing provides learners with a programme assessment schedule on commencement of a programme. This schedule identifies the timelines and assessment tasks for submission of assessments. • The learner is responsible to ensure that assessments are submitted as identified by the assessment schedule. • The learner must familiarise themselves with the guidelines for submission of assessments as stipulated by B&B Nursing. • The learner is responsible for retaining a copy of all assessments submitted. • Failure to submit an assessment in the absence of mitigating circumstances will be deemed a non-submission of the assessment and considered as an attempt.					
Request for Extension • Learners who require an extension must complete a Request for an Assessment Extension Form and submit a completed form to B&B Nursing prior to the deadline stipulated for the submission of assessment. • B&B Nursing reviews the request, identifies and agrees a new date for submission of assessment with the learner. • The learner is responsible for the submission of assessment on the agreed revised date. Failure by the learner to submit on the agreed date will be considered as a late submission and penalties will be applied.					
Late Submission • Late submissions are those assessments that are submitted by learners after the published deadline, without an agreed extension, and in the absence of mitigating circumstances. • The standard penalty for assessments submitted late are as follows					
Length of time (days) submitted work is overdue			Effect on final mark		
Within one week (7 days)			5% will be deducted from final grade		
Greater than one week but within two weeks (within 8 to 14 days)			10% will be deducted from final grade		
Greater than two weeks			Considered a non-submission. Mark allocated is 0%		
• All submitted assessments will be marked, the appropriate penalty will subsequently then be applied and grade recorded.					

- The External Examiner will be informed of penalties applied.

Responsibility

Tutor TQM

Monitoring & Review

This procedure is reviewed every two years or more frequently if required. Documentation and learner evidence repeats as necessary.

Title	B&B Nursing Assessments Repeat Policy				
Version	1	Approver	AB		
Approval Date	Apr 2024	Review Date	Jan 2025	Committee/Team	TQM TSA Tutors

Purpose

The purpose of this policy is to provide consistency and transparency in relation to the repeat of an assessment.

Procedure

- Learners who are unsuccessful at assessment are notified by their tutor as soon as marking is complete.
- The tutor is available to meet the learner to review their scripts, explain the basis of the learners mark and provide feedback.
- Should the Learner decide to repeat a module, a Request to Repeat an Assessment Form must be completed and forwarded to the TQM within ten days of receiving the result.
- Learners who fail a module will be offered at least three repeat attempts.
- Learners must confirm in writing their agreement to repeat assessment arrangements as stated in Section 2 of the Request to Repeat an Assessment Form to the TQM.
- Failure by the learner to attend at scheduled repeat examinations, in the absence of certified mitigating circumstances, is considered a repeat attempt.
- For an unseen examination, the repeat examination paper will not be the same as the original assessment task.
- When a module whose grade is designed to contribute to the determination of an award classification is failed on the first attempt, the maximum achievable grade shall be capped at Pass for any and all subsequent attempts and the capped grade shall be used in the determination of the award classification, which is not capped at Pass.

Responsibility

Tutor TQM

Monitoring & Review

This procedure is reviewed every two years or more frequently if required.

CORE GUIDELINE 7 SUPPORTS FOR LEARNERS

Support for Students

Title	Support for Students				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	Tutors TQM TSM All staff
Purpose					
B & B Nursing priorities the student's individual needs and ensures a range of supports to maximize the student experience and enable them to fully participate in the learning and assessment processes. B&B Equality and Diversity Policy operates under all relevant regulations and all Equality & Diversity legislation, including the Equality Employment Acts 1998-2015 and the Equal Status Act 2000-2015. In implementation of these on a day-to-day basis aim to create an inclusive, supportive, and encouraging learning environment.					
Procedure					
Students are fully informed of the supports and resources available to them. Providing sufficient pre-entry information particularly in relation to English language requirements for each programme, content and assessment workloads enables potential students make an informed decision on eligibility for entry (access) and participation in a programme. Learning resources and support mechanisms can include but are not limited to: English language support by ESOL tutor One to one support from Tutor / Assessor. Peer to peer support. Access to programme section in Google Classroom for all course resources and materials as well as forms for completion for attendance, feedback and assessment.					

Access to requests for reasonable accommodation, compassionate consideration, assessment appeals and complaints.

Availability to contact tutor during normal business hours (tutor will respond when available to do so as maybe in class)

Telephone and email contact with Head Office.

Where relevant individual learners maybe put in contact with local social and community agencies as required

Access to services relate to the programme

Provision of suitable venue in compliance with all relevant legislation Checking equipment and resources are available, suitable and accessible. Admin / IT support.

Learner Feedback:

Ongoing formative and summative feedback on programme finish. Learner representation.

A past learner is a member of the AB.

Past learner is asked to participate in PDT as programmes are validated / revalidated.

Guidance

Students are advised of access, transfer and progression routes within the suite of B & B validated awards.

Students are advised of the guidance service available from local ETB.

TQM/ Tutors are available if requested to discuss options for further progression to third level.

Responsibility

TQM Tutor, All staff CM

Monitoring & Review

This policy is reviewed every two years or more frequently if required.

Student Handbook, Student Induction Feedback Forms. Access to required section on Google Classroom.

COREGUIDLINES 8 INFO AND DATA MANAGEMENT

Information and Data Management

Title	Information and Data Management				
Version	7.0	Approver	AB		
Approval Date	Dec 2023	Review Date	Jan 2025	Committee/Team	SMT TQM
8. Background					

B & B is aware of its responsibility for security and integrity of personnel data under General Data Protection Regulation (GDPR) 2018. B&B Nursing Ltd as a QQI Provider and employer collects and processes personal information in accordance to the requirements of GDPR and Data Protection Legislation. B&B Nursing Ltd also manages the use, collection, storage and deletion of learner personal data, business data and information in accordance to best practice and in compliance with the Qualifications and Quality Assurance (Education and Training) Act 2012 and other statutory obligations.

B&B Nursing Ltd fully respects the individual's right to privacy and security of data provided as necessary for data processing. B&B Nursing is particularly aware of its responsibility for student data collection, retrieval, storage, retention, distribution, and destruction of personal data in relation to processing learner data for QQI certification to the QBS system.

To that end B&B Nursing recently engaged with an external GDPR Compliance Auditor and based on its findings and recommendations we have made changes to our processes to further ensure the security of personal data we hold. Details of an action plan may be found in the appendices. Please note that many actions have been taken since the recommendations have been written and are reflected in our submission. Our policies have been reviewed and many in the previous (June) submission have been absorbed into new policies in line with GDPR legislation to ensure that all staff and contractors are aware of their obligations within the regulation and are included in this submission.

We endeavour to ensure appropriate safeguards are in place to protect personal data at all stages of processing and we inform learners of their data protection rights along with details of how we process their data, why we collect it, our legal basis for processing and safeguard measures in place, along with their right to complain our privacy notice on our website.

data@bandbnursing.ie

This policy applies to all personal data collected, processed and stored by B&B Nursing in relation to our employees, students, suppliers, service providers and business contacts.

8.1. Scope

These procedures & processes applies to all relevant and pertinent personal data relating to the corporate (staff, full time and contracted as well as external stakeholders as relevant to the business) and academic (students, staff, external stakeholders e.g. EA, external panel members, EIC) as relevant to the academic division)

It applies to all personal data in hard and soft copy for processing by B & B Nursing. Data is collected from personnel as is relevant to their role, staff and students and externally as necessary.

8.1.1. Procedures

Complying with the GDPR is achieved by adhering to the 6 principles of GDPR and B&B Nursing Ltd have reviewed their policies and procedures to ensure that all areas of processing are in line with the obligations of those principles. This includes but is not limited to;

- Ensuring that all individuals whose personal data is processed are aware of the processing prior to data being collected.
- Ensuring transparency by detailing all methods and reasons for processing in a privacy policy on our website.
- Ensuring all forms of processing are supported by a legitimising factor and where necessary evidence of that legal basis
- Ensuring all staff are aware of their data protection responsibilities through training and updates
- Engaging with external compliance support when necessary
- Developing and implementing Data protection policies and procedures
- Reviewing on a regular basis processes and procedures to ensure compliance continues
- Reviewing on a regular basis data processing activities
- Ensuring appropriate security and technical measures are in place in all forms of processing both automated and paper based to protect personal data
- Ensuing Data Protection remains at the forefront of new systems, processes, training services and business practices.

8.1.2. Data Compliance / Protection Officer

B&B Nursing Ltd have appointed an internal compliance officer who is responsible for the following;

- Ensuring all staff and tutors are aware of any changes or updates to legislation
- Engaging with IT Support to ensure all systems are secure and reviewed regularly
- Monitoring the ongoing compliance of GDPR within the offices and classrooms
- Carrying out due diligence on third parties with whom data is shared
- Engaging with the services of external compliance support for advice when required
- Managing the data retention schedule.
- Acting as contact point for individuals and the data protection commission.

8.1.3. Student's Personal Data

Student data quantitative and qualitative is collected from individuals directly through application and enrollment of our course and is necessary for reporting and certification Processing .includes but not limited to:

- Contact information such as email addresses and current address.
- Date of Birth,
- PPSN for registration to programmes leading to QQI awards
- Employer details -if relevant
- Social welfare reference number -if relevant
- Garda vetting Disclosure
- ID and proof of address for vetting process
- Medical card proof (copy of same)

Data required for application for reasonable accommodation/ compassionate consideration/ complaints/ learner appeals and data related to outcome/s of same. Programme feedback forms from learners and trainers as relates to students. Assessment results from assessors and grades through the QQI QBS system.

Student personal data is held on cloud systems which have the appropriate security protections such as access restrictions, password protection including two factor authentication and cyber protection including firewall and virus protection. Hard copy information is held in a secure locked safe which is protected by CCTV, locks, alarms and

security gates.

Student personal data is received either in hard copy or via email. Any hard copies received are scanned to the cloud and the original shredded. B&B Nursing use cloud based systems which provide back up and are restricted on a need to know basis. These are also protected by 2 factor authentication and passwords.

All students must apply for garda vetting prior to their work placements. Applications for vetting are received by post and/or email and are submitted to vetting services (via registered post) for processing along with ID verification. No copies of same are held. Once confirmation of vetting disclosure has been received, these are distributed by hand to students.

When ID verification documentation is sought by B & B Nursing Limited when setting up a new student, a note is taken that the ID has been verified, giving the name of the person who carried out the verification check and the date and details of the documentation reviewed. Driver's license number is noted. However photocopies of the documentation themselves are not retained on file unless there is a specific statutory requirement to do so. Student Assessment Papers are paper based and are marked by Tutors. These are submitted to the office where they are logged. They are then stored in a safe which is monitored by CCTV and protected by lock and key. All assessments are shredded after one month once the approval process is complete and certificate has been issued.

Accuracy

B & B Nursing Limited have internal processes to verify the accuracy and completeness of individuals' personal information, regardless of the origin of the information (eg, collected by the organisation, received from a third party).

Office administration validates personal information records as they are created and updated.

8.1.4. Record and Data Management, Retention and Destruction

All B&B Nursing Ltd records, electronic and paper based are subject to retention restrictions. B&B Nursing Ltd processes personal data in a fair manner which notifies data subjects of the

purposes of data processing and retains the data for no longer than is necessary to achieve those purposes.

B&B Nursing Ltd's objectives and principles in relation to Data Retention are to:

- Set out limits for the retention of personal data and ensure they are complied with
- Ensure B&B Nursing Ltd complies fully with its obligations and rights of data subjects under the GDPR
- Ensure the safe and secure disposal of confidential data and information assets
- Ensure that records and documents are retained for the legal, contractual and regulatory period stated in accordance with each body's rules or terms.
- Mitigate against risks or breaches in relation to confidential information B&B Nursing Ltd have a retention schedule which is continually reviewed to ensure it is relevant to the type of data collected.

8.1.5 Staff and Contractors

- All staff and contractors must familiarise themselves with and adhere to GDPR affected policies and provide confirmation of compliance.
- All staff and contractors are issued with a privacy policy reflecting how their data is processed
- All staff and contractors use company issued email addresses and are provided with access to company based cloud systems which are restricted on a need to know basis as well as appropriate cyber security measures.
- Any third party providers have been issued with data sharing/processing contracts and appropriate due diligence processes are carried out.
- Tutors own use laptops, mobile phones, email addresses require password protection, encryption and firewall/virus protection.
- Data protection policies and procedures are reviewed regularly at management level to ensure continued compliance.

8.1.6 Data Monitoring & Management

Reports and statistics compiled from data includes:

- Grade band analysis by programme by tutor
- Student attendance/completion drop out percentages.
- Analysis of feedback forms from student and tutor.
- Analysis of data and statistics as relevant from internal and external reports

Data is extrapolated only as relevant and necessary for:

- Internal Analysis for academic and corporate reports
- External Authenticators (EA)
- External Independent Consultants (EIC)
- Panel Meetings with external members
- Legislative (inclusive of QQI QBS) and regulatory bodies.
- Future planning to assist informed decision making on areas that may need additional resourcing.
- For self-evaluation of programmes and center on a scheduled basis per QQI programme validation schedule

Reports internally and external for programme validation and self-evaluation.

B&B Nursing Management is responsible for document management and internally, systems such as Google Classroom, Dropbox, Microsoft Office, Zoom and Excel are utilised across all functions of the business with appropriate security measures in place. Management will continue to review policies and procedures to ensure compliance with regulation. Staff and other stakeholders are required to manage data used in line with the companies policies and procedures

B&B Nursing Management will continue to engage with our IT support to ensure our systems remain robust and in line with the appropriate technical and security measures.

Supporting Documentation

- Data Protection Policy
- Privacy Statement
- Data Retention Policy
- Access Control Policy
- Clean Desk Policy
- Incident Response and Data Breach Notification Policy
- Data Subject Access Request Policy
- GDPR Compliance Action Plan

Title	Data Protection Policy				
Version	6.0	Approver	AB		
Approval Date	Dec 2023	Review Date	Jan 2025	Committee/Team	SMT TQM TSA

1. Introduction

B & B Nursing Ltd recognises its responsibilities under the **Freedom of Information Acts 1997 & 2003 and Data Protection Acts 1988, 1993, 2018 and in accordance with the General Data Protection Regulation 2018** to ensure confidentiality and rights of access to information for its employees and service users. B&B Nursing Ltd is committed to a policy of protecting the rights and privacy of individuals.

2. Policy Statement

B&B Nursing Ltd may have to collect and use information about individuals / organisations with whom we work. Such information which may be collected can be personal information in connection with its human resource function as an employer and information to effectively carry out our everyday business functions and activities.

Such data is collected from and may include members, current, past and prospective employees, students and suppliers and may include (*but is not limited to*), name, address, email address, date of birth, PPS number, ID references, private and confidential information, sensitive information and bank account details. Regardless of how the data is collected, recorded and used and whether it is on paper, in computer records or recorded by other means, the personal information must be handled and dealt with properly.

In addition, we may be required to collect and use certain types of personal information to comply with the requirements of the law and/or regulations. However, we regard the lawful and correct treatment of personal information as very important to our successful operation and maintaining confidence between us and those whom we carry out our business. We are committed to ensuring that all personal information will be processed in accordance with the **General Data Protection Regulation (GDPR), Irish data protection laws** and any other relevant the data protection laws and codes of conduct.

3. Purpose

- This policy ensures that procedures are in place for service users, service suppliers and any third-party representatives (data subjects). to access records about themselves in a way that is transparent and consistent with legal, statutory and regulatory requirements under data protection laws and to ensure that all personal and special category information is processed compliantly and, in the individuals', best interest.
- This policy sets out the required standards for safe and effective record keeping of all B&B Nursing Ltd service users, service suppliers and any third -party representatives personal details.
- This policy also serves as a reference document for third-parties on the responsibilities of handling and accessing personal data and data subject requests.

4. Scope

This policy applies to the personal data of service users, service suppliers and *any third-party representatives*. Adherence to this policy is mandatory and non-compliance could lead to disciplinary action

5. Glossary of Terms

- Data means information in a form which can be processed. It includes both automated (computerised) and manual data.
- Personal data is information that relates to an identifiable person who can directly or indirectly be identified from that information.
- Special categories of personal data are data which relates to an individual's health, sex life, sexual orientation, race, ethnic origin, political opinion, religion and trade union membership. It also includes genetic and biometric data (where used for ID purposes).
- Criminal Offence Data is data which relates to an individual's criminal convictions and offences.
- Data Processing means performing any operation or set of operations on data including:
 - Obtaining, recording or keeping data
 - Collecting, organising, structuring, storing, altering or adapting data
 - Retrieving, consulting or using the data

Disclosing the information or data by transmitting, disseminating or otherwise making it available

Aligning, combining, blocking or destroying the data

6. The GDPR Principles

The six principles of the GDPR require that personal data is:

- Processed in a way that is lawful, fair and transparent;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- Adequate, relevant and is limited to what is necessary;
- Accurate and kept up to date;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; and
- Processed in a manner that ensures appropriate security of the data.

Article 5(2) of the GDPR also obliges B&B Nursing Ltd to “be responsible for, and be able to demonstrate, compliance with the principles”. B&B Nursing Ltd endeavours at all times to comply with these principles.

8.2 Documentation and Record Keeping Policy

8.2.1 Types of Data Held

B&B Nursing Ltd keeps several categories of personal data on our service users and suppliers in order to carry out effective and efficient processes. In relation to suppliers any personal information is kept on our computer cloud systems and on encrypted banking systems. Information on Service Users is held in a locked cabinet and uploaded to encrypted certification systems.

8.2.2 Data Protection and Personnel Information in relation to Tutors

Tutor Data is mainly obtained from the details provided directly through the recruitment process, as well as academic information eg. results, certification. This is held by B&B Nursing Ltd on its records systems. Categories of personal data collected/recorded include:

- Name
- Postal and email address

- Phone number
- Nursing number
- Driving Licence
- Banking details
- Other Credentials

8.2.3 Data Protection and Personal Information in relation to Students

Student Data is mainly obtained from details provided directly from the student through the programme enrolment process. This is held by B&B Nursing on its records systems and shared with third parties (such as garda vetting services and QQI) as appropriate and necessary.

Categories of personal data collected / recorded include;

- Contact information such as email addresses and current address.
- Date of Birth,
- PPSN for registration to programmes leading to QQI awards
- Employer details -if relevant
- Social welfare reference number -if relevant
- Garda vetting disclosure
- ID and proof of address for vetting process

Medical card proof (copy of same)

8.2.4 Rights of Data Subjects

Subject to the provisions of the Data Protection Act, 2018, and any associated regulations, the GDPR enumerates the following rights of Data Subjects:

- A right to be informed/right of access;
- A right to rectification;
- A right to erasure;
- A right to restrict processing;
- A right to data portability;
- A right to object to processing; and
- Rights in relation to automated decision making and profiling.

8.2.5 Right to be Informed and Right of Access

Data Subjects have the right to be informed by B&B Nursing Ltd about the collection and use of their Personal Data. In addition, they have the right to access their Personal

Data and other supplementary information, as appropriate (subject to restrictions prescribed by law).

B&B Nursing Ltd will respond to all such Data Subject access requests as required Article 12 of the GDPR. Further information on making a Data Subject access requests can be found on the website of the Data Protection Commission at <https://www.dataprotection.ie/en/dpc-guidance/data-subject-access-requests-faq>

8.2.6. Right to Rectification

Data Subjects have the right to have inaccurate Personal Data held by B&B Nursing Ltd rectified and to have incomplete Personal Data updated so that it is complete.

On receipt of a request from a Data Subject for rectification of their Personal Data, B&B Nursing Ltd will take reasonable steps to ensure that the data held is accurate and will ensure that data is rectified, where necessary.

8.2.7. Right to Erasure

Article 17 of the GDPR provides for the right of data subjects in certain circumstances to have their Personal Data erased ('right to be forgotten'). The right to erasure is not an absolute right and does not apply in circumstances where B&B Nursing Ltd's processing of personal data is necessary, for example, for the establishment, exercise or defence of legal claims.

Where a Data Subject is of the opinion that elements of Personal Data held by B&B Nursing Ltd are incorrect, they may make a request in writing to have such data permanently erased. B&B Nursing Ltd will review all such requests and, where appropriate, will erase the data in question.

8.2.8 Right to Restriction of Processing

A Data Subject has the right to obtain a restriction in relation to the processing of their Personal Data where any one of the following applies:

- The Data Subject contests the accuracy of their data. The restriction will apply for a period enabling B&B Nursing Ltd to verify the accuracy of the personal data;
- The processing is unlawful and the Data Subject does not wish to have the data erased, but rather wishes to restrict its use;
- B&B Nursing Ltd no longer requires the data in question, but the Data Subject seeks its retention in order to establish, exercise or defend a legal claim; or

- The Data Subject has objected to the processing of their Personal Data by B&B Nursing Ltd. The restriction will apply pending verification of whether B&B Nursing Ltd's legitimate grounds for processing overrides the Data Subject's concerns.

8.2.9 Right to Data Portability

In cases where B&B Nursing Ltd has collected Personal Data from a Data Subject by consent or by reason of a contract, that Data Subject can request B&B Nursing Ltd to provide the Personal Data in electronic format in order to provide it to another Data Controller. B&B Nursing Ltd will comply with all such legitimate requests.

8.2.10 Right to Object to Processing

Under Article 21 of the GDPR, Data Subjects have a right to object to the processing of their personal data in specific circumstances. Where such an objection is received, B&B Nursing Ltd will assess each case on its individual merits.

8.2.11. Right Not to be Subjected to Automated Decision-Making

Data Subjects have the right not to be subjected to a decision based solely on automatic processing, including profiling, that have a legal or similarly significant effect on them. B&B Nursing Ltd will make every reasonable effort to ensure that no decision made in respect of a Data Subject is based on automatic processing alone.

8.2.12 Complaints

Data Subjects who may be concerned that their rights under the GDPR or the 2018 Act are not being respected B&B Nursing Ltd can contact our Data Compliance/Protection Officer. The Data Compliance/Protection Officer will engage with the Data Subject in order to bring their complaint to a satisfactory conclusion. The Data Compliance/Protection Officer can be contacted at data@bandbnursing.ie

Where a complaint to the Data Compliance/Protection Officer cannot be resolved, the Data Subject will be informed in writing and will be further informed of their right to bring their complaint to the Data Protection Commission.

8.3. Responsibilities

In order to protect the personal data of relevant individuals, which it holds or to which

it has access, we have designated employees with specific responsibilities for the processing and controlling of data.

We have also appointed an employee with responsibility for reviewing and auditing our data protection systems. Margaret Byrne is our Data Compliance/Protection Officer and can be reached at data@bandbnursing.ie

8.3.1 Responsibilities of The Company

B&B Nursing Ltd is responsible for the following:

8.3.2 Implementing and Maintaining Appropriate Technical and Organisational Measures for the Protection of Personal Data

B&B Nursing Ltd has implemented appropriate technical and organisational measures to ensure that all Personal Data held under its control is secure and is not at risk from unauthorised access, either internal or external. Measures for the protection of Personal Data are reviewed and improved, where appropriate, from time to time.

8.3.3. Maintaining a Record of Data Processing Activities

B&B Nursing Ltd maintains a written record of all categories of processing activities where necessary for which it is responsible in accordance with GDPR Article 30.

8.3.4. Data Processing Agreements with Personal Data Recipients

On an ongoing basis, B&B Nursing Ltd puts in place appropriate contracts with third party data processors where Personal Data is shared. This includes security and other sub-contractors. The agreements specify the purpose of sharing the data, the requirements for security of the data and the requirements for termination of the agreement and the return/deletion of the data shared.

8.3.5 Data Protection by Design and Default

In accordance with Article 25 of the GDPR, B&B Nursing Ltd implements technical and organisational measures to give effect to the principles of the protection of Personal Data and to ensure that, by default, only Personal Data necessary for each specific purpose of the processing are processed.

Such measures include the implementation of security measures to secure the data.

8.3.6 Data Protection Impact Assessment (DPIA)

Where B&B Nursing Ltd considers that proposed processing (in particular, processing that involves new technology), poses a high risk to the rights and freedoms of Data Subjects, B&B Nursing Ltd will carry out a DPIA.

B&B Nursing Ltd.'s Data Compliance/Protection Officer will be consulted in relation to each DPIA completed. Where technical and/or organisational measures proposed will not mitigate any high risks previously identified, the Data Protection Commission and outside compliance support will be consulted as appropriate.

8.3.7 Transfer of Personal Data Outside of The European Union

B&B Nursing Ltd will ensure that appropriate safeguards are in place prior to transferring any Personal Data outside of the European Union.

8.3.8. Personal Data Breaches

The GDPR defines a Personal Data breach as meaning “a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed”.

B&B Nursing Ltd employees are required to notify the B&B Nursing Ltd Data Compliance/Protection Officer where they identify or suspect that a data breach has occurred. In accordance with GDPR, the Data Compliance/Protection Officer will notify the Data Protection Commission without undue delay where a breach is likely to result in a risk to the rights and freedoms of the Data Subject(s) involved.

The Data Compliance/Protection Officer will also assess if the breach is likely to result in a high risk to the data subject(s) involved. Where a high risk is identified, the Data Compliance/Protection Officer will arrange for the data subjects to be notified.

8.3.9 Data Protection Governance

Compliance with the GDPR is a key requirement for B&B Nursing Ltd and will at all times endeavor to oversee, monitor and ensure compliance with data protection legislation.

1. Responsibilities of Data Subjects

Updating your details: The GDPR requires that personal data is accurate. Please let data@bandbnursing.ie know if your contact details change. If B&B Nursing Ltd does not have the correct contact details, we cannot take responsibility if we are unable to provide you with any information you require.

2. Data Security

All our employees are aware that personal information should be kept in a locked filing cabinet, drawer, or safe.

Employees are aware of their roles and responsibilities when their role involves the processing of data. All employees are instructed to store files or written information of a confidential nature in a secure manner so that are only accessed by people who have a need and a right to access them and to ensure that screen locks are implemented on all PCs, laptops etc when unattended. No files or written information of a confidential nature are to be left where they can be read by unauthorised people.

Where data is computerised, it should be coded, encrypted or password protected both on a local hard drive and on a network drive that is regularly backed up. If a copy is kept on removable storage media, that media must itself be kept in a locked filing cabinet, drawer, or safe.

Employees must always use the passwords provided to access the computer system and not abuse them by passing them on to people who should not have them.

Personal data relating to Tutors, employees or learners should not be kept or transported on laptops, USB sticks, or similar devices, unless prior authorisation has been received from the Data Protection Officer. Where personal data is recorded on any such device it should be protected by:

- Ensuring that data is recorded on such devices only where absolutely necessary.

- Using an encrypted system — a folder should be created to store the files that need extra protection and all files created or moved to this folder should be automatically encrypted.
- ensuring that laptops or USB drives are not left where they can be stolen.

Failure to follow the Company's rules on data security may be dealt with via appropriate

sanctions.

3. Queries, Contacts, Right of Complaint

Further information on Data Protection at B&B Nursing Ltd, you can contact the Data Protection Officer at data@bandbnursing.ie

You have a right to lodge a complaint with the Office of the Data Protection Commissioner (Supervisory Authority). While we recommend that you raise any concerns or queries with us first, you may contact that Office at info@dataprotection.ie or by writing to the Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28

Title	8.4 Website Data Privacy Notice				
Version	3	Approver	AB		
Approval Date	Dec 2023	Review Date	Jan 2025	Committee/Team	TQM

Privacy Statement

Who we are:

B&B Nursing Ltd is a training provider that offers training, performance assessment and credentialing students of the healthcare industry.

Our website is www.bandbnursing.ie

We are committed to respecting and protecting your privacy and would like you to feel safe when you give us your personal details. We will always clearly identify ourselves in correspondence and on our website.

In order to provide you with relevant information, respond to your enquiries and requests for services we will sometimes request that you provide us with information about yourself. This Privacy Notice will inform you of the information we gather and how it is used.

In this document “we”, “our”, or “us” refer to B&B Nursing Ltd. Please read this statement carefully as this sets out the basis on which any personal data, we collect from you, or that you provide to us, will be processed by us.

The law requires us to tell you about your rights and our obligations to you regarding the processing and control of your personal data. We do this now, by requesting that you read the information provided at www.dataprotection.ie

For the purposes of the GDPR the data controller is:

B&B Nursing Ltd

Tintur

Cappoquin,

Co Waterford

Email; data@bandbnursing.ie

8.4.1 Accuracy of your personal data

Please keep us up to date with any changes to your personal data, this allows us to ensure that your personal data is kept accurate and up to date.

8.4.2 Purpose for Processing your DATA

Personal data refers to any information relating to an identified or identifiable natural person (Data Subject). An identifiable natural person is one who can be identified, directly or indirectly, in particular, in reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

The type of personal data that we may process about you will depend on the service that you require from us.

B&B Nursing Ltd maintains the same privacy practices with respect to data that is collected off-line and on-line, and this notice also covers both those methods of data collection and use. B&B Nursing Ltd complies with EU General Data Protection Directive (GDPR) for the collection, use, and retention of all personal data.

8.4.3. We collect and process the following personal data:

Students:

- Contact information such as Name, email addresses, current address and phone number
- Date of Birth,
- PPSN for registration to programmes leading to QQI awards
- Employer details -if relevant
- Social welfare reference number -if relevant
- Garda vetting certificates
- ID and proof of address for vetting process
- Medical card proof (copy of same)

Service Suppliers

- Contact information such as Name, email address, phone number
- Credentials

Potential Employees

Should you apply to work at B&B Nursing Ltd, we collect personal information from you such as; Name, Contact Details, CV's education and employment history.

8.4.4. Special Categories of personal data

We do not process any special category data for the purposes of our services, we ask that you do not provide any sensitive personal data (eg, gender, height, weight, medical information, religion, philosophical or political beliefs, financial data) in job applications.

We ask you to provide only the information that is necessary to submit a query to our website on our services.

8.4.5. How we get the information and why we have it

Website

B&B Nursing Ltd may collect domain information from your visit to customise and improve your experience on our website. This website may collect certain information from your visit, including the date and time of your access, the pages you have accessed, the name of the Internet Service Provider and the Internet Protocol (IP) address by which you are accessing the Internet, and the internet address from which you linked to our site, if applicable. We use this information to better understand how our website is being used so that we can improve its performance. Please see our cookies policy for more information on how this works.

We may also use third party plug ins, by accessing these sites from our website you are providing information to them about your visit. These third-party entities have their own privacy policies which you should read and understand.

Direct interactions

You may provide us with your personal information when you;

- Fill in the query form on our website
- Submit an application for a course
- Correspond with us via email, phone or otherwise
- Meet with us on a one-to-one (in person or virtually) and provide us with your personal information

Why are we processing your data? Our legal basis.

We are required to determine the legal basis for which we process different categories of your personal information, and to notify you of the basis for each category.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Information we process because we have a contractual obligation with you.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- Provide you with our services including delivery of programmes and assessment of work
- Manage your requests
- Set up a client file

Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so. Where we process your information on this basis, we do so after having given careful consideration

to:

- Whether the same objective could be achieved through other means
- Whether processing (or not processing) might cause you harm
- Whether you would expect us to process your data, and whether you would consider it reasonable to do so

For example, we may process your data on this basis for the purpose of necessary administration of our business

8.4.6 Information we process because we have your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide with more information about our business, including job opportunities, our products and services, you provide your consent to us to process information that may be personal information

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies. You may also consent to have your data used in order to receive information on a new programme offering.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us at data@b&bnursing.ie

8.4.7. Information we process because we have a legal obligation

We may be required to give information to legal and regulatory authorities if they so request and subject to the correct authorisation and legal basis, examples of such is the submission to QQI of course work for certification.

We may also use this information to verify your identity for security purposes or keep our website safe and secure

8.4.8. How long we hold your information

We keep your information for no longer than it is required or allowed. For information on the period your data is held for please contact us on data@bandbnursing.ie

8.4.9. Who we are sharing your data with:

As Quality and Qualifications Ireland accredited training providers we are required to share

your personal data with QQI for certification.

We may also pass your personal data on to third-party service providers contracted to B&B Nursing Ltd while engaging with them to provide our services. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfill the service they provide on your behalf. We have reviewed all third parties we share your data with to ensure they are aware of their responsibilities under the GDPR. For more details on the third parties we use, please contact us on data@bandbnursing.ie

Data Transfers

In some circumstances it may be necessary for us to transfer your data outside the European Economic Area (EEA). We will only transfer data to receivers that are in countries approved by the EU Commission, or where there are the appropriate safeguards in place to protect your personal data. For further information on these appropriate safeguards, please email data@b&bnursing.ie

Security

There are appropriate security measures in place to protect your data in the event of being accidentally lost or accessed without authorisation including;

- Your data is also limited to only the necessary parties that need to process your data for business purposes.
- Using secure servers to store your information
- Verifying the identity of any individual who requests access to information prior to granting them access to information
- Using encryption to secure personal data
- Only transferring your information via closed system or encrypted data transfers*

*Transmission of information over the internet is not entirely secure, and if you submit any information to us over the internet (whether by email, via our website or any other means), you do so entirely at your own risk.

We cannot be responsible for any costs, expenses, loss of profits, harm to reputation,

damages, liabilities or any other form of loss or damage suffered by you as a result of your decision to transmit information to us by such means.

8.4.10. Your data protection rights

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information
- Your right to rectification – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances
- Your right to object – You have the right to ask us to stop processing your personal data for profiling or direct marketing
- Your right to restriction of processing – You have the right to object to the processing of your personal data in certain circumstances
- Your right to data portability – You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Exemptions may apply if the information requested is considered excessive or repetitive.

Please contact us at data@bandbnursing.ie if you wish to make a request.

How to complain

In the event that you wish to make a complaint about how your personal data is being processed B&B Nursing Ltd or how your complaint has been handled, you have the right to lodge a complaint directly with the data supervisory authority and / or our data protection manager on data@bandbnursing.ie

Link below to the complaints section of the Data Commissioner website;

<https://www.dataprotection.ie/docs/Making-a-Complaint-to-the-Data-Protection-Commissioner/r/18.htm>

Or email Data Protection Commissioner to info@dataprotection.ie

8.5 Data Retention Policy					
Title					
Version	2	Approver	AB		
Approval Date	Dec 2023	Review Date	Jan 2025	Committee/Team	TQM CM

Data Retention Policy					
8.5.1 Introduction This policy sets out the obligations of B&B Nursing Ltd regarding the retention of personal data collected, held, and processed in accordance with General Data Protection Regulation. B&B Nursing Ltd only ever retains records and information for legitimate or legal business reasons for the purposes of providing our training services and always complies fully with EU GDPR and data protection legislation, guidance and best practice.					
8.5.2 Purpose This policy sets out the types of personal data held by B&B Nursing Ltd, the periods for which that personal data is to be retained, the criteria for establishing and reviewing such periods, and when and how it is to be deleted or otherwise disposed of. For further information on other aspects of data protection and compliance with the GDPR, please refer to the company's Data Protection Policy.					
8.5.3 Objectives The GDPR impose obligations on B&B Nursing Ltd, as a data controller, to process personal data in a fair manner which notifies data subjects of the purposes of data processing and to retain the data for no longer than is necessary to achieve those purposes. The company's objective and principles in relation to Data Retention are to: • Set out limits for the retention of personal data and ensure they are complied with • Ensure B&B Nursing Ltd complies fully with its obligations and rights of data subjects under the GDPR • Ensure the safe and secure disposal of confidential data and information assets					

- Ensure that records and documents are retained for the legal, contractual and regulatory period stated in accordance with each body's rules or terms.
- Mitigate against risks or breaches in relation to confidential information

8.5.4 Scope

This policy applies to all persons within B&B Nursing Ltd (meaning permanent, fixed term, temporary staff and sub-contractors engaged with the company). Adherence to this policy is mandatory and non-compliance could lead to disciplinary or contractual action.

8.5.5 Responsibilities

B&B Nursing Management have overall responsibility for the management of records and data generated by their departments' activities, namely to ensure that the records created, received and controlled within the purview of their department, and the systems (electronic or otherwise) and procedures they adopt, are managed in a way which meets the aims of this policy.

8.5.6 General Data Protection Regulation (GDPR)

B&B Nursing Ltd needs to collect personal information about job applicants, the people we employ, our students, tutors we work with, or people we have a business relationship with to effectively and compliantly carry out our everyday business functions and activities, and to provide the services defined by our business type. This information can include but it is not limited to, name, address, email address, date of birth, identification number, private and confidential information, sensitive information and bank details.

In addition, we may occasionally be required to collect and use certain types of personal information to comply with the requirements of the law and/or regulations, however we are committed to collecting, processing, storing and destroying all information in accordance with the General Data Protection Regulation, EU data protection law and any other associated legal or regulatory body rules or codes of conduct that apply to our business and / or the information we process and store.

8.5.7 Guidelines & Procedures

B&B Nursing retains data records efficiently and systematically, in a manner consistent with the GDPR requirements and regulatory Codes of Practice on Records Management. This policy is widely disseminated to ensure a standardised approach to data retention and records management.

Records will be retained to provide information about, and evidence of the company's

transactions, customers, employment and activities. Retention schedules will govern the period that records will be retained and can be found in the **Retention Schedule** tables.

8.5.8 Retention Period Protocols

All company and employee information is retained, stored and destroyed in line with legislation and regulatory guidelines.

For all data and records obtained, used and stored within the company, we:

- Carry out periodical reviews of the data retained, checking purpose, continued validity, accuracy and requirement to retain
- Establish periodical reviews of data retained
- Establish and verify retention periods for the data, with special consideration given in the below areas:
 - The requirements of B&B Nursing Ltd
 - The type of personal data
 - The purpose of processing
 - Lawful basis for processing
 - The categories of data subjects
- Archive records any B&B Nursing CRM as a part of the retention process
- Where it is not possible to define a statutory or legal retention period, as per the GDPR requirement, the Company will identify the criteria by which the period can be determined and provide this to the data subject on request and as part our privacy notice.
- Have processes in place to ensure that records pending audit, litigation or investigation are not destroyed or altered

8.5.9 Suspension of Record Disposal for Litigation or Claims

If B&B Nursing Ltd is served with any legal request for records or information, any employee becomes the subject of an audit or investigation or we are notified of the commencement of any litigation against B&B Nursing Ltd, we will suspend the disposal of any scheduled records until we are able to determine the requirement for any such records as part of a legal requirement.

8.5.10 Storage & Access of Records and Data

Documents are always retained in a secure location, with authorised personnel being the only ones to have access. Once the retention period has elapsed, the documents are reviewed,

archived, or confidentially destroyed dependent on their purpose.

8.5.11 Expiration of Retention Period

Once a record or data has reached its designated retention period date, the B&B Nursing Management should refer to the retention register for the action to be taken.

8.5.12 Destruction and disposal of Records & Data

All information of a confidential or sensitive nature on paper or electronic media must be securely destroyed when it is no longer required which ensures compliance with the GDPR. B&B Nursing Ltd is committed to the secure and safe disposal of any confidential waste and information assets in accordance with our contractual and legal obligations and that we do so in an ethical and compliant manner. We confirm that our approach and procedures comply with the laws and provisions made in the GDPR and that staff are trained and advised accordingly on the procedures and controls in place.

8.5.13 Paper Records

Due to the nature of our business, we retain paper based personal information and as such, have a duty to ensure that it is disposed of in a secure, confidential and compliant manner.

8.5.14 Electronic & IT Records and Systems

B&B Nursing Ltd uses numerous systems, computers and technology equipment in the running of our business. From time to time, such assets must be disposed of in an ethical and secure manner, this must be carried out by our management team with consultation with our IT support.

The deletion of electronic records must be organised in conjunction with our IT Support, who will advise to ensure the removal of all data from the medium so that it cannot be reconstructed.

8.5.15 Internal Correspondence and General Memos

Unless otherwise stated in this policy or the retention schedule, correspondence and internal memos should be retained for the same period as the document to which they pertain or support (i.e. where a memo pertains to a contract or a student file, the relevant retention period and filing should be observed).

Where correspondence or memos that do not pertain to any documents having already been assigned a retention period, they should be deleted or shredded once the purpose and usefulness of the content ceases.

8.5.16 Compliance and Monitoring

B&B Nursing Ltd is committed to ensuring the continued compliance with this policy and any associated legislation and undertake regular audits and monitoring of our records, their management, archiving and retention. B&B Nursing Management are tasked with ensuring the continued compliance and review of records and data within their remit.

8.5.17 Retention Periods

As stated above, as a required by law, B&B Nursing Ltd shall not retain any personal data for any longer than is necessary in light of the purpose(s) for which that data is collected, held and processed.

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
Training Programmes					
Student Applications	Certification Granted	1 month	Delete	Data protection legislation	
Vetting applications	End of vetting process	None	Issue to student and all copies deleted	Data protection Legislation	
Student Portfolio	Certification Granted	1 month	Destroy	Data Protection Legislation	
CRM Records	Date captured	3 years	Destroy	Data Protection Legislation	
Email	End of Calendar year	None	Delete	Data Protection Legislation	
Attendance / sign-in sheets	Certification Granted	1 month	Destroy	Data Protection Legislation	
Module Completion Records	Certification Granted	1 month	Destroy	Data Protection Legislation	
Feedback Forms	Certification Granted	1 month	Destroy	Data Protection Legislation	
Certification records	Certification Granted	1 month	Destroy	Data Protection Legislation	
Recruitment					
Unsolicited Applications	Receipt of application	None	Destroy	As per data protection legislation	
Interview Notes	End of competition	2 years	Destroy	See Employment Equality Act 1998-2015. The legal	

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
				requirement is to keep competition files for a minimum of 6 months with a further 6 months necessary if a case is brought against the employer under the Equality Act. A period of 2 years more than adequately meets the legislative requirements and provides a reasonable period of time to provide reasons for Decisions	
Unsuccessful Candidate applications	End of competition	12 months after being notified application was unsuccessful	Destroy	Data protection legislation	
Recruitment records for successful candidates	Employment ends	7 years post employment	Destroy	Data protection legislation	
HR General					
Medical Reports – clearance to work	Clearance received	3 years	Destroy	Data protection legislation	
HR – Training – Qualifications received	Employment Ends	7 years post employment	Destroy	Data protection legislation	
HR – Training Records (application forms, course information etc)	Training ends	12 months post training date	Destroy	Data Protection Legislation	

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
Personnel File	Employment ends	7 years post - employment	Destroy	Statute of Limitations on Contract Law allows for proceedings to be issued up to 6 years post employment with 1 year allowed for court proceedings.	Statute of Limitations on Contract Law allows for proceedings to be issued up to 6 years post employment with 1 year allowed for court proceedings.
Employee Salary Payments	End of current financial year	6 years	Destroy	Revenue	
HR General Employ - Performance Reviews/Appraisals/PIPs	Employment ends	7 years post-employment	Destroy	Business Use / Work place legislation	
Employee Pension Details	Retirement	7.5 years after last pension beneficiary dies	Destroy	Business Use	
Annual Leave Records		3 years post creation (7 years post employment in the case of a litigation)	Destroy	Business Use / Work place legislation - Organisation of Working Time Act 1997	

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
HR – Medical Sick leave and occupational health records	Employment ends	7 years post employment	Destroy	Business Use / Work place legislation	
Work Permits	Employment permit granted	5 years from granting of work permit or duration of employment (whichever is longer)	Destroy	Business Use / Work place legislation	
HR Discipline – oral warning	Date of warning	2 years	Destroy	Business Use / Work place legislation	Retain summary of action
HR Discipline – written warning	Date of warning	2 years	Destroy	Business Use / Work place legislation	Retain summary of action
HR Discipline – action taken	Completion of disciplinary action or termination of employment (whichever is first)	7.5 years	Destroy	Business Use / Work place legislation	Retain summary of action
Any report of work related injury, accidents or death, accident books/records.	Date incident took place	10 years (or longer if legal claim is filed)	Destroy	Business Use / Work place legislation	

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
HR Maternity Leave	Employment ends	12 months post leave	destroy	Business Use / Work place legislation	Keep records of all documents and correspondence related to leave. Claims can be made within 6 months of employers being informed of an issue giving rise to a dispute or extended to 12 months in exceptional circumstances
HR – Adoptive Leave	Employment ends	12 months post leave	Destroy	Business Use / Work place legislation	Keep records of all documents and correspondence related to leave. Claims can be made within 6 months of employers being informed of an issue giving rise to a dispute or extended to 12 months in exceptional circumstances.

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
Parental Leave	Leave ends	8 years	destroy	Business Use / Work place legislation	Copies of notices required under the Carer's Leave Act 2001 must be retained for 3 years.
Force Majeure Leave Records	From leave end	8 years	destroy	Business Use / Work place legislation	Copies of notices required under the Parental Leave Acts 1998 and 2006 must be retained for 3 years
Carers Leave	From leave end	8 years	Destroy	Business Use / Work place legislation	Copies of notices required under the Carer's Leave Act 2001 must be retained for 3 years
Work Hours	From year end	3 years	Destroy	Business Use / Work place legislation	Details of days and hours worked each week, annual leave and public holidays taken and payment received for same. Rest break records and/or records of notification of employees being fully informed about rest break

8.6 Retention Schedule					
Class Record	Trigger	Retention Period	Final Action	Rationale	Notes
					entitlement and procedures if rest break is unable to be taken
List of Employees	Current	Ongoing refresh	Should always be current	Business Use / Work place legislation	The WRC may request to see a list of all employee including full names, address and PPS numbers
Finance / Accounts					
Payroll Data	End of current year	6 years	Destroy / Delete	Revenue requirements	
Pension Data	Beneficiary dies	7 years	Destroy / Delete	Revenue requirements	
Employee Bank details	End of current year	6 years	Destroy / Delete	Revenue requirements	
Client Bank Details	End of current year	6 years	Destroy / Delete	Revenue requirements	
Client name & VAT details	End of current year	6 years	Destroy / Delete	Revenue requirements	

Title	8.7 Access Control Policy				
Version	3	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM CM

Access Control Policy
8.7.1 Purpose B&B Nursing Ltd has responsibilities to ensure it has adequate security systems in place for all of its data. This includes not only data stored in its centralised database, in the cloud or on employees individuals PCs, but also any hard copy data. The purpose of this policy is to explain what security measures are in place and to demonstrate that they are adequate, bearing in mind the type of data protected, its value and the potential effect on data subjects should that data be compromised.
8.7.2 Scope The policy applies to all staff and contractors of the B&B Nursing Ltd, from management to temporary workers, and to all users of email and Internet. B&B Nursing Ltd controls access to information on the basis of business and security requirements.
8.7.3 Electronic Records Access control rules and rights to applications are controlled by Management of B&B Nursing Ltd. The security requirements of each business application must be determined by a risk assessment that identifies all information related to the application and the risks to that information The access rights to each application take into account: • Premises access control – unauthorised persons are prevented from gaining physical access to premises, buildings, or rooms where data processing systems are located • System access control – access to data processing systems is prevented from being used without authorisation • Data access control – Persons entitled to have data processing system, gain access only to the data to which they have a right of access

- The classification levels of information processed within that application and ensure there is consistency between the classification levels and access control requirements across the network(s)
- Personal data cannot be read, copied, modified, or removed without authorization
- Data protection and privacy, legislation, and contractual commitments regarding access to data or services
- The “need to know” principle (i.e., access is granted at the minimum level necessary for the role)
- “Everything is generally forbidden unless expressly permitted”
- Any privileges that users actually need to perform their roles, subject to it being on a need-to-use and event-by-event basis

B&B Nursing has standard user access profiles based on prior Management approval and management of access rights is managed by B&B Nursing management and IT support.

User access requests are subject to formal authorisation, to periodic review and to removal

8.7.4 Paper Records

Access control rules and rights to paper documents (e.g., invoices), expressed in standard user profiles, for each user / group or users are clearly stated, together with the business requirements met by the controls.

The access rights to classifications of paper documents take into account;

- Premises access control – unauthorised persons are prevented from gaining physical access to premises, buildings, or rooms where paper documents are located
- Personal data contained within paper documents cannot be read, copied, modified, or removed without authorisation
- Data Protection and privacy, legislation, and contractual commitments regarding access to data or services
- The “need to know” principle (i.e., access is granted at the minimum level necessary for the role)
- “Everything is generally forbidden unless expressly permitted”.
- Any privileges that users actually need to perform their roles, subject to it being on a need-to-use and event-by-event basis

B&B Nursing Ltd has standard access profiles for common roles in B&B Nursing.

User access requests are subject to formal authorisation, to periodic review and to removal.

Title	8.8 Clean Desk Policy				
Version	2	Approver	AB		
Approval Date	Dec 2023	Review Date	Jan 2025	Committee/Team	TQM CM
Clean Desk Policy					
8.8.1 Purpose Information, and the security of it, is important to B&B Nursing Ltd and we are committed to ensuring that we manage that information in the best way possible. A clean desk policy is a means of ensuring information security by requiring that sensitive and/or confidential information is not left anywhere it can be seen or removed from the workspace and is locked away when staff are away from their desks, when not in use, and at the end of the day. It is one of the easiest ways that B&B Nursing Ltd can reduce the risk of security breaches in the workplace. The purpose of this policy is to outline the minimum requirements for a “clean desk”.					
8.8.2 Scope This policy applies to all permanent, temporary and contract staff working in B&B Nursing Ltd.					
8.8.3 Responsibilities of Staff Every member of staff is required to ensure that; • All sensitive and/or confidential information whether in electronic or hardcopy format, is put away or rendered inaccessible in the workplace when ○ Not in use ○ When away from workstation for other than a short period of time ○ At the end of the working day • Any computer workstation, laptop, tablet or other electronic device is locked with password access only when he/she is away from their workstation and completely shut down at the end of the day • Any portable device should be locked away in a secure cabinet/drawer at the end of the day.					

- All confidential papers or restricted information is removed from their workstation and locked away at the end of the day
- All files and documents are returned to the appropriate filing cabinets or storage areas and are locked when not in use.
- Any access keys are not left at an unattended desk.
- Any sensitive / confidential information that does not form part of a file and is no longer required is disposed of by being shredded or placed in designated confidential waste bins.

Title	8.9 Incident Response and Data Breach Notification Policy				
Version	2	Approver	AB		
Approval Date	Dec 2023	Review Date	Jan 2025	Committee/Team	TQM CM

Incident Response and Data Breach Notification Policy					
8.9.1 Introduction B&B Nursing Ltd is responsible for the processing of personal information for our students and staff, including contractors. It is our intention to ensure personal information is processed in a manner compliant with the relevant data protection legislation and guidance. We are obliged under the General Data Protection Regulation to ensure that personal data shall be processed in a manner to ensure the appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage. Information/data is one of our most important assets and we have a responsibility to ensure the security of this information.					
8.9.2 Purpose A personal data breach means a breach of security leading to the destruction, loss, alteration, unauthorised disclosure of, or access to personal data. This means that a breach is more than just losing personal data. The purpose of this policy is to ensure that a standardised management approach is implemented in the event of a personal information/data breach.					
8.9.3 What we do when we discover a breach Any individual who accesses, uses or manages personal data is responsible for reporting data breaches to the Data Compliance Manager within B&B Nursing as soon as it is detected. The urgency of reporting a breach or suspected breach to the Data Compliance Manager is due to a regulatory requirement of 72 hours Early recognition and reporting are vital to ensure the breach can be dealt with swiftly and appropriately. The report should include full and accurate details of the incident, the data and time of the breach, when it was detected and by whom, the nature of the data and a detailed description of the breach. A “Data Breach Incident Report” form should be completed and forwarded to the Data Compliance Manager.					

GDPR identifies three categorisations of breaches;

- Confidentiality Breach – there is unauthorised or accidental disclosure of or access to personal data
- Availability Breach – there is unauthorised or accidental loss of access to or destruction of personal data
- Integrity Breach – there is unauthorised or accidental alteration of personal data

A breach can fall into all or a combination of these categories depending on the circumstances.

8.9.4 Data Security Breaches

Data breaches may occur for the following reasons;

- The disclosure of confidential data to unauthorised individuals
- Improper disposal of documents leaving personal data deposited in a bin that can be accessed by employees/students/third-party vendors;
- Loss or theft of data or equipment on which data is stored
- Loss or theft of paper records
- Inappropriate access controls allowing unauthorised use of information
- Suspected breach of B&B Nursing's IT security and related policies
- Attempts to gain unauthorised access to computer systems eg hacking;
- Viruses or other security attacks on B&B Nursing, IT equipment systems or networks;
- Breaches of physical security
- Confidential information left unlocked in accessible areas; and
- Emails containing personal or sensitive information sent in error to the wrong recipient

8.9.5 Containment and Recovery

In order to limit the impact of the breach of personal data B&B Nursing Ltd must

- Ensure the appropriate steps are taken immediately to minimise the effect of the breach
- Assess the severity of the breach and identify who will lead the breach investigation
- Establish who needs to be made aware of the breach

- Determine a suitable course of action to resolve the incident

It is important that B&B Nursing Ltd fully assess the nature of the breach as there are different courses of actions depending on the potential impact.

8.9.6 Risk Assessment and Investigation

In order to ascertain the type of risk and the likelihood of its impact on individuals it is important to take the following into consideration;

- The potential adverse consequences for individuals
- How likely it is that adverse consequence will arise
- How serious or substantial the consequences would be should they materialise
- The nature, sensitivity and volume of personal data
- The type of breach (loss/theft) – what has happened to the data
- The ease of identification of individuals
- Potential of inappropriate use of the data
- The number of individuals involved
- Security measures in place (encryption/anonymisation)
- Wider considerations

8.9.7 Notification

The management of B&B Nursing will determine who needs to be notified of the breach. This includes the Office of the Data Protection Commission and in certain circumstances may include the individuals affected by the breach.

The notification of the Data Protection Commission must occur within 72 hours of the data breach being discovered.

8.9.8 Categories of Data Breaches and Notification Obligations

1. Breaches likely to result in a **high risk** to the rights and freedoms of individuals must be notified to the office of the data protection commission and the individual affected.
2. Breaches likely to result in **some risk** to the rights and freedoms of individuals but not considered a high risk must be notified to the office of the data protection commission.

3. Breaches **unlikely** to result in any risk to the rights and freedoms on individuals do not need to be reported to either the office of the data protection commission or individual.

8.9.9 Data Protection Commissioner

The Data Protection Commissioner must be notified of a breach unless the breach is unlikely to result in a risk to the rights and freedoms of natural persons

The Data Protection Commissioner must be notified without undue delay and not later than 72 hours after becoming aware of the breach

The initial report will include the circumstances surrounding the breach, the nature of the personal data involved, the number of individuals involved and whether the breach has been contained or is still active.

If not included in the initial report, a follow up report should be submitted including actions taken or to be taken by B&B Nursing to contain the breach, whether it was necessary to notify individuals, and steps to be taken to prevent further breaches of this nature in the future.

8.9.10 Individuals

Notification to individuals will include the following;

- A description of the breach, how and when it occurred and the personal data involved.
- The actions taken by B&B Nursing to mitigate the associated risks.
- Details of who to contact should they have any questions or concerns
- Advice where appropriate that the individuals can take (eg. Password change)
- A note that the Data Protection Commissioner has been informed.

8.9.11 Evaluation and Response

Subsequent to any personal data breach, a full review of the causes of the breach and the effectiveness of the response will be carried out.

Existing controls will be reviewed to determine their adequacy, and identify if further actions and/or controls are necessary to minimise the risk of similar breaches occurring.

Existing policies, procedures will be reviewed and updated as necessary.

The review will take the following into consideration;

- How personal data is stored
- Where personal data is held

- Where the greatest risks are
- Security of data transmission
- Security of data access

8.9.12 Policy Compliance

Breaches of this policy may result in data breaches under data protection legislation, reputational damage to B&B Nursing Ltd and an infringement of the rights of students, employees and other relevant third parties.

All users including but not limited to Directors, Employees, Contractors and third -party suppliers of B&B Nursing are required to adhere to this policy and its procedures within. Failure to do so may lead to appropriate disciplinary action.

Fines imposed by the Data Commission Office can be up to €10 million or 2% of annual global turnover of the previous year, whichever is higher or up to €20 million or 4% of annual global turnover of the previous year, whichever is higher.

Title	8.10 Data Subject Access Request Policy				
Version	4	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM CM
Data Subject Access Request Policy					
8.10.1 Introduction B&B Nursing Ltd is committed to ensuring that personal information is processed in a manner compliant with the relevant data protection legislation and guidance. We are required to collect personal information to effectively and compliantly carry out our everyday business functions and services. All staff must appropriately protect and handle information in accordance to the information's classification. Personal data is considered confidential information and requires the greatest protection level. This document provides the process for staff to use in order to carry out a data access request.					
8.10.2 The General Data Protection Regulation Under Article 12, the General Data Protection gives individuals the right to know what information is held about them, to access this information and to provide this information in a concise, transparent, intelligible and easily accessible form, using clear and plain language. The information must be provided in writing, or by other means, including where appropriate, by electronic means. The information to be provided is as follows; • Information relating to direct and indirect obtaining of data from the data subject • Communication of right of access by the data subject • Right of rectification • Right to erasure • Right to restriction of processing • Right to data portability • Right to object to processing • Communications re profiling					
8.10.3 Article 15 - The Right of Access An individual has the right to obtain from B&B Nursing confirmation as to whether or not					

personal data concerning him or her are being processed, and, where that is the case, access to the personal data and the following information:

- (a) the purposes of the processing;
- (b) the categories of personal data concerned;
- (c) the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- (d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- (e) the existence of the right to request from B&B Nursing, rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- (f) the right to lodge a complaint with the Data Commission
- (g) where the personal data are not collected from the data subject, any available information as to their source;
- (h) the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject

8.10.4 How to make a Data Subject Access Request (DSAR)

A data subject access request is a request for access to the personal information that B&B Nursing Ltd holds about an individual, which we are required to provide under the general data protection regulation.

This request can be made in writing by completing our Data Subject Access Request form. If the request is received via email, B&B Nursing may provide the requested information by electronic form (unless otherwise requested)

8.10.5 Identity Verification

B&B Nursing Ltd will use all reasonable measures to verify the identity of the individual making the access request, however it may be necessary to request further information or to provide evidence of their identity. As there may be sensitive data involved, we shall follow our own security measures to ensure we are fully satisfied of the identity of the individual

prior to proceeding.

If a third party, relative or representative has made the request on the individual's behalf, we will seek confirmation of their authorisation to act for the individual and may get in contact with the data subject to confirm their identity and authorisation before proceeding.

8.10.6 Timelines and Fees

B&B Nursing Ltd will endeavour to provide the information to the individual at the earliest convenience and always at a maximum of one month from the date the request is received. However, in the event that we require more time, due to the retrieval of information being particularly complex or some other valid delay, this period may be extended by two months. B&B Nursing will contact the individual within the first 30 days to inform them of the delay and the reason for the delay.

There is no charge for an access request, however in the event that the request is considered excessive or repetitive we may charge an administration fee.

8.10.7 Information Provision

Once the personal information has been collated, we will send this on to the individual in writing (or in a commonly used electronic format, if requested). The information will be in a concise, transparent, intelligible and easily accessible format, using clear and plain language. If we do not have enough information to locate the records, we may contact the individual for further details.

8.10.8 Right to Rectification and Erasure

Should an individual notify B&B Nursing of inaccurate data held on our systems and we agree that the data is incorrect, we will amend the details as directed by the individual and make note of the change and reason.

This request will be carried out within one month of being received and B&B Nursing will inform the individual by writing of the correction and where applicable, provide the details of any third party to whom the data has been disclosed.

Where there is an issue with the retrieval or provision of information which prevents us from carrying out the request within this timeframe, we can extend the period by a further two months. In likelihood of this event, we will contact the individual to inform them and give a reason for the delay.

If, for any reason, we are unable to act in response to a request for rectification and/or data

completion, B&B Nursing will provide a written explanation to the individual and inform them of their right to complain to the Data Commission and to seek a judicial remedy.

In certain circumstances an individual also has the right to request the erasure of personal data or to restrict the processing of personal data. Should B&B Nursing agree there are no legal or legitimate grounds for processing, then we shall, without undue delay erase the personal data.

8.10.9 Submission and Lodging a Complaint

In order to make a Data Subject Access Request, it is necessary to complete the form in the Google Classroom and return it by post or email to the contact details below.

Info@bandbnursing.ie

Data Compliance Manager

B&B Nursing Ltd

Tintur

Cappoquin

Co Waterford

To contact the Data Commission to lodge a complaint, please write to;

The Data Commission

21 Fitzwilliam Square South

Dublin 2

D02 RD28

Title	8.11 GDPR Compliance Action Plan				
Version	2	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM CM

8.11.1 Business Process

8.11.1a General

We recommend that all policies and procedures and protocols listed at Appendix 2 are reviewed or drafted and implemented

We recommend that B & B Nursing Limited finalises a definitive list of data collected by it (data map). Each data type should then be examined to ascertain whether appropriately notifications have been provided for each processing activity.

8.11.1b Students

B & B Nursing Limited does not currently appear to have an outward facing privacy policy notifying students how their data is being processed. This is an essential step that we recommend that B & B Nursing Limited should take immediately, once it understands fully what data is being collected, from whom and how it is processed.

We recommend that all data subject notifications are reviewed and amended to take the above into account and that information that is shared with third parties is reviewed to ensure that it is limited to what is required to carry out the task. For example; assessing the information provided to the trainer could be limited to student numbers and names.

8.11.1c Employees

We recommend that all notifications are reviewed for compliance with Data Protection requirements and in particular with the requirements of the GDPR.

We recommend that B & B Nursing Limited review the following to make them GDPR compliant;

- Tutor Handbook – Data protection policy

8.11.1 d Suppliers

Notifications to suppliers can be included in the Privacy Policy and referenced in terms and conditions with the parties.

8.11.2 Data Controller / Processor Role

We recommend that B & B Nursing Limited:

- Reviews any third-party Data Processing Agreements as set out in more detail below.

We recommend that B & B Nursing Limited maintains records documenting its data processing activities and that the records contain the following;

- Name and contact information of the controller
- Name and contact information of any joint controllers
- Name and contact information of the controller's representative
- Name and contact information of the data protection officer

- Purposes of the processing
- Types of information processed
- Categories in individuals to whom the information processed relates

8.11.3 Policies, Procedures; Protocols

We recommend that the following documents are reviewed;

- Tutor Handbook – Data protection policy
- Data Breach Protocol (Incident Response Policy)
- Data Request Policy
- Data Portability Request
- Confidentiality and Security Policy
- Data Cleansing Policy
- Managing a Data Breach Policy
- Data Retention and Disposal Policy
- Retention Schedule
- Information Systems Policy
- Contract of employment setting out data protection obligations

8.11.4 Documentation to be drafted

- Learner Data Protection Policy
- Privacy Policy
- Social Media Policy
- Clean Desk Policy

We recommend that each of the above policies is updated/drafted in a manner that is appropriate for GDPR.

Once these policies are finalised and implemented, we recommend that a training programme, based on basic general data protection principles and referencing these policies, be rolled out to all employees.

GDPR also requires concepts of data quality and requires that steps are taken to ensure the accuracy and completeness of personal information received directly from an individual or a third party.

We recommend that B & B Nursing Limited implements internal processes to verify the accuracy and completeness of individuals' personal information, regardless of the origin of the information (eg, collected by the organisation, received from a third party).

8.11.5 Types of personal data captured

8.11.5a Students

We recommend that B & B Nursing Limited reviews its list of all data types collected and ensures that this data is adequate, relevant and not excessive for the purpose collected. It is important that this data is not processed for any other reason.

Appropriate retention periods should also be applied to all data types, and a retention policy drafted and implemented.

B & B Nursing Limited needs to be able to demonstrate how the data is stored and managed and who has access to it. This can be shown in a graphic, which will demonstrate

that B & B Nursing Limited has spent the time and effort in identifying how it collects data and how the data can be processed, stored and managed thereafter.

8.11.5b Employees

It is recommended where CV's are received outside of recruitment campaigns, they are not retained. Should there be a potential role in the future for the candidate; contact details may be retained and a request for the CV to be submitted when the recruiting commences.

8.11.5c CCTV

We recommend that appropriate notifications for CCTV should be prominently displayed.

8.11.5 d Verification documentation sought

We recommend that all verification documentation sought for vetting purposes are held securely and for no longer than is necessary after issuance for work placement.

When ID verification documentation is sought by B & B Nursing Limited when setting up a new learner, a note can be taken that the ID has been verified, giving the name of the person who carried out the verification check and the date and details of the documentation reviewed. You can include the passport number / drivers licence number. However photocopies of the documentation themselves should not be retained on file unless there is a specific statutory requirement for you to do so.

8.11.6 Retention Policy

We recommend that a Data Retention Policy is reviewed. This policy should cover all data processed by B & B Nursing Limited including its Students and that of B & B Nursing Limited's own employees. Employees should be trained on the policy once it is implemented. The policy should thereafter be reviewed at least annually to ensure that it is still current.

8.11.7 Data Storage and Access

We have observed that B&B Nursing have processes in place would benefit from a review to identify the most straight forward and least cumbersome method of processing and storing data.

We recommend that in order to limit the times that personal data is processed, B&B Nursing consider utilising a cloud based system with appropriate security measures which can be controlled by restricting access to it by allowing tutors / staff/ students / third parties access to folders when required.

We recommend that an Access Control Policy is drafted to demonstrate the restrictions and protections in place, this can be incorporated into the existing Confidentiality & Security Policy

8.11.8 Security of Personal Data

8.11.8a Hard Copy Data

We recommend that B&B Nursing undergoes regular security reviews to ensure that it is complying with the security requirements of any law and regulation to which it is subject.

8.11.8b IT

We recommend that a risk assessment is carried out on the use of laptops and that it covers security encryption as a minimum.

It is worth considering also engaging with your IT company to benchmark and test your cyber security practices and processes.

We also recommend that any data sharing between entities is reviewed to ensure that the

data shared is secured

8.11.9a Sharing / Disclosure of personal data to third parties

If there is no agreement in place or if that arrangement is governed by terms and conditions which are either not written down or do not include the requisite data protection clauses, we recommend that a data protection agreement/addendum is entered into between the parties

We recommend that B & B Nursing Limited considers pre-evaluating third-party compliance through;

- A questionnaire about the third party's practices;
- An onsite-evaluation or audit of the third party;
- Self-certification and attestation by the third party they meet specified requirements;
- Review of contractual terms

When choosing an evaluation method, consider the level of risk involved in the transfer of personal information to the third party.

8.11.9 b Transfers outside the EEA

We recommend that B & B Nursing Limited confirms if any of its third-party processors transfer data outside the EEA and ascertains the legitimising basis for such transfers. It should also notify its data subjects that such transfers are taking place.

We recommend that B & B Nursing Limited confirms if any of its third-party processors transfer data outside the EEA and ascertains the legitimising basis for such transfers. It should also notify its data subjects that such transfers are taking place.

8.11.10 Data Breach Protocol

We recommend that B & B Nursing Limited reviews their Incident Response Policy and ensures that all staff are aware of their obligations under GDPR.

8.11.11 Data Subject Access Requests and Amendment Rights

We recommend that B&B Nursing Limited reviews their template Data Subject Access request Protocol and a Data Subject Access Request form be drafted, implemented and staff trained on it use.

8.11.12 Training

Once all of B & B Nursing Limited's policies, procedures and protocols have been reviewed, amended and implemented, we recommend that B & B Nursing Limited incorporate these into their GDPR training to staff members on data protection principles generally and on the detail contained in each of the policies on an annual basis.

8.11.13 Website

We recommend that once a policy is drafted to ensure it is sufficiently detailed and placed on the footer of the website where it can be accessed from any page.

8.12 Responsibility

CM= (Company DPO) Tutors=(DP)

SMT TQM TSA. RAP, AB, external stakeholders for report compilation.

8.13 Monitoring & Review

Monitoring and review ongoing internally in relation to security and integrity of personnel data(staff, students, tutors, external consultants, panel members).

External service and maintenance contract with IT service company and GDPR Compliance and Governance Company for compliance audit/s. Website hosted by external company.

CORE GUIDELINE 9 PUBLIC INFORMATION AND COMMUNICATION

Public Information

Title	Public Information				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	SMT TQM TSA
Purpose					
B & B Nursing has a responsibility to ensure that information on programmes, quality assurance policies and procedures and reporting on same are up to date, accurate and accessible.					
Procedure					
Public Information and Publication of QA Evaluation Reports.					
B & B is committed to provision of accurate, up to date information to the public and stakeholders. B & B publishes and makes available to relevant all stakeholders: Quality Assurance policies and procedures as contained in their QAM Publication of QA Evaluation Reports					
Comprehensive information on each programme is available including programme title, award level, NFQ level, credit value, entry requirements and RPL for access to programme. Programme outline, teaching and learning techniques used. Supports available, assessment information and progression route for learner.					
Responsibility					
TQM TSA SMT					
Monitoring & Review					
This policy is reviewed every year or more frequently if required.					
The company's website (www.bandbnursing.ie) is the primary platform on which information is published. Programme Information Sheets.					

Communication with Internal and External Stakeholders

Title					
Communication with Internal Stakeholders					
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM SMT TSA Tutors
Purpose					
B & B Nursing maintains a two-way communication policy with all internal stakeholders (Tutors, TQM, TSM, Students, Contracted staff, SMT, EA, AB) to provide, receive and share relevant and appropriate information.					
Procedure					
B & B Nursing understands the importance of good communication and has ensured that our systems incorporate continuous meaningful contact with all stakeholders internally and externally. Common communication channels for communication include One to One Meetings, Zoom Meetings, Operations Meetings, and phone/email communications. Communication with students commences when student makes enquiry to gain access to a programme until presentation of certificates and beyond. All personnel involved in provision of teaching, learning and assessment are in constant communication with students during classes, meetings, tutorials (one to one) supports and by phone, e mail through feedback and evaluation. Communication with tutors is ongoing with in relation to all aspects of programme provision to students and especially assessments. Workshops are organized in relation to the QAS as required and induction is paramount for new tutors with peer-to-peer communication in place and especially across subject matter tutors. The TQM communicates issues concerns and areas of best practice from each certification period. Staff communication involves collecting and collating the views of staff members periodically and keeping staff members informed of issues relating to their roles, responsibilities and programme areas. Communication with external stakeholders includes but not limited to: nursing homes, hospitals, health care employers, QQI, regulatory and funding agencies, other healthcare providers, HSE Community, Nua Healthcare, Brothers of Charity, Daughters of Charity, Cope Foundation. Networking at seminars workshops and conferences relevant to training and education and the					

healthcare sector.

Responsibility

All personnel and stakeholders as relevant

Monitoring & Review

This policy is reviewed every year or more frequently if required.

CORE GUIDELINE 10 OTHER PARTIES INVOLVED IN EDUCATION AND TRAINING

Other parties involved in Education and Training

Title	Other parties involved in Education and Training				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM TSACM
Purpose					
B & B Nursing recognizes the value of developing and maintaining peer relationships within the healthcare and education / training sectors. Such relationships enhance the quality, credibility and standing of the organization by providing insight into best practices and keeping abreast of new requirements. B & B, its training and administration staff are involved in networking opportunities which will showcase the validated QQI programmes to prospective students and representatives in the healthcare sector.					
Procedure					
Peer relationships with broader education and training community. B & B Tutors and staff are involved in networking Communication with external stakeholders includes but not limited to: nursing homes, hospitals, health care employers, QQI, regulatory and funding agencies, other healthcare training, HSE Community, Nua Healthcare, Brothers of Charity Daughters of Charity, Cope Foundation. Networking at seminars workshops and conferences relevant to training and education and the healthcare sector. External Partnerships and Second Providers B & B have no partnership/s with other providers for collaborative provision. B & B have PEL in place with: ☐ Kilmuckridge Centre of Further Education, Cosher Centre. Kilmuckridge.Gorey, Co.Wexford ☐ Forus Training, Castle House, Castle St, Bellview, Mullingar, Co. Westmeath					

- ☐ RSG Flexible Learning College, Derrane, Co Roscommon
- ☐ The College of Progressive Education, 8/10 Rock Hill, Main Street, Blackrock, Dublin.

External Panelist's Examiners and Authenticators.

B&B recruit as required external experts who have the required subject matter expertise/ work and training education background to complete designated roles for the AB, EA and consultants.

External Experts are made aware of The QAS sections as related to the role required within.

Responsibility

TQM TSA SMT

Monitoring & Review

This policy is reviewed every year or more frequently if required. Records as relevant to roles.

CORE GUIDELINE 11 SELF EVALUATION, MONITORING AND REVIEW

Self-Evaluation, Monitoring and Review

Title	Self-Evaluation, Monitoring and Review				
Version	5	Approver	AB		
Approval Date	Nov 2023	Review Date	Jan 2025	Committee/Team	TQM External experts as needed.
Purpose					
B & B Nursing are committed to the ongoing monitoring and review of its programmes and services with the objective of assessing the effectiveness of our policies and procedures in achieving a consistently high-quality service aligns with our business goals and objectives. To review and evaluate training activities together with the effectiveness of the QAS. B & B Nursing collates information and data from internal and external monitoring reviews and reports into self-evaluation. Applies to all activities associated with centre, programme and service provision within B& B.					
Procedure					
Monitoring and Review					
The quality assurance policies and procedures are continually monitored with an annual review to ensure that all key performance indicators are being met. The following activities are carried out as part of the monitoring and review process: • Regularly scheduled meetings in which staff are given opportunities to provide feedback about quality assurance. • Review of feedback from students, tutors and staff, external as required. • Review of information on student enrolment and completion rates, achievement (grade analysis) and progression rates and, where appropriate, these will be benchmarked against other providers in the field. • Review of External Authenticator and RAP reports.					

- Collate all feedback.
- Report findings to the AB for review and consideration for implementation
- Communicate any changes/updates to relevant stakeholders.
- Retain reports and data for self-evaluation process.

Data collated from but not limited to:

Reviews of programme content, teaching practice, assessment of learning

Student, Tutor, and Staff Feedback, External Reports EA and RAP - AB

Collation and summary of informal and formal quality measures (KPI.s) Internal Reviews completed by TQM.

Informal Quality Measures includes note of pertinent information during ad hoc conversations on programme content assessment support services from students and tutors by e.g., formative feedback and complaints dealt with informally.

Formal quality measures (see summary table below)

Self- Evaluation

A schedule for self–evaluation aligns with programme re-validation timeframe as advised by QQI. Centre self-evaluation is completed within a five-year period on completion of programme re validation as schedule and advised by QQI.

Internal Self-evaluation is completed on collation of reports (internal and external) feedback from students, tutors, employees and industry from monitoring and review processes.

Findings are summarized in a DRAFT Programme/ Centre Evaluation Report where strengths and weaknesses are identified, with corrective actions identified.

External Self-evaluation is completed by an independently appointed external consultant.

The DRAFT Programme/ Centre Evaluation Report is made available as the basis for an independent review. The consultant will have access to all data that made up the report to complete a final report.

The report is presented to the AB. Recommendations for corrective action and improvement is reviewed by the AB for dissemination to relevant personnel for implementation as

practicable to B&B size and scope of provision.

Responsibility

External Consultant TQM TSA AB

Monitoring & Review

Per QQI schedule for programme review and re validation and centre review within a five-year cycle.

Monitoring Performance Indicators

The below table illustrates the qualitative and quantitative information that correspond to each core guideline in the QM relevant actions, timings and those responsible.

No:	Guideline	Key Performance Indicator	Action Required	Frequency	Person Responsible
1	Governance and Management of Quality	Risks Identified Risk Review Quality Management Review	Action Plan to address results	Meetings completed at regular intervals	AB TQM
2	Documented Approach to Quality Assurance	Quality Assurance Amendments	QA Review	As required by the awarding body or changes to	AB TQM
3	Programmes of Education and Training	Programme Reviews Programme Board Meeting Outcomes Course Completion Rates Student Progression Number of Registered Students Completion Rates	Action Plan to address KPI results	As required	AB TQM
4	Staff Recruitment, Management and Development	Staff Personal Development Plans Staff Inductions Training and Reviews Student Evaluations Staff Retention	Review and Report generation	Informal Monthly reviews and annually	AB TQM CM
5	Teaching and Learning	Tutor Evaluation Student Satisfaction Rates and Complaints Career Paths of Graduates Programme Evaluations	Review and Report generation	End of each course	AB TQM TUTORS

6	Assessment	Grade Analysis and Benchmarking, Appeals Student submission gaps Internal Authenticator changes	Action Plan to address KPI results	End of each course	AB TQM TUTORS
7	Supports for Students	Supports available and Support requests	Review and Report generation	End of each academic term	TQ M TSA Tutors
8	Information and Data Management	Accuracy of reporting Data Breaches GDPR compliance	Review and Report generation	Annually	SMT External Supports TQM Tutors Admin Staff
9	Public Information and Communication	Public Information Queries Completed External quality reports As per QQI requirements.	Review and Report generation	Annually	AB TQM CM
10	Other Parties Involved in Education and Training	Sub-contractors QQI Revalidation and Approval	Review and Report generation	Annually	TQM CM Tutors. EA RAP
11	Self-Evaluation, Monitoring and Review	Reports Monitoring and Evaluation activities. Quality Improvement Review Quality improvement tasks	Quality Improvement Plan to address KPI results	Annually	AB External Consultant/S EA TQM

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Thank you for taking the time to read our Quality Assurance
Manual.
