

Document Name and Version	6.9 Physical premises, Equipment and Learner Facilities and Services
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Policies that Interact with Policy 6.9	<p>Policy 2.7 Terms of Reference of Academic Council</p> <p>Policy 2.8 Terms of Reference of Senior Management Team</p> <p>Policy 2.9 Terms of Reference of Programme Boards</p> <p>Policy 9.1 IICP College Public Information Policy</p> <p>Policy 9.4 IICP College Monitoring and Evaluation Policy.</p> <p>Policy 9.5 IICP College Programme Review and Revalidation.</p> <p>Policy 9.6 IICP College Reviewing the Effectiveness of Quality Assurance: Institutional Review.</p>
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Revisions	

1. Preamble.

1.1. IICP College ensures the adequacy and sustainability of its Physical premises, equipment and facilities for its programme delivery.

1.2. This policy addresses the QQI Core Statutory Quality Assurance Guidelines¹, (2016), QQI Sector Specific guidelines² (2016) and the Standards and Guidelines for Quality Assurance in the European Higher Education Area [ESG] Part 1 (2015), in particular the following sections:

1.2.1. QQI Core Statutory Quality Assurance Guidelines³. “Physical premises and proximity and access to services, equipment and facilities also make a significant contribution to the learning environment.” In addition, providers are required to: “regularly reviews the effectiveness of its premises, equipment and facilities to ensure their continuing adequacy and effectiveness in relation to the programmes of education and training, research and related services.”

1.2.2. QQI Sector Specific Independent/Private Statutory Quality Assurance Guidelines⁴ require that policies and procedures for quality assuring the effectiveness of facilities and resources are contained in a HE QA system.

1.2.3. ESG 1.6 “Institutions should have appropriate funding for learning and teaching activities and ensure that adequate and readily accessible learning resources and student support are provided.” This is further elaborated as physical resources such as libraries, study facilities and IT infrastructure to human support in the form of tutors, counsellors and other advisers.

¹ Quality and Qualifications Ireland. (2016) *Core Statutory Quality Assurance Guidelines*. Available at: <https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf> (Accessed 28 November 2018).

² QQI *Sector Specific Independent/Private Statutory Quality Assurance Guidelines developed by QQI for Independent/Private Providers coming to QQI on a Voluntary Basis* (2016). Available at: <https://www.qqi.ie/Downloads/Sector%20Specific%20Quality%20Assurance%20Guidelines%20V2.pdf> (Accessed 28 November 2018).

³ Quality and Qualifications Ireland. (2016) *Core Statutory Quality Assurance Guidelines*. Available at: <https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf> (Accessed 28 November 2018).

⁴ QQI *Sector Specific Independent/Private Statutory Quality Assurance Guidelines developed by QQI for Independent/Private Providers coming to QQI on a Voluntary Basis* (2016). Available at: <https://www.qqi.ie/Downloads/Sector%20Specific%20Quality%20Assurance%20Guidelines%20V2.pdf> (Accessed 28 November 2018).

1.3. Health and Safety Health and Safety legislation also informs the approach to maintaining an effective learning environment. This is dealt with in IICP College's Health and Safety Policy.

2. Purpose.

2.1. These procedures set out broad guidelines for the review of physical facilities and services in order to:

2.1.1. Assure the quality of its learning environment;

2.1.2. Ensure that quality and standards in service provision are being maintained and enhanced, and that any areas of concern are identified and addressed.

3. Scope.

3.1. This is an overarching Institutional policy and applies to all areas of programme provision.

4. Responsibility.

4.1. The Board is responsible for planning and directing all building and major work in the College.

4.2. The Registrar is responsible for oversight of the physical resource requirements of all programmes in the College.

4.3. Each Programme Leader is responsible for maintaining a comprehensive list of facilities for review by the Registrar as required.

4.4. The Registrar is also responsible for classroom scheduling across all programmes within the College.

4.5. The Quality Assurance Manager is responsible for the preparation of an Institutional Annual Quality Report, which addresses the areas covered by this policy.

4.6. Responsibility for obtaining feedback from learners and teaching staff regarding facilities and resources, and incorporating this feedback in reports to College Boards and committees, is specified in Programme Monitoring Policy.

5. Policy.

5.1. IICP College ensures that it has adequate premises, facilities, and resources available to learners and teachers to support its training provision. This includes:

- 5.1.1. Provision of appropriate library and other learning facilities and resources for staff and learners.
- 5.1.2. Adequate information and communication technology.
- 5.1.3. Premises and facilities to support ongoing programmes provided by the College.

5.2. In particular, IICP College:

- 5.2.1. Assesses the adequacy of its resources and facilities for the totality of its training provision;
- 5.2.2. Seeks feedback from learners and teachers on the adequacy of its resources, including instances where resource allocation excels or is experienced as particularly useful;
- 5.2.3. Takes steps to improve resources and facilities in line with training requirements;
- 5.2.4. Communicates with learners the availability of resources and services.

5.3. *Assessing the adequacy of services and facilities:*

5.3.1. Facilities and resources are evaluated as follows:

- (i) Annually, as part of the preparation of an Annual Quality Report for submission to the Academic Council; and
- (ii) On an ongoing basis to identify needs, plan for resource provision and troubleshoot any resource issues that might arise.

5.3.2. Annual Reviews (Annual Quality Reports).

5.3.2.1 Teachers and teaching staff: At the end of each year teachers and teaching staff complete an annual evaluation of the adequacy of resources for their teaching programme.

5.3.2.2 Learners: At the end of each academic year learners are asked to comment on college facilities, including space and room layout, learner room/kitchen and other rest resources, equipment, comfort, library etc.

5.3.2.3 Collating feedback: At the end of each academic year the Quality Assurance and Enhancement Manager collates the feedback on physical resources. This feedback is used to identify the following:

- Requirements for development of resources;
- Quality enhancement opportunities in relation to facilities and resources;
- Prepares an annual report on resources and facilities. This annual report forms part of the Annual Quality report presented to the Academic Council at the end of the academic year.

5.3.3 Ongoing planning and review.

5.3.3.1 At the beginning of each semester, teachers indicate the resources and facilities required by them for their teaching programme. This is essential for planning purposes. It is recognised that this may change as the semester progresses, and teachers are encouraged to speak to the Programme Leader in relation to their ongoing needs.

5.3.3.2 The Programme Leader liaises with the Registrar to ensure:

- Appropriate room setup;
- That all identified teaching and supporting aids are available to lecturers when delivering classes;
- That each room has an appropriate environment.

5.3.3.3 The Health and Safety Office ensures that furniture and equipment is in safe and working condition. They are also responsible for ensuring that all current Irish and European health and safety legislation is strictly adhered to as described in the College's Health and Safety Policies.

5.4 *Communication with learners:*

5.4.2 Information about services and supports are available to learners through their handbooks and through their Moodle Page. Every learner is given access to a copy of their Learner Handbook at registration. The handbook is designed in a user-friendly way and learners are encouraged to refer to it regularly throughout the academic year. It also introduces learners to the personnel involved.

5.4.3 The IICP College website contains the Rules and Regulations and general Code of Discipline. Changes are posted on the class Moodle. Together the website, Moodle and the handbooks provide a summary of information sources available to learners, including services and facilities.

6 Facilities and Services available to learners.

6.1 *Library:*

6.1.2 IICP College's Library Services aim to support the learning and development objectives of the College by providing access to up-to-date and relevant library material and learning resources. These are required to be fit for purpose, relevant, current, comprehensive, accessible to all learners and enhance the learning environment.

6.1.3 Learners at IICP College have access to relevant Counselling and Psychotherapy, Psychology, Research, Sociology and Philosophy books, national and international journals, literature and other relevant scholarly material through:

- Electronic resources: The Library Hub, available through IICP College website, provides students with 24/7 access to a range of resources including:
 - E-books (through EBSCO);
 - E-journals (through EBSCO);
 - Open access academic resources (journals, databases and e-books);
 - Library guides;

- Google Scholar;
 - Integrated Search Resources. Google Scholar is integrated with subscription resources in order that learners can search both web resources and subscription journals at the same time;
 - Web portals.
- A physical library and online Catalogue
 - Learners can access the library catalogue through the Library Hub. Learners can search for items in the collection by author, title, keyword etc, and will be able to see what is currently available in the physical collection and what is on loan. Records for available e-books are also included in the catalogue and learners will be re-directed to EBSCO if an item is available as an e-book. The catalogue is searchable off-site in order that students can search for books and decide on what they need before they arrive at IICP College. This allows for a more fluid interaction with the physical library.

6.1.4 Continuous Improvement: IICP College is committed to the continuous improvement of its library and information resource material. To this end:

6.1.4.1 Staff and trainer feedback are sought on an annual basis, and used in annual review of learner service provision. Each year, lecturers review their module descriptors, indicating which library resources need to be updated and provided through the library. Learners are encouraged to make suggestions to the teaching staff for material to be included in the library collection.

6.1.4.2 IICP College consults with a library assistant for the purposes of continual development of the available resources, and to ensure that they meet the requirements for the academic and intellectual demands of the programme on offer.

6.1.4.3 In 2019 a major review of library resources was undertaken by the College. Guided by learner and faculty feedback, this library system has been developed in order to:

- Provide increased access to digital resources;
- Increase the range and breath of available library resources;
- Provide improved search facilities;
- Attend to the increasingly diverse geographical spread of learners in IICP College;
- Foster throughout the College knowledge about and competence in using digital resources.

6.1.4.4 Features of this revised system include:

- The creation of a web-based “library hub” which provides continuous access to a range of electronic resources;
- The development and enhancement of digital library resources;
- The production of library guides for learners;
- The inclusion of open access resources;
- The upgrade of the College library management system;
- The development of a physical library classification system based on categories.

6.1.4.5 Learners should note that the development of library resources is an ongoing project in the College, and College staff are available to provide information on library developments.

6.2 Information Technology and Computer Services:

6.2.1 The purpose of the IT Department is to provide suitable information technology and educational resources. At a minimum this includes those identified at programme development and agreed at validation.

6.2.2 It is the responsibility of the Head of Academic Services and the Registrar to identify and specify the IT and computing requirements for the delivery of each programme.

6.2.3 The IT Department is responsible for the provision and management of sustainable computing facilities accessible to staff and learners. The IT Department systematically upgrades hardware and software in line with technical developments and advises the College on more effective tools and methodologies.

6.2.4 IICP College emphasises an individualised, context specific approach to IT support, to learners and to staff/teachers. Learners are provided with individual technical support services during learner care hour. IT support is usually available before and during class hours, to assist with technology needs for each class. Informally, learners are encouraged to approach IT support when they have difficulties with any aspect of their technology use. This is emphasised in particular at time of technology change.

6.2.5 The IT Department is responsible for maintaining a comprehensive list of IT and computing resources and relevant specifications for review. The IT Department is also responsible for ensuring that all software is properly licensed, intellectual property and copyright protocols are respected, and that appropriate virus protection, firewalls and backups are in place.

6.2.6 Continuous Improvement: IICP College is committed to the continuous improvement of its IT resources. To this end:

6.2.6.1 Staff and trainer feedback are sought on an annual basis, and used in annual review of learner service provision. Each year, teaching staff are asked to identify any changed requirements in Information Technology and Computer resources. Learners are encouraged to make suggestions for improvement.

6.3 *Offsite venues:*

6.3.1 Offsite venues are used on occasions, particularly for whole College training events and graduations. A suitable premise is chosen to provide an optimal environment for learners, teachers, and others where appropriate (such as learner's families). In assessing suitability, the following criteria are applied:

- 6.3.2 All venues should be equipped with sufficient suitable facilities and equipment for the activity. This includes technology for training, and a suitable ambience for graduations.
- 6.3.3 The size of venue should be appropriate to the number of learners, College staff and external visitors attending, and the planned activity.
- 6.3.4 Venues are chosen with due regard to accessibility considerations, including geographical and mobility. The venue will be in the vicinity of the geographical location of the College wherever possible.
- 6.3.5 Access for people with a disability should be in accordance with national legislation or reasonable accommodations made as appropriate.

6.4 *Virtual Learning Environment (Moodle)*

- 6.4.1 The College uses Moodle extensively for all programmes. The use of Moodle allows lecturers to provide and display content, and allows users to access the content in a secure environment. This is of considerable importance in Counselling and Psychotherapy programmes, where personal or professional data is used in teaching, learning and assessment.
- 6.4.2 It is the responsibility of all lecturers to:
 - 6.4.2.1 Upload module guides including assessment schedule and key submission dates prior to commencement of a programme.
 - 6.4.2.2 Upload all lecture material or other class content before each lecture.
 - 6.4.2.3 Moodle may also be used to manage continuous assessment and feedback. All assignments are required to be submitted in soft copy via the relevant Moodle page and accompanied by a submission sheet.