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**IICP COLLEGE
QUALITY ASSURANCE MANUAL
VERSION 5
Date of coming into force: 25th January
2021**

This Quality Assurance Manual [QAM] contains the policies and procedures that come into use in IICP College on **25th January 2021**. Please note that these policies are under continuous review and are subject to alteration through feedback, discussion and consultation as appropriate.

Version: Should you wish to avail of any policy (such as deferral or mitigating circumstances) then you will need to use the policy that is in use at the time of your application.

If you have any queries about the version you need to use, please do not hesitate to contact your lecturer, Programme Leader or indeed any staff member.

Interpretation: Any reference to a specific role (including Registrar, Head of Academic Studies, Assistant Dean of Academic Affairs) shall be taken to mean that role or any other appropriate member of staff designated by the College to take the specified responsibility in the conduct of that policy.

Using these Policies: IICP College strives to involve learners in all decisions that affect them and to use their practical wisdom and lived experience to develop effective practice. In keeping with this principal, it is anticipated that every effort will be made by those involved to resolve all matters through conversations at the lowest possible level. Differences and conflicts are most effectively resolved through those involved having an opportunity to talk things through, and College staff are available to assist with this process.