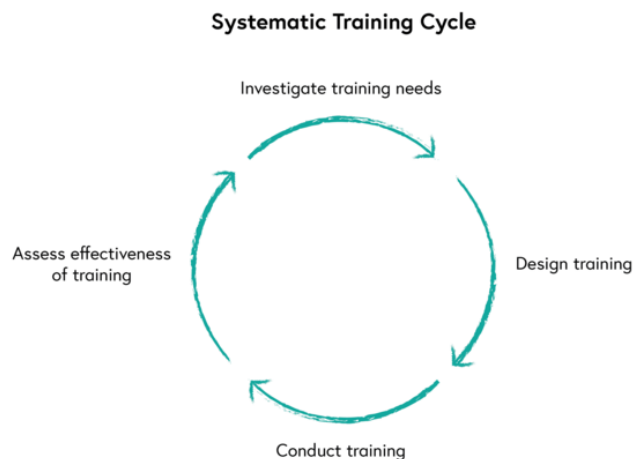


	New Links Training Solutions	Policy Document
	Section 1 C - Programme Management Panel	Version 2 – July 2019

1. Programme Management Panel:

1.1 The Programme Management Panel is an important element of the quality assurance process. The purpose of the programme management team is to critically reflect on all aspects of the programme, including operational management and quality enhancement using the systematic training cycle as its framework.



2. Role of the Programme Management Panel

2.1 The programme management team will review a programme (or programmes) of learning, develop/recommend enhancements and make recommendations for the implementation of these enhancements in line with validation, revalidation and programme improvement timelines.

2.2 In certain situations the programme management team may take into account the vocational interests of a specific learning group when making any recommendations related to course development or redevelopment to improve the experience of, and learning outcomes for learners.

2.3 The programme management panel will advise the programme leaders/tutors on the appropriate implementation of quality standards for the programme using data collected during each delivery of a particular programme. This data will include evaluations, attendance records, daily reports, anecdotal feedback from tutor meetings, QOI infographics, and/or feedback from clients or managers.

2.4 The programme management panel will support the development of programme improvement and oversee the implementation of actions identified within it.

2.5 The panel will ensure the distribution of appropriate information relating to all aspects of a programme of learning to learners and tutors and any other staff involved in the delivery of a specific programme.

4. Terms of Reference:

4.1 Membership: The programme management team will consist of the following members:

Minimum Membership:

- Course Leader/Programme Manager will be assigned to each programme of learning
- Quality Manager
- Other tutors who are selected to teach a particular module
- Operations Manager

Optional Additional Membership (when required)

- External Subject matter experts.
- Employer representatives.
- Learner/employee representatives (feedback from this group is essential for the systematic and effective development of a programme).

The Programme Management Panel may have a fixed chairperson or a rotating chairperson – if a rotating chairperson is the preferred option the panel should record in its minutes the length of time that each rotating chairperson will serve in the chair.

4.2 Responsibilities: The Programme Management Panel will be responsible for:

- Maintenance of the academic standards of the award(s) being delivered
- Ensure the quality of the learner experience in accordance with NLTS policies and procedures
- Report monthly and in line with the company's self-improvement planning schedule – records of issues arising/recommendations should be recorded on the internal QA tracker (Live document) and will be reviewed on a monthly basis.
- Monitor improvements via desk monitoring, site visits, and tutor meetings.
- Consider reports from external examiners, Internal Verifiers, statutory bodies e.g. QQI and determine actions/responses where appropriate.
- Consider feedback from learners including quantitative satisfaction ratings (Likert) in addition to any qualitative data recorded on end of course evaluation forms –Note any themes recurring.
- Seek approval for any significant changes to courses through the appropriate mechanisms – significant programme changes will be signed off by the quality committee via the programme review panel.
- The PM team will oversee the recruitment and admission of learners to the course(s) and will monitor learners' progress and achievement using data such as attendance records, daily reports, retention statistics, completion statistics, and grade distribution statistics. Progression statistics may be more difficult to achieve but NLTS may gain information in this regard from anecdotal feedback from learners via email or social media channels – this information should not be overlooked and should be recorded in some format as it will help to inform the overall review of a programme or module.
- If work placements are part of a module the panel will review feedback from employers and work placement reports (**Operations Manual Section 3**).

4.3 Reporting:

4.3.1 The chair of the Panel will compile the agenda and notify members well in advance of the meeting.

4.3.2 Panel members will be invited to add to the agenda by adding items and issues arising to the QA tracking document which is live on the share drive. In using this document there is a clear and single record of all QA/Programme issues arising with clear information about timelines, actioned items and assignment/reporting to the various internal and external committees.

4.3.3 During the meeting issues will be addressed and assigned either actionable or placed within a planning framework in line with the company's strategic planning or QA planning/improvement structures.

4.3.4 The programme management team will meet monthly and record the minutes of their meeting

4.3.5 A summary of this meeting will be delivered to the Senior Management meeting by the Commercial Manager who is a member of the Programme Management Panel and who will allocate responsibility for actionable items to the relevant person, panel or committee.

5. Meeting Structure

5.1 The structure of a typical Programme Management meeting:

- (a) 1 Agenda
- (b) Minutes of the previous meeting
- (c) Matters Arising
- (d) Communications from the Chair (under specific headings) may include some or all of the following:
 - Course developments.
 - Learner numbers.
 - Feedback from stakeholders (employers, external examiners).
 - Policy developments, updates to procedures.
 - Learner feedback.
 - Course Matters including a summary of evaluation reports and suggestions for improvement.
 - Proposed future developments of the course.
 - Learner performance - including work placements (if applicable) or work-based learning.
 - Feedback from tutors on patterns of attendance and performance.
 - Analysis and interpretation of data.
 - Assessment matters e.g. planning of assessment schedules, the effectiveness of assessments, learner feedback, cross moderation, feedback from external evaluators and internal verifiers.
 - Public information – review and monitoring to ensure compliance.
 - Any other business.

5.2 **Please use Form NLTS 110 Meeting template to record the minutes of this meeting** – choose the appropriate template for this meeting type.

Please see section 1 G for a visual overview of the relationships between committees and subcommittees.