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Institiúid Teicneolaíochta Leitir Ceannainn  
Letterkenny Institute of Technology

## Letterkenny Institute of Technology

### Report of the Panel of Assessors

#### **PART 1      GENERAL INFORMATION**

SCHOOL/DEPARTMENT:      School of Business

DATE OF VISITATION: 3 May 2017

#### PROGRAMMES EVALUATED:

Higher Certificate in Business (Administration/Information Technology/Customer services (120 ECTS)

Bachelor of Arts in Administration & Information Technology (60 ECTS)

#### MEMBERS OF PANEL OF ASSESSORS:

- Dr Derek O Byrne, Vice President for Academic Affairs & Registrar, Waterford IT, (Chair)
- Dr Pat O Connor, HoS Humanities, IT Blanchardstown
- Barry O Loughlin, Lecturer, Athlone IT
- Grainne Touhy, Lecturer, University of Ulster
- Tracy Peoples, General Manager, Premier Services

Secretary to Panel: Mr Thomas Dowling

INSTITUTE STAFF: Michael Margey, Patricia Doherty, Suzanne Roarty, Deirdre Casey, Vicky O'Rourke, Paul McGuckin, Michael Farren, James Kearns, Kathleen McGettigan, Sarah Diffley, Yvonne McCallion, Eugenia Moran, Caitlin Conluain, Paul McCusker

The panel wishes to acknowledge the excellent teamwork shown by the course development team.

## **PART 2 FINDINGS OF ASSESSORS**

The Panel of Assessors are satisfied that the proposal adequately addresses the following criteria:

### **(1) Education and Training Requirements**

The programme is consistent with the Institute's mission, avoids redundant provision and makes efficient use of resources (collaborating where this is beneficial).

### **(2) Unity**

There is an underlying unifying theme and the modules are bonded by interactions which are either implicit or explicit. The proposal demonstrates how the standard (of knowledge, skill and competence), determined by QQI for the named award to which the programme proposes to lead, evolves throughout the programme as a whole.

### **(3) Teaching and Learning**

The proposed approach to teaching and learning is clearly indicated and justified.

### **(4) Learner Assessment**

The learner assessment methods are fully elaborated and consistent with QQI's policy on fair and consistent assessment. The assessment methods are capable, among other things, of demonstrating attainment of the standards of knowledge, skill or competence, determined by QQI, for the related award.

### **(5) Resources**

The proposed staffing levels are appropriate and the levels of qualifications and competence of the staff is sufficient to deliver the programme. The necessary facilities available in terms of accommodation, equipment, and library and information technology resources are satisfactory to support the proposed programme.

### **(6) Quality Assurance**

The proposal demonstrates how the Institute's quality assurance procedures have been applied in the development of the proposed programme and satisfactory procedures exist for the on-going monitoring and periodic review of programmes.

### **(7) Programme Title and Award Title**

The award title is consistent with the named awards determined by QQI. The programme title is clear, accurate, succinct and fit for the purpose of informing prospective learners and other stakeholders.

### **(8) QQI Standards**

The learning outcomes of the programme are stated in such a way that the compliance with the appropriate QQI standard is demonstrated.

### **(9) Access Transfer and Progression**

This programme incorporates the procedures for access transfer and progression that have been established by the NQAI and is consistent with QQI policy in accommodating a variety of access and entry requirements.

## PART 3 RECOMMENDATIONS

(For the attention of the Academic Council)

The Panel of Assessors advises the Academic Council that the Institute and the School/Department should take cognisance of following recommendations:

### **Higher Certificate in Business (Administration, Information Technology and Customer Service) (120 ECTS)**

Recommendation 1 Review the Module Learning Outcomes to ensure that they are consistent with the QQI standards and best practise where possible.

The following Module Learning Outcomes were reviewed:

Semester 1 – Mathematics and Professional Keyboarding & Business Document Production 1

Semester 2 – Office Administration and Professional Keyboarding & Business Document Production 2

Semester 3 – VAT & PAYE for SMEs and Customer Relationship Management

Semester 4 – Advanced Text Processing, Customer Care and Computerised Accounts & Payroll Systems

As discussed with the panel members all other programme modules were recently validated (March 2017) as part of the Bachelor of Business Common Entry Level 7 programme.

### **Bachelor of Arts in Administration & Information Technology (60 ECTS)**

Recommendation 1 Review the Module Learning Outcomes to ensure that they are consistent with the QQI standards and best practise where possible.

The following Module Learning Outcomes were reviewed:

Semester 1 - Advanced IT Applications

Semester 2 - Professional Development and Work Placement

As discussed with the panel members the other programme modules were recently validated (March 2017) as part of the Bachelor of Business Common Entry Level 7 programme.

Recommendation 2 Consider the modules in the programme in the light of the revised Program Learning Outcomes and the Programme Title

Further to discussions with the panel the programme team now propose the following programme title **Bachelor of Arts in Administration** (60 ECTS) as it is felt that this title more accurately reflects both the learning outcomes and module mix. In addition it is proposed to rename two of the modules:

Semester 1 - Advanced IT Applications will become **IT for Administrators**

Semester 2 - Professional Development will become **Professional Practice for Administration**

The revised programme schedule and syllabi are contained in the programme document.

**Note: It is Institute policy to publish the final reports of the Panel of Assessors**



The Panel of Assessors advises the Academic Council that approval of the programmes subject to general conditions of approval together with the following additional condition:

**Higher Certificate in Business (Administration, Information Technology and Customer Service) (120 ECTS)**

Condition 1. The Programme Learning Outcomes should be restated to reflect the comments articulated by the panel at the panel.

[Programme Learning Outcomes have been restated, p.19.](#)

Condition 2. Articulate and publish the graduate attributes expected on completion of the program and clearly articulate the graduates typical career pathways.

[Graduate attributes are articulated in the Teaching and Learning Strategy, p.16. Typical career pathways and roles are now articulated in Section 3.3.3 - Career Prospects, p.16.](#)

**Bachelor of Arts in Administration & Information Technology (60 ECTS)**

Condition 1. The Programme Learning Outcomes should be restated to reflect the comments articulated by the panel at the panel.

[Programme Learning Outcomes have been restated, see p.87.](#)

**PART 4 PROPOSED PROGRAMME SCHEDULE(S) Please attach along with response to Panel.**

**Higher Cert in Administration, Technology and Customer Service**

Semester	Module Title	Subject status	ECTS			Contact hours (per week)				Allocation of				
			Level	Number		Lecture	Tutorial	Lab/Studio/ Practical	Coursework	Final Exam	Total			
1	Learning to Learn & ICT	M	6	5	1	1	1	1	100	-	100			
1	Business Management	M	6	10	6	-	-	-	30	70	100			
1	Mathematics	M	6	5	2	1	-	-	30	70	100			
1	Fundamentals of Marketing	M	6	5	3	-	-	-	30	70	100			
2	Semester	Module Title	Subject status	Level	Number		Lecture	Tutorial	Lab/Studio/ Practical	Coursework	Final Exam	Allocation of		
				ECTS										
2	Writing Skills	M	6	5	1	1	1	1	100	-	100			
2	Office Administration	M	6	10	3	-	-	-	100	-	100			
2	Introduction to Accounting	M	6	10	5	1	-	-	30	70	100			
2	Professional Keyboarding & Business Document Production 2	M	6	5	3	-	-	-	30	70	100			

4	Digital Marketing 1	M	6	10	5	-	-	-	100	0	100
4	Advanced Text Processing	M	6	5	-	-	-	3	30	70	100
4	Customer Care	M	7	5	2	-	-	1	100	0	100
4	Computerised Accounts & Payroll systems	M	6	10	-	-	-	5	50	50	100

**BA in Administration**

5	IT for Administrators	M	7	10	-	-	3	50	50	100	100
5	Organisational Behaviour	M	7	5	2	1	-	100	0	100	100
5	Marketing Management	M	7	10	3	2	-	30	70	100	100
5	Law for the Business Environment	M	7	5	3	-	-	20	80	100	100
6	Professional Practice for Administration	M	7	5	-	-	-	-	100	-	100
6	Work Placement	M	7	25	-	-	-	-	100	-	100

**Programme Evaluation Report Approved by:**



Dr Derek O Byrne

Chairman to Panel

(Vice President for Academic Affairs &

Registrar, Waterford IT, (Chair))

Date 28/6/2017



Billy Bennett

(Registrar, Letterkenny IT)

Date 10/7/17.