

#### 4.6. Quality Assurance

Quality Assurance is the formal process by which the smooth operation of the programme, implementation of the policies and regulations of the university and the development of the programme are maintained. Combined with the Quality Enhancement process this ensures that the programme and its implementation remain of the highest standard and there is a constant process of review, feedback, improvement and development.

The programme team regularly meets to discuss issues relating to the running of the programme. In addition, the development and modifications to the programme and any student concerns are discussed. For example, changes to modules, examination procedures or programme structure are discussed at formal meetings with student representation before ratification by the University. Annually the programme contribute to the Annual Monitoring process which is overseen by the Faculty Board (the principal academic committee of the Faculty) and the recommendations and actions identified through this form the Action Plan for the Faculty. It is through the Faculty Action Plan that changes and improvements to infrastructure and processes external to the programme are made. Thus, it is essential that students have the opportunity to contribute to these discussions and have the opportunity to participate in committee meetings.

This participation is achieved through student representatives to the committee. Each year student representatives are sought and **if any student is interested in participating they should contact the Programme Coordinator**. The Programme Coordinator circulates the names of the student representatives to all students studying on the programme and information about each relevant programme meeting. Students should maintain contact with their representative and inform them of any issues which they would like discussed at the programme meetings.

In addition, student feedback on the programme and individual modules is sought through the quality assurance processes of the University. Feedback forms are distributed and students can express any concerns or suggestions for improvement. The feedback from students from these processes is considered by the programme, Programme Coordinator and Head of School.