


QQI

 Quality and Qualifications Ireland
 Dearbhú Cáilíochta agus Cáilíochtaí Éireann

Report of the Programme Evaluation Panel

Provider's Name:	National College of Ireland
Address:	Mayor Square
	IFSC
	Dublin 1
QA procedures agreed on:	2006
QA procedures reviewed on:	2010
Programme(s) submitted for approval:	Leading to the award of:
1. Certificate in Non Profit Leadership and Management	Certificate in Non Profit Leadership and Management
2.	
3.	
4.	
5.	
Date submitted to QQI:	
Date of Evaluation:	16 June 2016
Date of Report:	17 June 2016

Membership of the Programme Evaluation Panel:

Role	Name	Area of Expertise	QQI Peer Review Reference Listing
Chairperson	Mr Gerard O'Donovan	Chair, Head of Faculty of Business & Humanities, Cork IT	
External Specialist	Ms Donna Day Lafferty	Third Sector, Fundraising	
External Specialist	Ms Aine McManus	Management, Information Technologies	
External Specialist	Ms Carmel Brennan	Marketing	
Industry/Employer Perspective	Ms Ruth Guy	Marketing, Non Profit Sector management, fundraising	
Rapporteur	Ms Sinéad O'Sullivan		

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1. Profile of provider:

NCI, through its two schools, the School of Business, School of Computing, offers over 80 full-time and part-time programmes at levels 6-10 of the National Framework of Qualifications.

NCI's programmes are accredited by the QQI, the Chartered Institute of Personal Development (CIPD) and the Institute of Commercial Management (ICM).

Programmes in Accounting and Finance enjoy recognition by such professional bodies as the Chartered Accountants Ireland (ACA), the Association of Chartered Certified Accountants (ACCA), and the Chartered Institute of Management Accountants (CIMA). National College of Ireland is the largest provider of Chartered Institute of Professional Development (CIPD) accredited programmes in the Human Resource Management area.

Although a company limited by guarantee, the College is partially funded through the Department of Education and Skills for 925 undergraduate full-time students. All other funding comes from student fees and commercial income. As part of its internationalisation strategy, the College is active in India, Malaysia, China and more recently Brazil and Africa. Over 50 nationalities are represented within the study body, mainly from communities in the Greater Dublin area.

Enrolment in May 2016 stands at 4600 (3700 fte) of which 43% are part-time. 70% of learners are enrolled on undergraduate programmes which range from major awards to professionally focussed special purpose awards. The College is currently one of the largest providers of Springboard/ICT programmes in the country rising to over 800 places in 2015/16.

The Higher Education Authority (HEA) provides additional funding under initiatives such as Funds for Students with Disability and the Student Assistance Funds.

In line with its mission of widening access to education, the College places a strong emphasis on the needs of the learner and provides a range of learning options that extend beyond traditional classroom dynamics, including distance learning and internet-based learning programmes.

Programmes are delivered by a combination of full-time and part-time (associate faculty) which bring current experiences and issues from the workplace into the classroom. The College currently has a policy of normally only appointing holders of PhD to full-time faculty and supports any member of staff who is undertaking PhD study both financially and via workload rebalancing. The College currently has 52 full-time academic staff, of which 60% are holders of a PhD.


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2. Planning:

Programme development since agreement of QA procedures / the last review

The College has developed a significant number of programmes since its last institutional review in 2010 culminating in 2015 with a complete programmatic review of its portfolio across the Business, Computing and Education subject areas. During the period 2014-2016, 31 programmes have been revalidated and a further 35 programmes (15 in 2015) have been validated or are in the process of being validated.

2.1. Purpose of the award

Does the proposed programme address a clear market demand? Yes✓ No

This proposed Certificate in Non Profit Leadership and Management is aimed at improving managerial competencies at an emerging management senior level in non-profit organisations while combining academic evidence-based practices with practitioner led knowledge and skills.

2.2. Avoidance of duplication

Has the Programme Development Team identified the availability of similar programmes locally, regionally, nationally? Yes✓ No

The programme development arose from the cessation of a similar programme at All Hallows College which has closed. The programme has been significantly reviewed and informed by consultations with the Wheel, the sectoral representative body and other sectoral influencers.

2.3. Stakeholder consultation

Was the level of stakeholder engagement satisfactory? Yes✓ No

Comment: None

Support for the programme (industry/business/community) Yes✓ No

As the programme has been developed and is a collaborative endeavour in conjunction with sectoral representatives it has the support of the sector.

2.4. Efficient and effective use of resources

Does the proposed programme represent both efficient and effective use of the provider's resources? Yes✓ No

Comment: None

2.5. Resource development over last 5 years (or in direct support of this programme)


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Specific Comments:

Staff: The panel notes that the programme will be delivered by Quality Matters who will be supported by NCI. Quality Matters faculty will be associate faculty of NCI and subject to NCI quality assurance procedures for recruitment, learner evaluation and staff development.

Accommodation: The programme will be provided at the NCI campus in Dublin and there are adequate facilities in place and Carmichael House which has been reviewed using NCI's quality assurance process for selection of off-campus locations.

Information technology: The evaluation panels is of the view that very effort should continue to be made to use up-to-date technologies in support of student learning both inside and outside of the classroom.

Library: Administration:

Comment: None

Publicity/public information:

Comment: None

2.6. Planned development over the coming 5 years?

Have the QQI award standards been explicitly referred to in the programme and does the programme meet those standards at the specified level?

Comment: None

Yes ✓ No

Has the Provider complied with Protection for Enrolled Learner requirements?

Protection for Enrolled Learners has been arranged with Griffith College and the Irish College of Humanities and Science.

Yes ✓ No

2.7. Access

Is the expected minimum and maximum number of all learners entering the programme explicitly stated?

Comment: None

Yes ✓ No

Have any/all prerequisite knowledge, skills or competence or any other specific entry requirement been articulated?

Yes ✓ No

The panel notes the use of Recognition of Prior Learning at NCI and recommends that Section 5 outlines that RPL takes place using interview and assessment.


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3. Quality Assurance

3.1. Application of agreed quality assurance procedures for development of programmes

Were the agreed quality assurance procedures for programme development followed?

Yes ✓ No

This programme is proposed as a collaborative arrangement between NCI, The Wheel and Quality Matters. The panel is satisfied that the appropriate quality assurance arrangements and agreements are in place to ensure that the programme is delivered appropriately.

The panel commends the obvious good working relationship between the parties as demonstrated during the engagement.

Has the programme team demonstrated how programme delivery will be monitored in accordance with agreed QA procedures?

Yes ✓ No

The panel heard how delivery and evaluation of the programme is subject to NCI's quality assurance procedures as agreed with QQI for collaborative provision and NCI remains responsible for the review and moderation of all assessment.

Are programme management arrangements adequate and coherent?

Yes ✓ No

Comment: None



4. Programme structure and content

Is the programme structure well designed, coherent and fit for its stated purpose?

Yes✓ No

The panel discussed the programme structure and sequencing with the programme team and is satisfied that it is fit for purpose.

4.1. Programme learning outcomes

Do the programme learning outcomes comply with national standards for the level of award proposed?

Yes✓ No

Comment: None

Are module descriptions adequate and relevant?

Yes✓ No

The programme team should consider review of some modules to ensure that their curriculum is sufficiently expanded and that consistency of presentation of the reading lists is achieved.

Are modules relevant and current?

Yes✓ No

Comment: None

Does the combination of modules chosen have the coherence to support the proposed award?

Yes✓ No

Comment: None

4.2. Learning Modes

Can the teaching and learning strategies proposed support achievement of the required learning outcomes?

Yes✓ No

Comment: None

Are the delivery mechanisms proposed adequate to the needs of the programme and the proposed learner cohorts?

Yes✓ No

The programme will be offered on a part-time basis only.

4.3. Assessment strategies

Are assessment processes and methods adequately described?

Yes✓ No

Comment: None

Are these strategies appropriate to this type of award, in terms of type, frequency and volume?

Yes✓ No

Comment: None


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Is assessment explicitly linked with intended learning outcomes? Yes✓ No

Comment: None

Does the assessment strategy underpin the achievement of the relevant standard of knowledge, skill and competence? Yes✓ No

Comment: None

4.4. Duration

What is the intended duration of the Programme?

4-6 months

What is the lifespan of the programme (e.g. single cohort intake to satisfy limited local demand; multiple intakes over the following 5 years etc.?)

Typically, from September 2016 onwards, 3-5 cohorts per academic year

Does the Panel believe this to be realistic? Yes✓ No

Comment: None

Are there flexible modes of participation? Yes✓ No

The programme will be offered primarily on a part-time basis.

4.5. Credits

Is credit allocation in accordance with national and international guidelines? Yes✓ No

Comment: None

Considering the level, outcomes and volume of each module, is the number of credits attached to each appropriate? Yes✓ No

Comment: None

Considering the stated objective of the programme is the number of credits attached to the award appropriate? Yes✓ No

Comment: None

4.6. NFQ Level

Is the proposed level of the programme in accordance with institutional policy/national norms? Yes✓ No

Comment: None

4.7. Programme titles and award


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Is the title consistent with national policy, is it informative and is it fit for purpose?

Yes ✓

No

4.8. Transfer and Progression

Has the Programme Development Team identified realistic transfer and progression opportunities/possibilities that learners may avail of following achievement of this award?

Yes ✓

No

The panel notes that the College has developed a number of Special Purpose Awards in the non-profit sector and that these programmes may be used, subject to the sectoral conventions on assessment, as access or transfer options should the learner wish to do so.

The panel notes the development of the Postgraduate Diploma in Business in Non Profit Management. On reviewing the Programme Learning outcomes, the panel would like to see greater differentiation between the 2 awards.

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5. Module Titles, Content and Assessment Strategy

Module Title: Management of Non Profit Organisations

Is the title informative and is it fit for purpose? Yes✓ No

Comment: None

Are the specific learning outcomes a) properly stated, b) sufficient and c) achievable? Yes✓ No

Comment: None

Is the content sufficiently informative and is it fit for purpose? Yes✓ No

Comment: None

Does the Assessment Strategy align sufficiently with the intended learning outcomes? Yes✓ No

Comment: None

Is the required reading and supplementary reading appropriate, current and realistic? Yes✓ No

Reference to third sector texts and grey literature should be included in the resource lists

Module Title: Leadership in Non Profit Organisations

Is the title informative and is it fit for purpose? Yes✓ No

Comment: None

Are the specific learning outcomes a) properly stated, b) sufficient and c) achievable? Yes✓ No

Comment: None

Is the content sufficiently informative and is it fit for purpose? Yes✓ No

The panel recommends for consistency, that the programme team consider using the module developed for the MSc in Non Profit Management for this programme as the outcomes, curriculum and assessment, although not identical are sufficiently similar.

Does the Assessment Strategy align sufficiently with the intended learning outcomes? Yes✓ No

Comment: None

Is the required reading and supplementary reading appropriate, current and realistic? Yes✓ No

Reference to third sector specific texts and grey literature should be included in the resource lists

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6. Specific Issues to be addressed by the provider

6.1. Conditions of Approval:

- None

6.2. Recommendations:

- R1. The panel recommends for consistency, that the programme team consider using the module developed for the MSc in Non Profit Management for this programme as the outcomes, curriculum and assessment, although not identical are sufficiently similar
- R2. Reading lists should refer to 3rd sector including texts and grey literature.
- R3. Module learning outcomes needed to be aligned to programme learning outcomes
- R4. Guidelines should be developed in relation to the extent of leadership experience required for entry.

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7. Overall Result of Evaluation Panel Review:

The Programme is recommended to the Programmes and Awards Executive Committee for approval subject to the provision to QQI of a revised submission document including programme schedule(s), which addresses the conditions and recommendations required in the report and which has been signed off by the Panel Chair if necessary.

This report has been agreed by the Evaluation Panel and is signed on their behalf by the Chair.

Panel Chairperson: Gerard O'Donovan

Date: 22/06/16

Signed:

Date: 22/06/16

The Report of the External Review Panel contains no assurances, warranties or representations express or implied, regarding the aforesaid issues, or any other issues outside the Terms of Reference.

While QQI has endeavoured to ensure that the information contained in the Report is correct, complete and up-to-date, any reliance placed on such information is strictly at the reader's own risk, and in no event will QQI be liable for any loss or damage (including without limitation, indirect or consequential loss or damage) arising from, or in connection with, the use of the information contained in the Report of the External Evaluation Panel.

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Staff Name
Ms Caroline Gardner
Mr Brian Carroll

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Certificate in Non Profit Leadership and Management

Programme Team Response to External Panel Report

The Programme Team thanks the panel members for their constructive input. The table below outlines each of the conditions and recommendations made and the team's response to that item outlining how each has been met. These are referenced to the accompanying submission documents

Recommendations	Action
<p>R1. The panel recommends for consistency, that the programme team consider using the module developed for the MSc in Non Profit Management for this programme as the outcomes, curriculum and assessment, although not identical are sufficiently similar</p>	<p>The Leadership module developed for the MSc programme will be used on the Special Purpose Award programme. The module descriptor has been modified accordingly.</p> <p>Regarding the Management module in the Special Purpose Award programme, the current module descriptor is specifically tailored to contemporary issues, regulatory and funding drivers and the current managerial problems facing the Third Sector in Ireland. This is particularly suited to an "Executive Education" market in the non-profit sector in Ireland and allows students develop a need to learn more through further education to a MSc or Post Graduate Diploma.</p>
<p>R2. Reading lists should refer to 3rd sector including texts and grey literature</p>	<p>A variety of 3rd Sector readings in the form of Journals and books have been added to the reading lists of both the Management and Leadership modules. These are shown in the modified module descriptors.</p>
<p>R3. Module learning outcomes needed to be aligned to programme learning outcomes</p>	<p>These have been aligned and are shown in the Programme Learning Outcomes in Section 6.</p>
<p>R4. Guidelines should be developed in relation to the extent of leadership experience required for entry.</p>	<p>Guidelines have been developed and these are shown in Appendix 1 and are common to all the Special Purpose Award programmes in Non-Profit Management.</p>

Panel Chair Confirmation

To QQI Validation Unit

This is to confirm that I have reviewed the amended documentation from **National College of Ireland** for the programme(s) titled **Certificate in Non Profit Leadership and Management** submitted in response to a recent panel report chaired by me.

I can confirm that the amendments made address all the conditions set by the panel. Therefore, on behalf of the panel, I recommend this programme to QQI for validation.

Signed:



Date: 06/07/16



CERTIFICATE OF VALIDATION

Provider name	National College of Ireland
Date of validation	20 July 2016

	First Intake	Last Intake
Enrolment interval	September 2016	September 2020

	Code	Title	Award
Principal programme		Certificate in Non Profit Leadership and Management	Certificate
Embedded programme			
Embedded programme			

	Name	Maximum number of learners	Minimum number of learners
Approved centre	National College of Ireland	As per the validated programmes	As per the validated programmes

Target learner groups	As per the validated programmes
Approved countries for provision	Ireland
The teaching and learning modalities	As per the validated programmes
Brief synopsis of the programme (e.g. who it is for, what is it for, what is involved for learners, what it leads to.)	As per the validated programmes
Specifications for teaching staff	As per the validated programmes
Specifications for the ratio of learners to teaching-staff	As per the validated programmes

Programmes being replaced		
Code	Title	Comment
		N/A



Conditions of validation

The statutory ([section 45\(3\) of the 2012 Act](#)) conditions of validation are that the provider of the programme shall:

- a) co-operate with and assist QQI in the performance of QQI's functions in so far as those functions relate to the functions of the provider,
- b) establish procedures which are fair and consistent for the assessment of enrolled learners to ensure the standards of knowledge, skill or competence determined by QQI under section 49 (1) are acquired, and where appropriate, demonstrated, by enrolled learners,
- c) continue to comply with [section 65 of the 2012 Act](#) in respect of arrangements for the protection of enrolled learners, if applicable, and
- d) provide to QQI such information as QQI may from time to time require for the purposes of the performance of its functions, including information in respect of completion rates.

Conditions from HET Core Validation Policy and Criteria 2010, Revised 2013

The provider of the programme shall (for each programme):

1. Maintain the status of the programme(s) recognition;
2. Establish, having regard to existing quality assurance procedures, procedures for quality assurance for the purpose of further improving and maintaining the quality of education and training which is provided, organised or procured by that provider as part of the programme(s) concerned, and agree those procedures with QQI;
3. Operate quality assurance procedures agreed with QQI;
4. Implement procedures for the assessment of learners which are consistent with Assessment and Standards, Revised 2013;
5. Implement the procedures described in the document Policies, Actions and Procedures for Access, Transfer and Progression for Learners;
6. Implement any special conditions of validation attached to the relevant awards standards.

Other conditions from HET Core Validation Policy and Criteria 2010, Revised 2013

7. Notify QQI of any change in circumstances affecting the provider which could affect or be perceived to affect the provision of the programme(s). This includes significant changes in corporate or academic governance, ownership, legal status, profile of teaching staff, profile of learners, numbers enrolled, facilities, or resources;
8. Maintain learner data records (personal identification, progression, module marks, stage classification etc.) in order to assist QQI in the performance of its functions;
9. Provide the information required by QQI's award making and monitoring functions, including information in respect of completion rates;
10. Implement the programme in accordance with the **approved programme schedule(s)** (appended) and current assessment strategies;
11. Subject to Section 4.6.1 of *HET Core Validation Policy and Criteria 2010, Revised 2013*, obtain QQI's approval prior to substantially amending the programme's minimum intended learning outcomes, save in the case of incremental enhancements arising from the implementation of findings of the provider's agreed quality assurance procedures;
12. Notify QQI of any information concerning the programme(s), or circumstances that may reasonably be expected to give QQI cause to consider reviewing the programme. Explicitly this includes where another awarding body withdraws or seeks to withdraw validation from the programme(s) and /or any alterations to accreditations (additions or withdrawals) by a professional or regulatory body;
13. Implement the programme(s) as agreed with the resources indicated;
14. Adhere to, and implement the Provider Lifecycle of Engagements.



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PAEC/A19/4.3.1.13

Approved Programme Schedule(s)

Name of Provider		NCI	Programme Codes		CNPL&M					
Programme Title (i.e. named award)		Certificate in Non Profit Leadership and Management								
Award Title (QQI named award)		Certificate in Non Profit Leadership and Management								
Stage Exit Award Title										
Modes of Delivery (FT/PT/ACCS/BLENDED/OC etc.)		PART_TIME								
Stage	Award	Number of Stages		1						
Award Class	Special Purpose Award	Award NQF Level		9						
Award EQF Level	7	Stage Credits (ECTS)		15						
Stage NQF Level	9	Stage EQF Level		7						
Date Effective	01/09/16	ISCED Subject Code								
Ref	Module Title	Semester	Module Status (M/E)	Total Student Effort			Allocation of Marks			
				ECTS Credit Number	Total Hours	Contact Hours	Independent Learning	Coursework %	End of Module Assessment %	Total %
1.1	Management of Non Profit Organisations	1	M	10	250	50	200	50	50	100.00
1.2	Leadership of Non Profit Organisations	1	M	5	125	30	95	50	50	100.00
Special Regulations:										