

Quality Standards for recognised institutions

1.0: Organisational Structure and Management

- 1.1 Governance
- 1.2 Management Systems and Organisational Processes
- 1.3 Management Responsibility
- 1.4 Self-Assessment, External Evaluation and Improvement Planning
- 1.5 Transparency and Accountability
- 1.6 Administration
- 1.7 Financial Management

2.0: The Learning Environment

- 2.1 Education and Training Mission Statement
- 2.2 Communication with Students and Other Stakeholders
- 2.3 Course Access, Transfer and Progression
- 2.4 Equality and Diversity
- 2.5 Complaints and Appeals
- 2.6 Training Infrastructure
- 2.7 Health and Safety
- 2.8 Social Environment

3.0: Faculty Recruitment and Development

- 3.1 Organisational Staffing
- 3.2 Faculty Recruitment
- 3.3 Faculty Development and Training
- 3.4 Communication with Faculty
- 3.5 Work Placement and Internship
- 3.6 Faculty and Stakeholder Management
- 3.7 Collaborative Provision

4.0: Course Development, Delivery and Review

- 1.1 Course Development
- 1.2 Course Approval
- 1.3 Course Delivery – Methods of Theoretical and Clinical Instruction
- 1.4 Course Review
- 1.5 Assessment and Awards
- 1.6 Internal Verification
- 1.7 External Authentication
- 1.8 Results Approval
- 1.9 Student Appeals

Quality Standards for recognised institutions

1.0 Organisational Structure and Management	
Quality Area	Quality Standard
1.1 Governance	The Institution has clear lines of authority and engages a system of accountability for PHECC approved courses.
1.2 Management Systems and Organisational Processes	The Institution can show that it has well documented organisational processes in place to meet the needs of all stakeholders.
1.3 Management Responsibility	There is a clearly defined system in place showing who is responsible for ensuring the quality assurance of PHECC approved courses.
1.4 Self-Assessment, External Evaluation and Improvement Planning	The Institution carries out internal assessment and engages in a quality improvement planning process (annually) which includes external evaluation.
1.5 Transparency and Accountability	The Institution conducts its activities in an open and transparent manner.
1.6 Administration	Administration arrangements meet the needs of all stakeholder groups.
1.7 Financial Management	The institution manages its' finances in a responsible manner that meets the needs of all stakeholders.

Quality Standards for recognised institutions...contd.

2.0 The Learning Environment	
Quality Area	Quality Standard
2.1 Education and Training Mission Statement	The mission of the Institution is appropriately focused with education and training as a core activity.
2.2 Communication with Students and Other Stakeholders	Two way communication systems are in place between faculty, students and other stakeholders as appropriate.
2.3 Course Access, Transfer and Progression	Course information is clear, access is fair and consistent, with recognition of prior learning, as appropriate.
2.4 Equality and Diversity	There is a commitment to the provision of equal opportunities for students and faculty in compliance with relevant equality legislation.
2.5 Complaints and Appeals	Complaints and Appeals Procedures are open, transparent and accessible to students and other stakeholders.
2.6 Training Infrastructure	Courses are carried out in an appropriate learning environment, sufficiently resourced in order to deliver training to the highest standards.
2.7 Health and Safety	A safe and healthy environment exists in the Institution.
2.8 Social Environment	A positive, encouraging, safe, challenging and caring environment is provided for faculty and students.

Quality Standards for recognised institutions...contd.

3.0 Faculty Recruitment and Development	
Quality Area	Quality Standard
3.1 Organisational Staffing	All faculty are aware of their role and responsibilities when involved in the administration and/or delivery of PHECC approved course and their conduct is professional at all times.
3.2 Faculty Recruitment	Faculty are recruited on the basis of personal suitability, appropriate experience and qualifications.
3.3 Faculty Development and Training	Faculty are encouraged and supported to gain additional training/qualifications appropriate to their role in or with the Institution.
3.4 Communication with Faculty	Two way communication systems are in place between management and faculty.
3.5 Work Placement and Internships	Host organisations (internship sites) are appropriate to the course content and learning outcomes to be achieved (NQEMT courses only).
3.6 Faculty and Stakeholder Management	A system is in place to ensure appropriately qualified and experienced individuals are engaged by the institution.
3.7 Collaborative Provision	Appropriate contractual arrangements are in place with affiliated instructors.

Quality Standards for recognised institutions...contd.

4.0 Course Development, Delivery and Review	
Quality Area	Quality Standard
4.1 Course Development	Courses are designed and developed to meet the requirements for PHECC approval and certification and reflect a commitment to quality improvement.
4.2 Course Approval	There are clear guidelines for course approval.
4.3 Course Delivery – Methods of Theoretical and clinical Instruction	Courses are delivered in a manner that meets students' needs and in accordance with PHECC guidelines.
4.4 Course Review	Courses are reviewed in a manner that allows for constructive feedback from all stakeholders.
4.5 Assessment and Awards	Assessment of student achievement for certification operates in a fair and consistent manner by all tutors and instructors in line with PHECC assessment criteria.
4.6 Internal Verification	There is a consistent application of PHECC assessment procedures and the accuracy of results is verified.
4.7 External Authentication	There is independent and authoritative confirmation of assessment and certification where relevant, in accordance with PHECC standards.
4.8 Results Approval	A results approval process operates in the Institution.
4.9 Student Appeals	A process is in place for students to appeal their approved result.