

I am a member of professional services staff in the Library, Student Services, Finance, IT, facilities & maintenance, Attendants, HR or other college administration, I contribute to Quality Assurance and Quality Enhancement by:

- Working to support the provision of an excellent learning environment for students;
- Regularly updating my line manager on issues arising in relation to my area;
- Liaising with my area's representative on the College Learning Resources Committee regarding the quality of the local operational environment;
- Exploring quality enhancement initiatives with peers and my line manager at regular Departmental meetings;
- Participating in the annual QA Staff survey;
- Contributing to QA Reviews at Programme, Department, School and Institutional level at regular intervals.
- Accurate and prompt reporting, and acting in accordance with legislation that safeguards and protects information on students (Privacy, Data Protection).
- Being aware of all policies and procedures that apply to the work in my area and applying them.
- Being aware of all Health & Safety policies and regulations and ensuring a culture of good Health & Safety practice is created in the College.
- Participating in annual school/area planning, risk assessment and other meetings relevant to my area.

What happens next?

- Issues arising in relation to the operational environment are addressed by my line manager, where possible;
- My line manager works with peers, as appropriate, to resolve issues raised and enhance the operational environment, and appraises of the College Management Team of such issues;
- Issues affecting the learning and operational environment raised through the Learning Resources Committee are situated and discussed in a College-wide context, enabling the sharing of practice, collaboration in respect of resources, and the identification and prioritization of solutions at a College-wide level;
- The Learning Resources Committee reports and makes recommendations to Academic Council and the College Management Team.

I can see how my contribution is informing Quality Enhancement by reading:

- Minutes from the Quality Assurance Steering Committee published on Google Drive;
- Minutes from the Learning Resources Committee published on Google Drive;
- My School's Annual Planning Report published on Google Drive;
- The brief summary given at the start of the annual QA Staff Survey;
- The Annual Quality Enhancement Statement published on the NCAD website.

I can identify that my contribution makes a difference when:

- Positive changes are made to College processes and procedures that enhance the learning environment
- Feedback from students and staff is more positive;
- Change to administrative processes are planned and support the provision of an excellent learning environment.