I am a Technical Officer, I contribute to Quality Assurance and Quality Enhancement by:

- Regularly updating my Head of Department and School Board on issues arising in relation to the local learning environment;
- Liaising with my Department and/or School representative on the College Learning Resources Committee regarding the quality of the local learning environment.
- Exploring quality enhancement initiatives with peers and my Head of Department at regular Departmental meetings, School Board and annual planning meetings;
- Participating in the annual QA Staff survey;
- Providing a report to Heads of Department to contribute to the STUDENT ENGAGEMENT & TECHNICAL OFFICER REPORT, part of the Annual Programme Planning and Quality Assurance Report Template
- Contributing to QA Reviews at Programme, Department, School and Institutional level at regular intervals.
- Participating in CPD sessions.
- Assisting with Facilities and Health and Safety audits and developments.

What happens next?
- Issues arising in relation to the learning environment are addressed by my Head of Department, where possible;
- Issues arising in relation to the learning environment are also discussed at School-level at the weekly meeting of my Head of School and Heads of Department, and through Departmental reports to the School Board;
- My Head of School works with Heads of Department to resolve issues raised and enhance the learning environment, and appraises of the College Management Team of such issues at their weekly meetings;
- Issues affecting the learning 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;
- The Annual Programme Planning and Quality Assurance Report contributes to the annual review of programmes, informing how I carry out my role in the following year, including incorporating any changes to enhance how students are supported in their learning and practice.

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 facilities and programmes;
- Feedback from students is more positive;
- Changes to facilities and programmes are planned, rather than being reactive.