

Quality Assurance:



Analysing its Role & Impact on both Academic and Student Affairs at CCLCS

Presenter:

- Brian-Anthony David
- Manager, Quality Assurance, Cipriani College of Labour & Cooperative Studies (CCLCS)
- davidba@cclcs.edu.tt

- Ingrid Pilgrim
- Administrative Assistant, QAU, Cipriani College of Labour & Cooperative Studies (CCLCS)
- pilgrimi@cclcs.edu.tt

Overview

- CCLCS' Accreditation History
- QA's Impact on both Academic and Student Affairs
- QA's Integral Role in Improving CCLCS
- QA: Future Role within CCLCS

CCLCS Future Focus



CCLCS' VISION

With a proud tradition of accessible high quality education we aim to exceed the expectations of our students, staff and other stakeholders, as the premier tertiary education institution in the Caribbean, in the areas of Labour, Co-operative Education and a dynamic range of specialized and customized programmes.

CCLCS' MISSION

To increase the capacity and consciousness of the Labour & Co-operative Movements, people based and professional institutions, both locally and regionally, and to empower present and future working people.

CCLCS Accreditation Road Map

- The Comprehensive site visit was conducted by a team of four external evaluators from the ACTT in July 2012.
- The external evaluators were responsible for the preparation of an accreditation site visit report which was submitted to ACTT's Accreditation Review Committee for approval.
- CCLCS was notified that institutional accreditation was granted for five (5) years until November 2017.



Context of CCLCS' Accreditation History

- CCLCS pursued the status of Accreditation similar to its Higher Education counterparts which offered 'indigenous programmes'. Attained on November 21st 2012.
- This status positioned Cipriani as the premier higher education provider in labour and co-operative studies in Trinidad & Tobago and by extension the Caribbean



Evolution of QA at CCLCS

Some form of quality management practiced within DDAA & DDSA via policies, procedures and systems pre 2008. No formalization existed.

QM principles implemented via registration and accreditation 2008 – 2012. Quality Model adopted – 'Fitness for Purpose'

Post 2012 - Continuous management by DDAA & DDSA along with QAU support to ensure gains made in quality improvement are sustained

Our Mandate

- ◆ Provide strategic guidance and direction to Executive Management and the Board in pertinent internal and external matters
- ◆ Design and develop Quality Assurance systems and procedures to ensure the achievement of the College's vision and mission
- ◆ Ensure the efficient implementation of the College's Quality Management System (QMS)
- ◆ Conduct internal quality audits and collaborate with stakeholders to ensure corrective action is implemented
- ◆ Monitor national and international guidelines as they relate to the operations of the College
- ◆ Serve as the College's liaison with national, regional and international accreditation and government agencies in quality assurance matters
- ◆ Analyze, evaluate and report on trends and developments likely to impact regulatory compliance and accreditation requirements.
- ◆ Co-ordinate the timely and accurate preparation of documents required for regulatory quality assurance agencies



Quality Assurance Unit

Contact Information

**868-662-5014
663-0975
645-1963**

Manager	<p>Brian-Anthony David</p> <p>Ext. 3002 davidba@cclcs.edu.tt</p>
Quality Assurance Officer	<p>Loriella Mieres</p> <p>Ext. 3003 hodgesl@cclcs.edu.tt</p>
Administrative Assistant	<p>Ingrid Pilgrim</p> <p>Ext. 3005 pilgrimi@cclcs.edu.tt</p>



**CIPRIANI COLLEGE
OF LABOUR AND CO-OPERATIVE STUDIES**



Quality Assurance Unit

CHURCHILL ROOSEVELT HIGHWAY, VALSAYN,
TRINIDAD
REPUBLIC OF
TRINIDAD AND TOBAGO

QAU's VISION



To articulate and be the driving force behind the implementation and communication of Quality Assurance policies, mechanisms and systems pertinent to higher education.



QAU's MISSION

The QAU will seek to increase the capacity and consciousness of the CCLCS family regarding Quality Assurance, Accreditation and Institutional Research and Effectiveness.

To achieve this, we will:

- ◆ Implement robust Training mechanisms for both the Executive and staff at all sites;
- ◆ Facilitate the strategic development of policies, procedures and mechanisms geared toward improving the overall quality and effectiveness of all departments within the College;
- ◆ Facilitate continuous association and membership with pertinent national, regional and international Quality Assurance and Accreditation Agencies; and
- ◆ Be proactive and innovative in meeting the needs of all our stakeholders in a continuously changing and competitive higher education environment.

QUALITY POLICY

The Cipriani College of Labour and Co-operative Studies aims to provide excellent and outstanding service to our internal and external stakeholders.

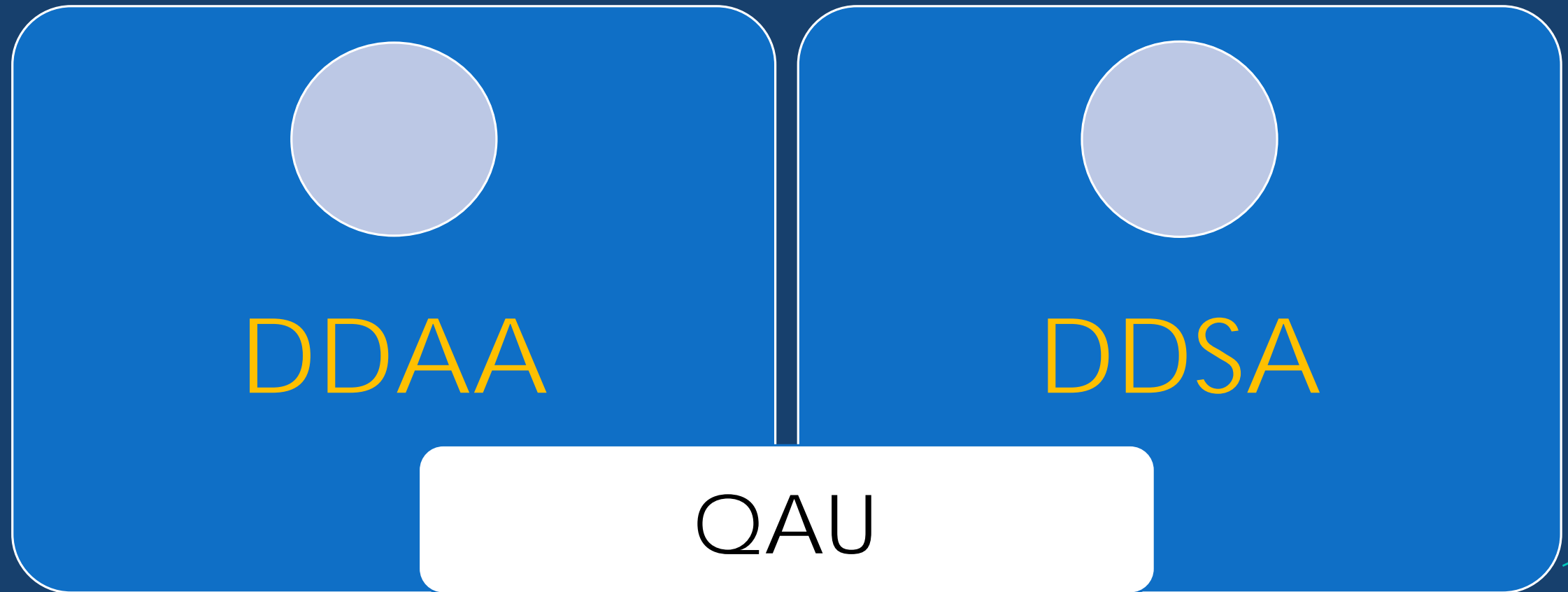
We aim to consistently meet and surpass stakeholder requirements through continuous improvement endeavors.

Every individual shares in the ownership of quality within the college and is focused on stakeholder satisfaction.

The objectives of Cipriani College of Labour and Co-operative Studies (CCLCS) are to:

- ◆ Enhance the institution's effectiveness in teaching and learning;
- ◆ Encourage research and dissemination of research results;
- ◆ Increase the quality of the student experience; and
- ◆ Engage with the Labour and the Co-operative movements, people based and professional institutions

3 Way Collaborative Relationship – DDAA, DDSA & QAU



Relationship between QAU & Academic Affairs

- Developed strategic policies and processes:
 - Faculty Evaluation Plan –
 - Major Functional Responsibilities
 - Student Evaluation of lecturer's Classroom Performance
 - Classroom Observation
 - Evaluation of HOD's by Lecturers
 - Peer Evaluation
- QAU personnel aided Faculty in streamlining of Programmes to ensure maintenance of quality of the programmes
- Participated in CCLCS Internal Curriculum Review Committee
 - provided input into Information Retrieval and Analysis by Curriculum Review Consultant

Relationship between QAU & Academic Affairs

- The QAU in its bid to sustain/maintain the gains made will be working closely with AA to produce the following:
 - Tracer Studies
 - Surveys
 - Audits
 - Reviews

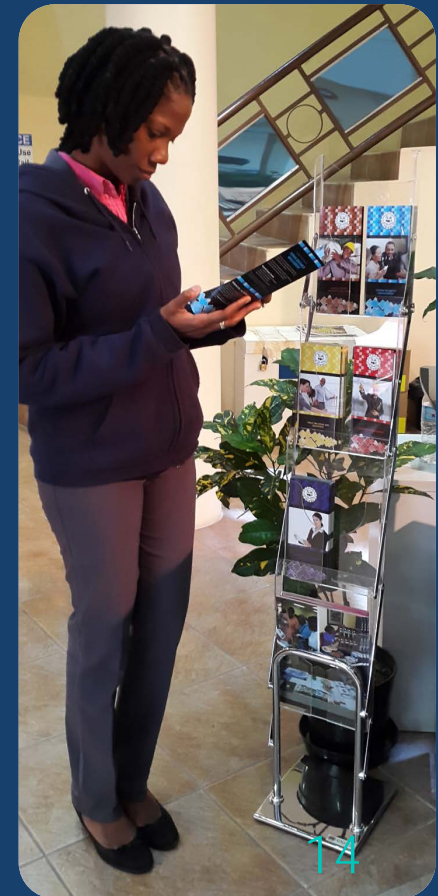
Relationship between QAU & Student Affairs: Future Focus

- The QAU in its bid to sustain/maintain the gains will be working in conjunction with SA to effect the following:
 - Surveys
 - Audits
 - Reviews
 - Analyse Internship Reports
- Improve overall quality of student services support- staff competence and delivery to key stakeholder - students
 - Geared toward measuring student competence for the world of work
 - Identification of areas for strategic improvement

CCLCS Future Focus

The strides being made by CCLS with specific reference to the attainment of registration and accreditation demonstrate a real commitment to quality improvement. These gains have provided the platform for CCLCS to

- Implement a quality assurance agenda allowing the quality culture to further permeate the College.
- Leverage local, regional and international funding and support. to holistically develop CCLCS
- Engage and facilitate relationships and agreements aimed at elevating the College's status locally, regionally and internationally.
- Appear more attractive to potential students as they envisage a strong higher education institution (HEI) capable of delivering on its mandate



CCLCS Future Focus: QA Impetus





○ THANK YOU FOR YOUR TIME & ATTENTION