



Internal QA/QI Review of the Quality Enhancement Office 2015

Quality Improvement Plan

DOCUMENT CONTROL SHEET

Name of Unit	Quality Enhancement Office					
Project Title	Internal QA/QI Review of the Quality Enhancement Office					
Document Title	Quality Improvement Plan (QIP)					
Document No.						
This Document Comprises	DCS	TOC	Text	List of Tables	List of Figures	No. of Appendices
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Rev	Status	Author(s)	Reviewed By	Approved By	Office of Origin	Issue Date
Draft_v1	Draft	DTC	QEO Staff	N/A	QEO	22.09.2015
Draft_v2	Draft	QEO	Quality Committee	Quality Committee	QEO	16.12.2015
Final	Draft	QEO	SMT	SMT	QEO	20.04.2016

Outcome / Status descriptors for QIP action items:

<i>Resolved</i>	No action to be taken
<i>Pending</i>	Action item not yet implemented
<i>In progress</i>	Action item in progress
<i>Achieved</i>	Action item completed

Abbreviations:

<i>AC</i>	Academic Council
<i>EWG</i>	Evaluation Working Group
<i>FMHS</i>	Faculty of Medicine & Health Sciences
<i>MHSB</i>	Medicine & Health Sciences Board
<i>QC</i>	Quality Committee
<i>QEO</i>	Quality Enhancement Office
<i>SMT</i>	RCSI Senior Management Team
<i>SPFB</i>	Surgery & Postgraduate Faculties Board
<i>SU</i>	Students' Union

[Insert Name of Unit]



Quality Improvement Plan [Insert Date]

Recommendation	PRGR ref.	Response / Action Planned	Responsibility for Action	Resources Implications	Deadline / timeframe	Measurement / Benchmarking	Outcome / Status
The PRG recommends that the number of and staff representation at stakeholder meetings in future quality reviews be reduced, thus freeing up more time to discuss and explore key issues	PRGR 2(1)	The QEO recognises the pressure under which PRGs work during review site-visits and the need for as much time as possible for internal discussion. Accordingly, the review guidance documents will be amended to recommend that stakeholder meetings be limited to a maximum of five per day during the site-visit.	QEO	Nil	Q4 of 2015	Amended guidance will be given to Units undergoing review limiting stakeholder meetings to a maximum of five per day during the site-visit.	Achieved
That Quality Committee business be added as a standing agenda item (biannually) of Academic Council, MHSB, SPFB, College Board & RCSI Council annually	PRGR 3(1)	The QEO welcomes this recommendation and looks forward to working with the RCSI Senior Management Team (SMT) and with the Chairs of these four governance entities to make Quality Committee business a standing agenda item on a biannual basis	SMT	Nil	Q2 of 2016	QC business will be a standing agenda item on a biannual basis	Pending
That RCSI develops a comprehensive policy on dissemination of quality-related documentation (publication of reports and other documents) to enhance visibility of areas of excellence and to improve transparency	PRGR 3(2)	The QEO welcomes this recommendation and will develop a set of policies accordingly	SMT, QEO	Nil	Q2 of 2016	A policy on dissemination of quality-related documentation will be agreed by RCSI	In progress

[Insert Name of Unit]



Quality Improvement Plan [Insert Date]

Recommendation	PRGR ref.	Response / Action Planned	Responsibility for Action	Resources Implications	Deadline / timeframe	Measurement / Benchmarking	Outcome / Status
That the QEO develop a protocol to clearly communicate their remit and services to all key stakeholders	PRGR 3(3)	The QEO will develop a series of brief guides to its functions and services	QEO	Nil	Q2 of 2016	Publication of the guides	Pending
That reviewed Units in partnership with the QEO are given the opportunity at an Institutional level (e.g. at a Town Hall meeting) to share experience and learning and any outcomes	PRGR 3(4)	The QEO will invite staff members of Units that have been subject to review to present (with the agreement of SMT) at Town-Hall meetings and/or meetings of the Senior Leaders' Group	QEO, SMT	Nil	Q2 of 2016	Units will present at Town-Hall meetings	Pending
To scope the possible benefits to benchmarking in an RCSI context and whether this falls within the remit of the QEO and, if deemed of benefit, to investigate optimal/potential approaches	PRGR 3(5)	The QEO had begun, prior to this review, to consider the issue of benchmarking and has commenced such a scoping exercise with a view to bringing a report & recommendations to the Quality Committee in 2016	QEO	Nil	Q3 of 2016	A report & recommendations will be brought to the Quality Committee	In progress
That RCSI work with the Students' Union and student representation to enhance and optimise their participation in College governance structures	PRGR 3(6)	The QEO is committed to working with RCSI students to maximise their impact on governance within RCSI and will continue to liaise with the RCSI Students' Unions. QEO will also liaise with the Student Services Department to ensure that SU Officers receive training to allow them to engage with the relevant issues	QEO, SMT, RCSI-SU	Nil	Q4 of 2015	Student representatives will continue to be invited into membership of all relevant RCSI governance bodies	Achieved
RCSI HR to consider career development and advancement of administrative staff - in particular, in the context of highly skilled,	PRGR 3(7)	RCSI HR should develop career paths for non-academic staff to avoid unnecessary loss of critical skills in specific areas	RCSI Human Resources Dept. & SMT	Undetermined	Q2 of 2016	Delivery of proposals by RCSI HR	Pending

[Insert Name of Unit]



Quality Improvement Plan [Insert Date]

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knowledge staff who add value to academic work							
That RCSI reviews the effectiveness of the QC and the SPFB and its role within the overall governance structure	PRGR 4.2(1)	The QEO welcomes this recommendation and looks forward to working with the relevant governance bodies to optimise the role of the QC	SMT, College Board, MHSB, SPFB; QC	Undetermined	Q1 of 2016	New Terms of Reference & membership for QC will be approved	Achieved
That RCSI review the terms of reference of the Evaluation Working Group (EWG)	PRGR 4.2(2)	The EWG has been dissolved and its functions & activities are now carried out by other groups	N/A	N/A	N/A	N/A	Resolved
To enhance and embed the involvement of students in the Unit review process and follow up	PRGR 4.3(1)	The QEO will work with the SU Officers to discuss how best to involve students in review processes and related activities and will bring recommendations to the QC	QEO, SU, QC	Nil	Q2 of 2016	A report & recommendations will be brought to the QC	Ongoing
That there be a designated staff member identified within all Schools with responsibility for coordinating and supporting the Schools' quality processes and procedures (including assisting in the preparation of accreditation applications and internal self-assessment reports) and to liaise closely with the QEO as part of their brief	PRGR 4.5(1)	The QEO will work with MHSB & SMT to determine the requirement for such posts	MHSB, SMT	Undetermined	Q2 of 2016	MHSB & SMT will make the final determination	Pending
That the QEO include a rapporteur in the membership of future PRGs	PRGR 4.5(2)	The services of a Technical Writer have been retained for the current review of	QEO	Similar to cost of an	Q2 of 2016	A report will be brought to QC	Achieved

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Quality Improvement Plan [Insert Date]

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		the Office of Research & Innovation, and a Rapporteur will be part of the Review Panel for the School of Medicine review in 2016. Based on the experience gained, the QEO will evaluate the utility of the inclusion of a rapporteur in future reviews		additional PRG member			
Post internal quality reviews, that the QEO initiates a regular follow-up process for QIPs	PRGR 4.5(3)	The QEO will develop a process & time-line for regular review of QIP implementation post-review	QEO; QC; MHSB	Nil	Q2 of 2016	The process & time-line will be approved by QC & MHSB for implementation	In progress
That the QIPs generated post internal quality reviews be standing agenda items at Unit Committee meetings	PRGR 4.5(4)	The QEO will amend the review guidance documents to require that Units keep their QIPs under review internally in this way	Units	Nil	Q4 of 2015	Amended guidance will be given to Units to require that QIPs be standing agenda items at Unit Committee or Staff Meetings	Achieved
That the QEO liaise with its counterparts in RCSI-Bahrain, PMC and PU-RCSI to scope out the benefits of having an annual cross-Institutional QEO Forum to facilitate strategic planning, sharing of knowledge and best practices and potential research collaborative	PRGR 4.6(1)	The QEO will examine the possibility of adding a half-day parallel session to the annual International Education Forum (IEF) to consider quality-related issues open to all IEF participants	QEO	Undetermined	Q2 of 2016	A report & recommendation will be brought to the QC	Pending

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Quality Improvement Plan [Insert Date]

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opportunities – potentially to coincide with the annual International Education Forum							
That the QEO collaborate with its respective counterparts in international campuses to review whether the generic student feedback survey instruments are fit for purpose for their context	PRGR 4.6(2)	This review has been carried out and revised end-of-semester survey instruments have been agreed for implementation from December 2015 onwards	QEO	Nil	Q4 of 2015	Agreement of revised end-of-semester survey instruments	Achieved
That RCSI, through the QEO, have a consistent and transparent approach across all Schools regarding student feedback and 'closing the loop'	PRGR 4.9(1)	This lies beyond the remit of the QEO. However, the QEO will develop a 'best practice' document which may guide the decisions made by the Schools in relation to how they respond to student feedback	QEO	Nil	Q2 of 2016	Delivery of 'best practice' document to Schools	In progress
That the QEO explore approaches in addition to existing student feedback surveys to capture and engage qualitative student feedback	PRGR 4.9(2)	The QEO will explore the use of Focus Groups to validate and expand upon recurrent themes emerging from student survey responses	QEO	Nil	Q2 of 2016	Report to QC	Pending
Explore whether others within RCSI could play a deeper role in some of the key QEO activities, both to facilitate sharing of knowledge and expertise, and to spread the load	PRGR 5(1)	The QEO will address this in the context of developing proposals for revised Terms of Reference & membership of the QC; see PRGR 4.2(1)above.	QEO	Nil	Q2 of 2016	New Terms of Reference & membership for QC will be approved	Resolved