Institute of Technology Sligo
INSTITIÚID TEICNEOLAÍOCHTA SLIGEACH

PROGRAMME VALIDATION REPORT

Date of Evaluation: 16th December 2020

Programmes Evaluated: Higher Diploma in Business in Insurance Management at level 8 online part time.

Award titles: Higher Diploma in Business in Insurance Management

Unique Programme
Reference Number PRN: SG_BINSU_L08

Panel of Assessors:

<table>
<thead>
<tr>
<th>Name &amp; title</th>
<th>Job title &amp; place of work</th>
<th>Role on panel</th>
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</thead>
<tbody>
<tr>
<td>Mr Billy Bennett,</td>
<td>VP AA &amp; Registrar, LYIT</td>
<td>Chairperson</td>
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<tr>
<td>Michael Gill,</td>
<td>Head of Dept, GMIT Castlebar</td>
<td>Panel member</td>
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<tr>
<td>Trevor Prendergast,</td>
<td>Head of Department of Accounting and Business Computing, Athlone Institute of Technology</td>
<td>Panel member</td>
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<tr>
<td>Mr John Eves,</td>
<td>Thorton Group, Dublin.</td>
<td>Panel member</td>
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Declaration Regarding Any Conflicts of Interest: The members of the Panel signed a form confirming that they did not have any conflict of interest.
**Meeting groups**

**Institute Management:** Dr Michael Barrett, Head of Faculty of Business and Social Sciences, Marie Moran, Head of Department of Business.

**Persons met by validation panel / Programme Team:**

<table>
<thead>
<tr>
<th>Name &amp; title</th>
<th>Role in Institute</th>
<th>Rationale for presence at validation.</th>
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<tbody>
<tr>
<td>Emma Casserly</td>
<td>Quality systems administrator, collaborative provision.</td>
<td>Support for Programme Team</td>
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<tr>
<td>Anne McGlynn</td>
<td>Curriculum Manager - Apprenticeship</td>
<td>Programme Leader</td>
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<td>The Insurance Institute</td>
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<tr>
<td>Emma Edwards</td>
<td>Education and CPD Development Specialist</td>
<td>Programme Team</td>
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<tr>
<td>Brendan O Mahony</td>
<td>Lecturer, IT Sligo</td>
<td>Programme Team</td>
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<tr>
<td>Rosa Whitfield</td>
<td>Education manager, Qualifications Excellence Lead</td>
<td>Programme Leader</td>
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<td>The Insurance Institute</td>
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<tr>
<td>Paula Hodson</td>
<td>Director of education and Development Services, Insurance Institute of Ireland</td>
<td>Programme Leader</td>
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<tr>
<td>Siobhan Wynne</td>
<td>Education Development Manager, Insurance Institute of Ireland</td>
<td>Programme Team</td>
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<tr>
<td>Ian Griffin</td>
<td>Education Manager – Product / Innovation Lead, Insurance Institute of Ireland</td>
<td>Programme Team</td>
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<tr>
<td>Michael Brennan</td>
<td>Lecturer on programme, AXA Ireland</td>
<td>Programme Team</td>
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<tr>
<td>Graham Kavanagh</td>
<td>Assessment / QA manager Insurance Institute of Ireland</td>
<td>Programme Team</td>
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<tr>
<td>Eva McCarthy</td>
<td>Education and CPD Development Specialist, Insurance Institute of Ireland</td>
<td>Programme Team</td>
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**Validation criteria**

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<th>Sufficient evidence / Insufficient evidence</th>
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**Rationale for the programme**

- Philosophy underpinning the programme e.g. market for programme in the region and its relevance to the region
- Graduate profile and employment opportunities for graduates

Sufficient evidence provided
- Rationale for the programme e.g. School’s/Institute’s strengths/opportunities
- Programme Aims and Objectives
- Expected intellectual development and Program learning outcomes
- Related existing programmes.

**Commendation:** The panel commended the relevance and timeliness of the proposed programme in meeting a clear industry need and acknowledge the robust and committed nature of the engagement of the programme team with the panel. The panel also commended the quality of the documentation that was submitted, it was exceptionally clear and well structured.

**Condition:** None

**Recommendation:** None

### Programme structure
- Delivery type (semesterised or stage-based)
- Proposed mode of delivery (i.e. on-line, blended and/or part time)
- Planned intake numbers (over the full duration of the programme)
- Integration with workplace.

**Commendation:** None

**Condition:** None

**Recommendation 1:** Clarify in the programme submission that the duration of the programme is between 18 months and 3 years, as some students may seek to complete in a shorter time frame.

### Resources (over the full duration of the programme)
- Facilities and human and material resources available to mount the programme
- Clarification of any staffing requirements
- Location of the delivery
- Confirmation regarding any new facilities and staffing requirements
- Special requirements (e.g. remote access for distance learners)

**Commendation:** None

**Condition:** None

**Recommendation:** None

**Sufficient evidence provided. Resources are in place and no additional resources are required from IT Sligo.**
| **Condition:** None  
**Recommendation:** None |
|---|

**Access, Transfer and Progression Criteria**  
- Student admission requirements  
- Progression criteria from one stage to the next and to higher levels on the NFQ  
- Non-standard entry (e.g. mature candidates and candidates with experiential learning)  
- Transfer policy into the programme and onto other programmes

Access criteria was clarified and accepted by the panel however a recommendation made in relation to the wording of such.

| **Condition:** None  
**Recommendation:** None |
|---|

**Recommendation 2:** Clarify that the minimum entry requirement is a level 8 honours degree in a cognate area, or equivalent determined by IT Sligo’s Recognition of Prior Learning (RPL) processes.

The modules on the programme are very specific and focused on the insurance industry needs. As a fast-evolving area, it was very evident that the lecturers are delivering content that is up to date with trends and emerging issues affecting the insurance business specifically. However, the panel recommended that this was made more explicit in the module / APS documentation.

| **Condition:** None  
**Recommendation:** None |
|---|

**Recommendation 3:** Review programme and module Learning Outcomes (LO) to ensure that all are written to level 8 standards and using measurable active verbs as recommended in Blooms Taxonomy.

**Recommendation 4:** Ensure that a pass mark is presented consistently in the document and particularly in each module in the Approved Programme Schedule (APS) and that total contact hours reflect ECTS guidelines i.e. one 5 ECTS equates to 125-150 hours of learning.
**Recommendations 5:** Ensure that current issues and emerging trends are explicitly included in either the module learning outcomes or syllabus content whichever is more appropriate based on the discussions during the panel e.g., new vehicle technologies, International Financial Reporting Standards (IFRS), Artificial Intelligence (AI), ethics, and digital issues.

**Assessment**
- The appropriateness of the modes of assessment to be used
- The balance between the marks awarded for different assessment modes (e.g. continuous assessment, projects, reports, sit-down examination)
- Confirmation that all of the programme learning outcomes are appropriately and adequately assessed within the set of module assessments.

Sufficient evidence provided. Panel noted that the assessment strategy was very similar across modules.

**Commendation:** None  
**Condition:** None  

**Recommendation 6:** Review the assessment strategy for the programme in order to ensure that a variety of assessment methods are used and that students are not over assessed (e.g., requirement for 8,000-10,000 words) for a 5 ECTS module.

**Staffing**
- Quality and specialities of staff available to support the programme  
- Technical and administrative support  
- Staff development  
- Industrial/commercial profile of staff

Sufficient staffing is already in place to support the programme

**Commendation:** None  
**Condition:** None  

**Programme Administration and Quality Assurance**
- Procedure for managing programme  
- Student support student counselling and tutorial arrangements

Although a linked provided policy had been drafted by the institute, it is not yet in place. The panel felt that this was essential for good
- Aspects of programme which highlight and foster study skills, independent learning and the inculcation of individual responsibility in students
- EU and international aspects if appropriate
- Feedback mechanisms e.g. use of surveys, focus groups and follow-up actions.

| Commendation: None |
| Condition: None |
| **Recommendation 7:** The institute should develop a linked provider policy to underpin the Quality Assurance of the programme. |

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**Overall decision of the panel**

The panel agreed to recommend to the Academic council the approval of the following programme:

Higher Diploma in Business in Insurance Management

Chairperson:

___________________________________________  Date ___________________________

Secretary: Dr Aodhmar Cadogan

_________________________  Date: __8th Jan 2021_________________________