

## MISCO Consulting – Follow-up report

<b>STANDARD 1: STANDARDS FOR INTERNAL QUALITY ASSURANCE</b>	
<b>JUDGEMENT:</b> Meets the requirements of Standard 1	
<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
<b>R1.</b> Updates the Vision statement to describe what it (Provider) intends to achieve in the next five years in the area of education and training in a way that it also takes cognisance of feedback from students	misco has updated its vision statement in terms of the five year strategic plan for misco's Training Unit, supported by Student Feedback Implemented by: December 2021
<b>R2.</b> Further elaborates and consolidates the processes in the Quality Manual.	misco's Training Unit has further updated the Quality Manual to be in line with all standards; implement actions that needed to be taken and made the Quality Manual public to all Implemented by: December 2021
<b>KR3.</b> Makes public the Quality Policy (To be implemented within 3 months of the publication of the report)	misco's Training Unit has uploaded the Quality Manual on misco's website Implemented by: November 2021

<b>STANDARD 2: INSTITUTIONAL PROBITY</b>	
<b>JUDGEMENT:</b> Meets the requirements of Standard 2	
<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
<b>R1.</b> The company should seriously consider solving the issue of under-capitalisation as evidenced by its financial statements and also preparing income statements showing the past performance of the activity carrying out training in the accredited training programmes.	The company under which misco Training operates is misco Consulting Limited. misco Consulting is 100% owned by Market Intelligence Services Company Limited, which also owns 100% of Human Resources Outsourcing and Temping Limited, 51% of MISCO Consulting Limited and 50% of Corporate Identities Limited. As such misco Consulting is fully backed financially by Market Intelligence Services Company Limited. The misco companies do not operate with an overdraft and neither do they have any loans. The financial standing of misco Training and misco Consulting Limited needs to be evaluated from a group perspective and not from an individual company perspective.  It is also to be noted that accredited training programmes and other training programmes produce a significant surplus as shown in the

	<p>audited financial statements of misco Consulting Limited.</p> <p>We therefore believe that the recommendation is not to be implemented.</p>
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### STANDARD 3: DESIGN AND APPROVAL OF PROGRAMMES

#### JUDGEMENT:

**Meets the requirements of Standard 3**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
R1. Identifies in the process map the person (finally) responsible for key decision-making processes, eg when sending the proposed application to NCFHE.	misco confirms that the Head of Unit is the person responsible for key decision-making processes Implemented by: August 2021
R2. Include in the process map the need for feedback from students, alumni and industry stakeholders.	misco included the need for feedback from students, alumni and industry stakeholders in the process map. Implemented by: December 2021

### STANDARD 4: STUDENT-CENTRED LEARNING, TEACHING AND ASSESSMENT

#### JUDGEMENT:

**Meets the requirements of Standard 4.**

Recommendation (as per EQA Report)	Take-up and Implementation of Recommendation
<b>KR1.</b> Set out documented rules that are intended to ensure an effective separation between (a) the teaching and learning stage, and (b) the assessment stage, including a policy on the maximum number of opportunities for one-to-one tutorials. (To be implemented within 6 months of the publication of the report)	misco's Training Unit has identified and highlighted the different between the two stages proposed. This has also been made clear in the Quality Manual as well as made clear to students/learners and tutors. A policy was created and implemented. Implemented by: December 2021
<b>R2.</b> Retain records of the outcome of the one-to-one tutorials (for example, emails between the Tutor and the learner, written annotations on the student script etc.) and include these records as part of the internal verification procedure.	All records of contact between the tutor, the learner and the Training Unit will be saved and archived, and have been to date. These records will be considered as part of the internal verification procedure. Implemented by: December 2021
<b>R3.</b> Proactively make contact with students who decline to participate in one-to-one tutorials to ensure that they remain engaged and also supported during the assessment submission process.	misco's Training Unit will make contact with all students who decline to participate in one-to-one tutorials to ensure that they remain engaged and supporting during the assessment submission process. Students will be reassured that they can contact misco's

	Training Unit any time they feel the need to, for continuous support. Implemented by: December 2021
<b>KR4.</b> Introduce the use of a grading rubric or model answer that can be used by the Tutor (assessor) when grading student work in order to ensure fairness and consistency of marking. (To be implemented within 6 months of the publication of the report)	misco's Training Unit introduced the use of a grading rubric that can be used by assessors when grading student work, in order to ensure fairness and consistency of marking. Implemented by: December 2021

#### **STANDARD 5: STUDENT ADMISSION, PROGRESSION, RECOGNITION AND CERTIFICATION**

##### **JUDGEMENT:**

**Meets the requirements of Standard 5.**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
R1. The registration form is to include a request for information regarding special needs or request for access arrangements.	misco's Training Unit has included the request for information regarding special needs, or request for access arrangements, in all course registration forms. Implemented by: December 2021

#### **STANDARD 6: TEACHING STAFF**

##### **JUDGEMENT:**

**Meets the requirements of Standard 6.**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
R1. Formalise an effective schedule for Tutor appraisal and retain evidence of the teaching appraisal process and feedback to Tutors.	misco's Training Unit has formalised an effective schedule for tutor appraisal, and will retain evidence of the teaching appraisal process and feedback to tutors. Implemented by: December 2021
R2. Includes explicit reference to the need for the Tutors to abide by the IQA Policy and procedures.	Tutors have been and will be provided with the IQA Policy and Procedures, as well as a Tutor's Handbook, to be able to identify and follow all procedures necessary. Implemented by: December 2021
R3. Formalise its staff CPD good Practice into a policy that clearly describes the commitment by the Provider towards its full-time staff and part-time tutors.	misco's Training Unit has formalised its staff CPD good practice into a policy that clearly describes the commitment by the Provider towards its full-time staff and part-time tutors. Implemented by: December 2021

**STANDARD 7: LEARNING RESOURCES AND STUDENT SUPPORT****JUDGEMENT:**  
**Meets the requirements of Standard 7.**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
R1. The Student Handbook should include a provision for the extension of the submission date of an assignment due to extenuating circumstances	misco's Training Unit has added a policy for students in the Student Handbook to include a provision for the extension of the submission date of an assignment due to extenuating circumstances. Implemented by: December 2021

**STANDARD 8: INFORMATION MANAGEMENT****JUDGEMENT:**  
**Meets the requirements of Standard 8**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
R1. Introduces revision control to ensure the correct management of (printed and saved) documented information. In this way, both Students and staff always have access to the latest, approved versions of documents.	misco's Training Unit has introduced the concept of revision control to ensure correct management of both printed and saved documented information. Implemented by: December 2021
R2. Formalise a procedure that identifies (a) the nature and extent of data, (b) the method and (c) the responsibilities of how it intends to ensure the secure archival of data for 40 years.	misco already archives its information. misco's policy is not to destroy any documents that have been archived, unless required otherwise in the GDPR policy.

**STANDARD 9: PUBLIC INFORMATION****JUDGEMENT:**  
**Meets the requirements of Standard 9**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
R1. To ensure that marketing information consistently includes all the minimum information as requested in the NCFHE IQA Standard 9	misco's Training Unit has complied with this standard and included all minimum information in marketing material as per the guidelines issues by the MFHEA in 2021. Implemented by: December 2021

**STANDARD 10: ON-GOING MONITORING AND PERIODIC REVIEW OF PROGRAMMES****JUDGEMENT:**  
**Meets the requirements of Standard 10**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
<p>KR1. Compiles a policy and procedure to ensure that the practice of gathering feedback from internal and external stakeholders feeds into and is documented as part of the programme cyclical review process to supplement current ad hoc good practice. (To be implemented within 6 months of the publication of the report)</p>	<p>misco's Training Unit has compiled a policy and procedure to ensure that the practise of gathering feedback from internal and external stakeholders will be reviewed and documented as part of the program cyclical review process to supplement current ad hoc good practice. Implemented by: December 2021</p>
<p>KR2. Compiles a policy and procedure that establishes the need for an internal audit schedule, audit strategy, audit report, corrective and preventive action plan, and verification of institutional review process actions to supplement current ad hoc good practice. (To be implemented within 6 months of the publication of the report)</p>	<p>misco's Training Unit has compiled a policy and procedure that establishes the need for an internal audit schedule, audit strategy, audit report, corrective and preventative action plan, and verification of institutional review process actions to supplement current ad hoc good practice. Implemented by: December 2021</p>

#### **STANDARD 11: Cyclical External Quality Assurance**

**JUDGEMENT:**  
**Meets the requirements of Standard 11**

<b>Recommendation (as per EQA Report)</b>	<b>Take-up and Implementation of Recommendation</b>
<p>KR1. The Panel recommends that, in future, the Self-Assessment Report (SAR) should be better planned and compiled by the Provider in line with the guidelines available to the Providers in the Manual of Procedures under Annex 1. The SAR needs to provide (more) details of the Provider's operations, strengths, weaknesses and planned improvements across all the IQA standards.</p>	<p>misco's Training Unit will better plan and compile the SAR in line with the guidelines available to the Providers in the Manual of Procedures under Annex 1. For any future uncertainties, misco's Training Unit will seek clarification from the MFHEA. Will implement by next audit cycle.</p>