Institute of Technology Sligo

INSTITIÚID TEICNEOLAÍOCHTA SLIGEACH

VALIDATION REPORT

Date of Evaluation: **18th Nov 2020**

Programmes Evaluated:

Programme Title: Single Subject Certificate in Sales and Customer Service (5 ECTS)

Award title: Not applicable

Unique Programme Reference Number PRN: Single Subject Transcript Title: Sales & Customer Service INS   **MKT07123**

Panel of Assessors:

Name & title	Job title & place of work	Role on panel
Dr Breda McTaggart	Head of Department of Social Sciences	Chairperson
Mr Niall McEvoy	Head of Innovation, Institute of Technology Sligo	Panel member
Ms Roisin Woods	Retails Apprenticeship E-Learning and Communications Manager, IBEC	Panel member
Dr Aodhmar Cadogan	Assistant registrar, ITSLIgo	Recording Secretary

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: Head of Faculty Dr Michael Barrett.

Name & title	Role in Institute	Rationale for presence at validation.
Suzanne Ryan	Lecturer	Programme Team Member

Note: Module Approval only rather than a programme, hence the report refers to module rather than programme

Validation criteria	Insufficient / Sufficient evidence
Rationale for • 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 • Rationale for the programme e.g. School's/Institute's strengths/opportunities • Programme Aims and Objectives • Expected intellectual development and Programme learning outcomes • Related existing programmes.	**Sufficient Evidence Provided.**
Commendation: N/A. **Condition:** N/A **Recommendation:** N/A	
Programme structure • Delivery type (semesterised or stage-based) • Proposed mode of delivery (i.e. in-class, on-line, blended, full time and/or part time) • Planned intake numbers (over the full duration of the programme)	Insufficient evidence provided. Module to be amended as recommended to indicate it is standalone.
Commendation: N/A **Condition:** 1. Amend the module description to remove references to special purposes awards and remove the programme membership to other programmes if possible. **Recommendation:** N/A	
Resources (over the full duration of the programme) • Facilities and human and material resources available to mount the programme for on-line • Clarification of any staffing requirements • Specific s requirements: lecture rooms, laboratories, library, Information technology and other student supports • Confirmation regarding any new facilities and staffing requirements	**Sufficient evidence provided** No additional staffing required. No physical resources required.

• Special requirements (e.g. remote access for distance learners)	
Commendation: N/A **Condition: N/A** **Recommendation:** N/A	
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	**Insufficient Evidence provided.**
Commendation: N/A **Condition:** 2. As the module is at level 7, the programme will need to define how the students will be assessed for entry on to the programme in a way that is commensurate with a 5 credit module. **Recommendation:** N/A	
Curriculum • The consistency between the programme content, teaching methods and the programme learning outcomes • Balance between the depth and breadth of the programme • Rigour of the academic standard in the final stage of the programme • Student workload • Practice: the role and management of placement or work-based projects.	**Sufficient Evidence provided.** One recommendation as discussed with the panel.
Commendation: N/A **Condition: N/A** **Recommendation:** 1. Consider incorporating topics e.g. use of video conferencing / Live chat / lifetime value of Customer sales as discussed with the panel.	

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.**
Commendation: N/A **Condition:** N/A **Recommendation:** N/A	
Staffing • Quality and specialities of staff available to support the programme • Technical and administrative support • Staff development • Industrial/commercial profile of staff • Research and publications	**Sufficient Evidence provided.** No additional staffing required.
Commendation: N/A **Condition:** N/A **Recommendation** N/A	
Programme Administration and Quality Assurance • Procedure for managing programme • Student support student counselling and tutorial arrangements • 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.	**Sufficient Evidence Provided** Current QA processes adequate.
Commendation: N/A **Condition:** N/A	

Recommendation N/A	

Overall decision of the panel	
The panel agreed to recommend to the Academic council the approval of the following programme: Module in Sales and Customer Service for Insurance and Financial Products.	

Chairperson: Dr Breda McTaggart

_____   Date _____

Secretary: Dr Aodhmar Cadogan

_____   Date: _____