Quality Enhancement Plan

Turning Point Institution

28 August 2024

FOR COMPLETION BY QEU						
Date of Peer Review visit: 1st – 2nd November 2022					Head of Unit: Ms Ger Matthews	
Link to Panel Report published on QEU website: https://www.ucc.ie/en/media/support/qualityenhancementunit/reports/cacsss/FinalPeerReviewPanelReport2022-MScinIntegrativeCounsellingPsychotherapy,TurningPointInstitute..pdf					Date QEP considered by Quality Enhancement Committee: 24th September 2024	
Item No	**Panel Recommendation**	**Actions Planned**	**Responsibility for Action**	**Resource Implications**	**Implementation Schedule**	**Progress achieved.**
	Quality Report 2022 Recommendation					Aug 2024
1	It has been established that TPI is a Collaborative Provider	No Action required	TPI Programme Director	None	On-Going	Completed
2	As a collaborative provider, quality assurance arrangements underpinning academic oversight of the programme should be developed and monitored through internally developed	Academic oversight of the programme through internal TPI monthly management meeting and through annual reports to the TPI-UCC JASC.	TPI Programme Director Programme Board of Studies Reporting to UCC-TPI JASC	None	Semester 2 23/24	Meetings established and are ongoing. Quality Enhancement added as a standing item on the JASC agenda S1 2024-2025

	Quality Assurance governance procedures					Annual monitoring report to be submitted to Academic Board annually (Jan 2025)
3	A strong model for on-going academic governance of the Programme, overseen through the work with the JASC TPI/UCC	Programme Board of Studies with member from both UCC and TPI established. Issues escalating to JASC. Report from the Board of Studies will be a standing item at JASC.	UCC-TPI JASC working group.	None	Semester 2 23/24	Programme Board of Studies meeting took place July 2024
4	The inclusion of the programme within UCC's procedures for cyclical programme monitoring and review	TPI will adhere to UCCs Framework for Programme Approval, Annual Monitoring and Programmatic Review. TPI will submit programme approvals, annual monitoring reports and programmatic review to UCC-TPI JASC annually.	TPI Programme Director (or nominee) Programme Board of Studies.	Administrative	Semester 2 23/24	Programme Board of Studies established S1 23/24 Annual Monitoring report will be submitted annually to JASC S1.
5	The work of the JASC to include oversight of clear information provision for prospective and current students and other stakeholders	The role of the TPI-UCC JASC will be updated in Terms of Reference to include clarity on oversight of clear information provision for prospective and current students and other stakeholders.	UCC-TPI JASC	None	Semester 2 23/24	Clear standard programme information is on the UCC website: https://www.ucc.ie/en/tpi/

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| 6 | Policies require updating in line with UCC Policies and all changes to be documented through the JASC .e.g. Grievance, Appeals and Plagiarism | TPI will align its policies to UCC's policies. Roles and responsibilities of the application of policies will be clarified in an appendix to the Academic Agreement. A student-friendly framework which would refer students to where they could find further information on policies that apply (and in what circumstances) will be formulated. Amendments to or new policies will be submitted to UCC-TPI JASC for approval prior to implementation. | TPI Programme Director (or nominee) | Administrative. | Q4 2024-2025 | A working group has been established to review the alignment of all TPI policies with UCC policies. 41 UCC academic polices are not applicable to TPI. 38 UCC academic policies are fully applicable or partly applicable and need exemptions and/or derogations.

Expected completion by Q4 2024-2025

TPI are re-evaluating their recruitment and application form regarding EDI considerations and how EDI principles and process are observed. Updated application form will be submitted |

						to the JASC S1 2024-2025
7	The JASC must consider how the programme will be cognisant of contemporary developments within the disciplinary area, including potential future CORU programme approval requirements.	TPI Faculty & Staff will keep up to date by Staff representation, attendance, dialogue, and regular communication about regulatory professional policies and developments through Professional Psychotherapy Associations and organisations such IACP; IAHIP; ICP; EAP; EAIP. Any new developments will be communicated to the UCC-TPI JASC. Updated TPI staff CVs including recent training done to be submitted to UCC-TPI JASC annually.	TPI Management Team	Member-ship and participat-ion costs.	On-Going	All staff CV's to be updated and submitted to JASC S1 2024-2025 and annually thereafter. An update on accreditation was provided to JASC July 2024. New developments is a standing item at JASC from S1 2024-2025
8.	MOA should involve a transparent Finance model which recognises the cost of programme administration and oversight by UCC	Administrative items to which the TPI annual contribution to UCC will offset costs are to be listed in the Academic Agreement, e.g., registration, and changes to registration, validation, student library access.	UCC Academic Secretary	None	Semester 1 24/25	A Contract of services replaces the MOA includes recognition of the cost of programme administration and oversight by UCC

						End September 2024
9.	Future MOA should provide an updated Terms of Reference for the JASC to include student representation and frequency of meetings	The UCC-TPI JASC will discuss and decide on suitable membership and update the Terms of Reference accordingly.	UCC-TPI JASC	None	Semester 1 24/25	The TPI Terms of Reference were reviewed and approved by the JASC July 2024. The Contract agreement includes the updated Terms of Reference. End September 2024
10	JASC should consider the development of an academic-led collaborative programme board to support the work of the JASC, with a nominated contact from each institution to focus on programme management, curriculum development and knowledge exchange on the implementation of policies.	An academic-led collaborative programme board of studies with both UCC and TPI representatives will be established.	UCC-TPI JASC	None	Semester 1 23/24	UCC-TPI Programme Board of Studies established S1 23/24
11	The panel recommends that the revised MOA provide clarity on the status of TPI	TPI requires direct access to UCC Library resources and Exam Board Broadsheets	UCC Academic Secretary	None	Semester 2 23/24	Students have full access to UCC systems.

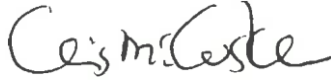|						
	Staff and students and their access to UCC systems.	TPI request this item be tabled on the agenda for further discussion at the next meeting of the JASC. The Agreement will outline the systems to which UCC licencing allows students and a TPI Representative to Access. As TPI staff are not UCC staff, the access to UCC systems is limited and will be outlined in the Agreement.				
12	Grievance Panel should be made up of 3 people, The Programme Director, the Student's Tutor and an external grievance and complaints adjudicator. In UCC the panel is wholly external	TPI will establish *an External Grievance panel* independent of TPI faculty. TPI will appoint a Committee of three, which includes the Programme Director (or nominee) the Student's Tutor and one independent reputable professional, with relevant expertise and experience. The membership of the *External Grievance Panel* has been submitted to UCC-TPI JASC for approval.	TPI Management Team	None	End Semester 1 24/25	The Grievance procedures are being reviewed by UCC and TPI in consultation with UCC Office of Corporate and Legal affairs. Expected completion date End S1 2024-2025.
13	TPI leadership and staff to maintain knowledge and awareness of evolving national best practice on key policies in Education training, e.g. plagiarism, academic integrity and management of academic misconduct	As item 6 above re TPI to align with UCC Key Policies subject to exceptions and derogations TPI Programme Director, and Director of Research are fully cognisant of best practice of academic and provision in their field. TPI to present documents on	TPI management team.	Training & ongoing profession -al develop- ment.	On-Going	On-Going Best practice document to be submitted to JASC following clarity from QEC re EDI. S1 2024-2025 TPI invited to the

		evolving national best practice on key policies in Education training, e.g. plagiarism, academic integrity and management of academic misconduct to each of the UCC-TPI-JASC meetings, and between meetings if items are urgent.				UCC OVPT&L training offered re use of AI and/or Chat GPT. TPI invited to UCC Applied Psychology seminars which take place online weekly. UCC Applied Psychology staff invited to the TPI Changing face of therapy event. S1 2024-2025 TPI and UCC Applied Psychology staff are exploring attendance by both at other events that would be of mutual interest and will report back to the JASC regularly and at a minimum annually.
14	Appointment of New Extern as soon as possible.	TPI will source a new extern for the academic year 24/25 will be approved by UCC-TPI JASC and approved through UCC's External Examiner nomination and approval Processes.	TPI Programme Director	None	Semester 2 24/25	A new external examiner will be appointed for 2025-2026.

15	Make student feedback anonymous and preferably online	TPI has adopted and now use a standardised anonymous student Module Feedback Form upon the completion of a given module. Module Feedback Form to be submitted to UCC-TPI JASC for review and approval.	TPI Management Team	None	Completed in March 2023 Semester 1 24/25	JASC July 2024 recommended changes to Module Feedback Form and the Skills Feedback form. The update forms to be submitted ot JASC for approval S1 2024-2025
16.	Reduce Appeals fee to €70 from current €200 and abolish late assignment submission	TPI will reduce the appeals fee in line with UCC fee.	TPI Management Team	None	Completed March 2023	Completed March 2023
17	Establish regular internal staff-student Committee	TPI will establish a Staff-Student committee which will meet twice per year (once each semester). The minutes of the Staff-Student committee meetings will be submitted to the UCC-TPI JASC for noting. UCC-TPI JASC Terms of reference to be updated to include oversight of S/S committee.	TPI Programme Director	None	Semester 1 23/24	Completed First meeting to take place Semester 1 24/25. Approved minutes will be submitted to UCC-TPI JASC
18	Introduce systemic cyclical reviews to strengthen periodic appraisal.	As Item. 4 above: TPI will adhere to UCCs Framework for Programme Approval, Annual Monitoring and Programmatic Review and will submit programme approvals,	TPI Management Team	None	On-Going	On-Going. First annual report from the Programmes Board of Studies is to be

		annual monitoring reports and programmatic review to UCC-TPI JASC annually. The report will include a response to the External Examiner review reports, and faculty and student feedback.				submitted to UCC-TPI JASC Semester 1 24/25
19.	Provide opportunities for student peer support through inter-cohort dialogue and networking.	TPI is communicative and relational in nature and will provide formal opportunities for student peer support through inter-cohort dialogue and networking One of the ways, TPI propose to achieve this action is to organise annual student inter cohort taught masters and research dialogue events at low cost to TPI and no charge to students. Reports of these events to be submitted to UCC-TPI JASC for noting.	TPI Director of Research UCC-TPI-JASC	No cost to students.	Semester 1 23/24	Ongoing. Inter cohort research events took place on 23rd Feb 2023 and 22nd Mar 2024 Reports of these events will be submitted to UCC-TPI JASC annually for noting.

For completion by Unit

Co-Chair of Joint Academic Standards Committee (TPI):	Signature: G. Matthews	Date:14/08/24
Co-Chair of Joint Academic Standards Committee (UCC):	Signature: Paul o'don	Date: 14 - 08 - 2024
Head of School Applied Psychology	Ceis m.Coste Signature:	Date: 14.8.24

| Interim Head of College of Arts, Celtic Studies & Social Sciences:
Professor Cathal O'Connell | Signature:
Cathal O'Connell | Date:
15 August 2024 |