

# Dublin Business School (DBS) - CINNTE Review 2024

## The Review Team



### Chair

**Professor Sander Svaeri** is currently serving as the Rector at Oslo New University College, bringing over two decades of extensive experience within the academic sector, with over a decade dedicated specifically to rectorial roles. Holding the position of Associate Professor in Service Management, Sander has assumed various responsibilities throughout his career, encompassing roles such as lecturer, researcher, and overseeing study programs in hospitality, tourism, and service management.

His journey within academia has seen him take on pivotal roles, including Head of Department for Tourism and Hospitality, Vice Rector, and his current position as Rector. Sander has played a key role in spearheading significant organizational transformations, including the development and implementation of robust quality assurance systems, restructuring university colleges, and facilitating campus development initiatives. Moreover, he has played a pivotal role in orchestrating mergers between various university colleges and departments.

In recent years, Sander has been at the forefront of leading and participating in review teams across Norway and Denmark, collaborating with national accreditation councils such as NOKUT and Akkrediteringsraadet. He has provided valuable assistance to NOKUT in strategizing the sector's review framework for higher education over the forthcoming six years.



### Coordinating Reviewer

**Aoife McCormack** has over 25 years' experience of working across further education, local government, local development and in the community and voluntary sector. In 2021 she was appointed as Quality Assurance Manager for Kerry Education & Training Board (Kerry ETB) with responsibility for the management and development of Kerry ETB's quality assurance and enhancement processes and systems, including academic governance for Further Education and Training. In 2020 Aoife acted as the Kerry ETB co-ordinator for the inaugural review of quality assurance in Kerry ETB.

Previously Aoife worked as a Further Education Standards Officer contributing to and leading a number of policy and procedural developments across the ETB and being actively engaged in the establishment of quality assurance governance structures. This included supporting the work of campuses and centres in preparing for external authentication of assessment and results approval. In this role she led a partnership process to develop procedures and policies to support staff and learners in quality assuring assessment. Previously (2009 – 2018) Aoife managed Kerry ETB's Adult Literacy and Basic Education Programme which provided quality tuition to adult literacy learners across 8 locations in Co Kerry.

Prior to working with Kerry ETB Aoife worked with local government (2000 – 2009) on strategy development and social inclusion initiatives and led out the implementation of the Performance Management System for staff in Kerry County Council. Her work on behalf of Kerry County Council contributed to the establishment of many inter-agency initiatives such as the Kerry Sports Partnership and Comharile na nÓg.

Aoife has also worked supporting the community and voluntary sector to engage in public consultation processes and the establishment of key collaborative and partnership initiatives to support local communities, sporting organisations, environmental groups and local development groups.

Aoife is a graduate of UCC (BA Hons in European Studies), UCD (Masters of Development Studies) and a graduate of Arden University (MSC in Psychology). She is a member of the Psychological Society of Ireland.



#### QA Reviewer

**Associate Professor Ramita Tejpal** is Dean of Academic Quality and Policy at BPP University.

Ramita has significant experience across both the higher and further education sectors and has held advisory roles across the sectors on strategic and policy-based matters, additionally working closely with statutory and regulatory bodies as a reviewer and inspectorate.

She is also a Senior Fellow of the Higher Education Academy and a Fellow of the Royal Society of Arts in recognition of her extensive work in, and contributions to, the sector. In addition to her professional roles, Ramita is also pursuing a Professional Doctorate in Education at the University of Glasgow.



#### Student Reviewer

**Andrew Conlon** is a final year Bachelor of Arts in Business student at the National College of Ireland and a part-qualified accountant with the Institute of Chartered Accountants Scotland (ICAS) following an 11-month placement with PwC (UK) in audit.

In the National College of Ireland Andrew is class representative, liaising between fellow students and faculty to ensure a high quality experience for all parties. Upon completion of his degree this summer he will return to PwC (UK) to pursue his Chartered Accountant qualification.

Andrew takes a keen interest in social and political topics and was involved in several meetings of the Citizens' Assembly on a directly-elected mayor for Dublin and on drug use.

As a mature student Andrew has over 4 years' experience in civil aviation security operations with the Dublin Airport Authority. His role as a coordinator developed his ability to work effectively in a team, in a pressurised and highly regulated environment ensuring operational efficiency and compliance.

Andrew is passionate about sports and the outdoors, he is currently training to run the Cork City Marathon in June, holds a single-figure handicap in golf and has climbed the highest mountains in Ireland and the UK.



#### Irish Higher Education Representative

In his current role as the Head of Academic Planning and Quality Assurance in the Registrar's Office, **Dr Brendan Ryder** has responsibility for the development and continuous improvement of all aspects of Dundalk Institute of Technology's (DkIT) quality assurance and enhancement (QAE) system which includes activities relating to approval, monitoring and periodic review (internal and external reviews) and the reporting of same (internally and externally).

Dr Ryder has and continues to work extensively with the Higher Education sector, including Quality and Qualifications Ireland (QQI), on various aspects of quality assurance and enhancement. He is the DkIT institutional representative on the National Academic Integrity Network (NAIN).

Dr Ryder has over twenty-five years' experience working in Higher Education having held positions as the Head of Department of Visual and Human-Centred Computing, Assistant Registrar and e-Learning Co-ordinator at Dundalk Institute of Technology.



#### Irish Reviewer / Industry Representative

**Professor Jane Alexander** is Vice President of Academic Affairs at the Irish College of Humanities and Applied Sciences (ICHAS). She joined ICHAS in 2010. Prior to that she was a Lecturer, Trinity College Dublin, Senior Research Fellow, Derby University, UK, Lecturer and Research Assistant City University, London.

As an educator Jane has a continuous record for teaching and is involved in the development of undergraduate and postgraduate programmes. Her contribution to teaching also includes the supervision of many PhD and Masters' students to successful completion.

She began her academic career in 1998. Her PhD in Mental Health Studies, funded by the Trustees of St Bartholomew's Hospital, London, is a qualitative sociologically based study investigating the experiences of acutely ill patients and staff in two acute mental health hospitals in London. Parts of her studies were completed at the University of Maastricht in the Netherlands.

Her MA in Counselling Psychology is in psychodynamic psychotherapy and her thesis investigated the close relationships of depressed men. Her main research interests are in acute mental health care and the relationship between severe life events and depression. She worked on several major research projects at City University, London. Additionally, her research career included work on NHS funded projects as a Senior Research Fellow at the Centre for Academic and Workforce Innovation (CAWI) at Lincoln University. Also at Trinity College, Dublin on the accommodation of diversity in the Irish maternity services.

She held several clinical and managerial posts in the UK. Her main experiences, prior to academia, was in Primary Mental Health Care, working directly with GP's and liaising with Community Mental Health Teams. She completed major research projects whilst working in this field including an investigation of counselling provision in GP Practices and an evaluation of the placement of community mental health staff in GP Practices for SCMH (Sainsbury Centre for Mental Health).