

8.1 Information systems

Appropriate, quantitative and qualitative measures are identified which can be used as benchmarks or key performance indicators. Some examples include minimum and maximum learner numbers per programme; profile of the learner population; learner satisfaction rates; learner progression/learner attrition or drop-out rates/completion rates; graduation/certification rates, including grade analysis; career paths of graduates.

Various methods of collecting information are used as appropriate. Learners and staff are involved in providing and analysing information and planning follow-up activities.