



Bord Oideachais & Oiliúna  
**LUIMNIGH & AN CHLÁIR**  
**LIMERICK & CLARE**  
Education & Training Board

# QUALITY ASSURANCE SUPPORT SERVICE NEWSLETTER

July 2018 | Issue 3



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## Welcome to the Quality Assurance Newsletter for Limerick and Clare Education and Training Board Further Education and Training Division (LCETB).

This issue of the newsletter includes -

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Bernadette Corridan (KETB), Alan Hogan (LCETB), Clodagh Beare (DDLETB), Marie Gould (ETBI), Carol O'Donovan (TETB), Siobhan Magee (FESS) and Jenny Whelan (FESS) at the launch of the ETB Sector Assessment Reference Documents.

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# 1. QQI APPROVAL OF LCETB QUALITY ASSURANCE PROCEDURES

Limerick and Clare Education and Training Board Further Education and Training Division are delighted to announce that our QA procedures have been approved at the QQI PAEC (Programmes and Awards Executive Committee) meeting of 20th June 2018 in line with QQI 2014 policy "Re-engagement with QQI, Overarching Policy for All Providers".

Re-engagement for each provider is a one-off occurrence which establishes its QA procedures with QQI in accordance with Section 30 of the Qualifications and Quality Assurance (Education and Training) Act 2012.

The agreed re-engagement process required each ETB to develop an Executive Self Evaluation Report (ESER) addressing QQI's Core Statutory QA (Quality Assurance) guidelines and other QA guidelines as appropriate; and a Quality Improvement Plan (QIP). From late 2017 to early 2018, each ETB submitted an ESER and QIP to QQI. A series of dialogue meetings were held between QQI and each ETB to discuss establishment of each ETB's QA procedures in line with Section 30 of the 2012 Act. The ESER and QIP submitted by each ETB were used as the basis of the process for approval of QA procedures.

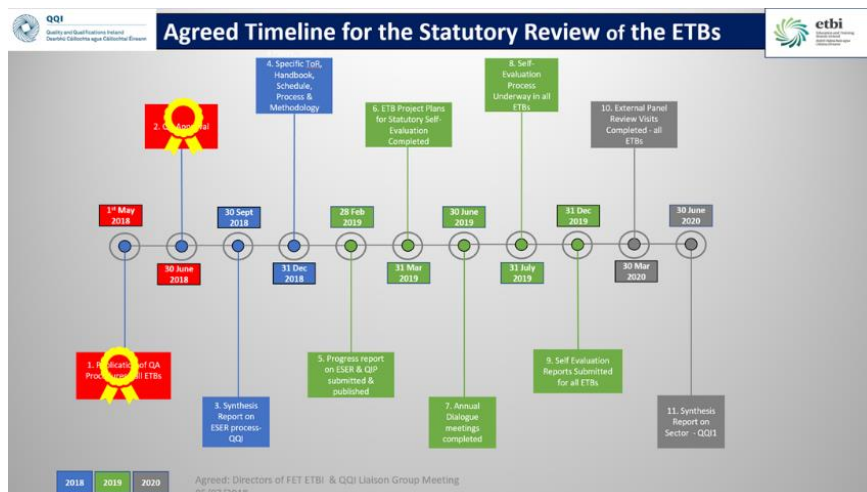
Access to the LCETB Executive Self-Evaluation Report and Quality Improvement Plan, along with policies, procedures and information about the LCETB FET QA system can be accessed via the Quality Assurance webpage on learningandskills.ie – <http://learningandskills.ie/our-courses/quality-assurance/>



Following on from this initial approval, and in order to establish an agreed process for Statutory Review of Quality Assurance procedures, the timeline and milestones for the Statutory Review process was endorsed at the Directors of FET Forum meeting in March and subsequently agreed with QQI at Liaison Group meeting between the ETBs, ETBI and QQI.

The first two significant milestones of this timeline have now been achieved in the publication of QA procedures and QA approval by QQI of all 16 ETBs.

2019 will see the development and implementation of a process of self-evaluation across the ETB sector. While the Terms of Reference of the statutory self-evaluation are yet to be defined, it is expected that this will be a comprehensive process, with detailed inputs required from all stakeholders – learners, teachers/tutors, managers, administration, resource and support staff, parents, local employers, etc.



## 2. ETB SECTOR ASSESSMENT REFERENCE DOCUMENTS

A suite of Assessment Reference Documents for quality assuring the assessment of learners has been developed by a sectoral Assessment Working Group in collaboration with the Further Education Support Service (FESS), and following a detailed consultative process. These Assessment Reference Documents have been developed to assist ETBs in developing and documenting policies and procedures for quality assuring learner assessment, in line with best practice. Procedures on the following are included:

1. Assessment Malpractice
2. Assessment Deadlines: Compassionate Consideration
3. Assessment Deadlines: Short-Term Extensions
4. Reasonable Accommodation in Assessment
5. Examinations: Planning, Conducting and Concluding
6. Secure Storage of Assessment Materials, Records and Learner Assessment Evidence
7. Assessment Process Appeals
8. Assessment Result Appeals
9. Recognition of Prior Learning (RPL)

Following consideration of the Assessment Reference Documents by the LCETB FET Steering Group, it is planned to establish a working group with representation from across LCETB provision. The responsibility of this working group will be to develop an implementation plan for the framework.

A pilot project, trialling the implementation of the first of 4 of these procedures in part-time provision level 4 and 5 programmes, will commence in January 2019. Teacher/tutor training and learner information resources will be rolled out to participating centres in September/October 2018.



***It is essential that LCETB teaching staff refer to the Quality Assurance page on StaffConnect for the updated Module Descriptor and Assessment Templates prior to course commencement.***

## 3. CURRICULUM REVIEW – MODULE DESCRIPTOR UPDATES

Arising from the QA Implementation Group, a Programme Revision Working Group was formed. Following meetings with centre representatives and the QA Support Service, an online form was designed to facilitate changes to be made to LCETB module descriptors. This form is available in the Quality Assurance/Programmes page in StaffConnect - [Programme Module Revision Form](#).

All teaching staff can submit this form where they feel there are changes or updates to be applied to:

- module objectives
- indicative content
- mapping of learning outcomes to assessment techniques
- guidelines to assessment activities
- marking sheets.

Any reviews for consideration for the academic year 2018/2019 were required to be submitted by 27th April. Table overleaf “Descriptors that have been updated” documents all of the updates notified to the QA Support Service directly or via the revision form prior to 27th April. The revision process will remain in place and any suggested updates submitted will be incorporated into future updates. The form should be emailed to the QA Support Service [qa@lcebtb.ie](mailto:qa@lcebtb.ie) and copied to the relevant manager/co-ordinator.

## Descriptors that have been updated

Module Title	Module Component code	Nature of Update
Animal Welfare	5N0753	Learner Marking Sheet 3 revised.
Contact Centre Skills	5N1361	Changes to: Section 11b and how Learning Outcome 15 is assessed; Section 11c - Theory Exam Guidelines; Theory Exam Learner Marking Sheet.
Employment Law	6N4322	Update of module descriptor for data protection and other legislation purposes.
Health, Fitness and Horticulture (Co Clare)	3N0531, 3N0609, 3N0569, 3N0891	Signatures added to all learner Marking Sheets.
Horse Breeding	6N3482	Changes to Section 11c Theory Exam.
Hotel & Front Office Operations (Limerick City)	4N0623	Update of information in the special requirements.
Internet Skills (Limerick City)	3N0931	Module name inserted on Learner Marking Sheets.
Irish Sign Language	5N2389	Changes to Learner Marking Sheets.
Information Technology Skills (Limerick City)	4N1125	Option to use Multiple Choice Questions in Theory Exam removed from Assessment Guidelines in Section 7 to match Marking Sheet; Corrections to errors on Learner Marking Sheets; Layout improvements to Learner Marking Sheets.
Maths for Technical Drawing Skills (Co Clare)	3N0578, 3N0928	Signatures added to all Learner Marking Sheets.
Medical Terminology	5N2428	Changes to section 11c. Text relating to Skills Demonstration 3 & 4 removed; Removed the word 'minimum' from the text relating to Assignment 2 pg. 14 in order to correspond with Learner Marking Sheet 1 pg. 17.
Special Needs Assisting	5N1786	Corrected error on Learner Marking Sheet 2 – changed 60 to 40.
Using Digital Photography and other media (Co. Clare)	3N0791, 3N0552	Signatures added to all Learner Marking Sheets.
Vocal Performance	5N2003	Changes to: Section 11c – Theory Exam Guidelines corrected and clarified; Section 11c – List of Learning Outcomes to be assessed per each assessment technique have been corrected to match Section 11b; Learner Marking Sheet 2 - Theory Exam - changed to reflect Guidelines in Section 11c.
Work Experience Supervisor Report	Levels 3-6	Separate copy of the Supervisor Report in Word format so that it can be emailed.
Work Experience Modules	3N0587, 4N1168, 5N1356, 5N1946	Update to latest version as per National Working Group review.
Work Practice	6N1947	Change number of hours from 15 to 150 in introduction section.
Working in Hairdressing (Co. Clare)	3N0533, 3N0500, 3N0893	Signatures added to all Learner Marking Sheets.
Working in Metal (Co. Clare)	3N0555, 3N0524	Signatures added to all Learner Marking Sheets.
Working in Retail (Co. Clare)	3N0592, 3N0892, 3N0875	Signatures added to all Learner Marking Sheets.
World of Work (Co. Clare)	3N0896, 3N0587	Signatures added to all Learner Marking Sheets.
Young Horse Training Techniques	5N3357	Change to Learner Marking Sheet 2, incorrect total.



## 4. UPDATED WORK EXPERIENCE MODULE DESCRIPTORS – LEVELS 3-6

“The LOs are the minimum of what the learners must do, but we have a responsibility to send them out work-ready”

A review of the Work Experience modules (levels 3-6) took place following implementation during the academic year 2017-2018. Feedback from teachers/tutors in LCETB was sent to the working group in May 2018 following a request by the QA Support Service.

The main changes made by the working group are as follows -

- Marks allocated for supervisor's report has been revised.
- The order of criteria in the Learner Marking Sheets revised to reflect the order in the assessment guidelines.
- Greater clarity around what happens if a learner does not complete work experience and gets 50% in the skills demonstration.

There was some feedback regarding the interview and that it should not be included since there is no specific LO for it. The response from the working group is as follows – “this was discussed at the time, and it was agreed to include an interview, since not all centres do Communications (which does have an interview), and it was felt that we have a duty to ensure that all learners leave with the experience of having done an interview. The LOs are the minimum of what the learners must do, but we have a responsibility to send them out work-ready. Where learners are already doing Communications, they can do the one interview and integrate the two modules”.

The new Work Experience modules and the Word format of the Supervisor's Report (requested by LCETB staff) are now available on StaffConnect. We have outlined where changes have been made in the summary revision table on page 1 of the descriptors but we would advise all teachers/tutors to read **all** content carefully. The previous Work Experience module descriptors have been moved to an Archive folder in the New Work Experience folder. All staff are required to implement updated versions of the Work Experience modules for the new academic year 2018/2019 unless the module has already commenced.

## 5. UPDATED ASSESSMENT TEMPLATES

As agreed by the Assessment Template Working Group during the template development process in 2017, a review of the assessment templates took place following implementation of the templates for a full academic year.

The template review took place in April 2018, which was informed by a survey which was circulated to staff. The Template Working Group met on the 7th June 2018 to review feedback from this survey and agree on any changes to the layout and use of the templates.

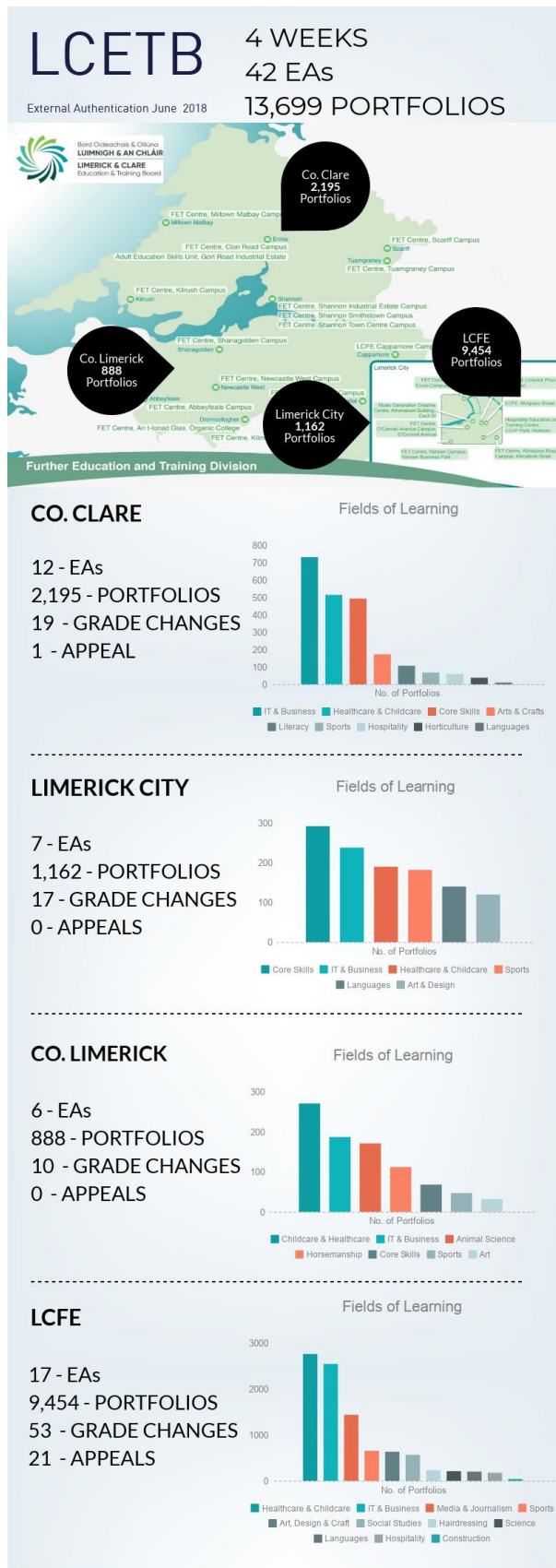
The Working Group considered the feedback with each of the templates reviewed, discussed and modified to best represent this feedback. Each of

the templates has been modified to some extent, with many of the updates being minor changes to language etc.

Available in the Templates folder on StaffConnect –

- **Changes to LCETB Assessment Templates** – Table containing complete list of changes made to each template
- **Guide to the New Templates (v2.1)** – User guide to implementing the assessment templates, updated to reflect the 2018 updates
- **Version 2.1 Templates** – Each of the updated versions of the assessment templates, now at revision 2.1
- **Response to Templates Feedback** – Consolidated feedback and response

## 6. JUNE 2018 CERTIFICATION PERIOD



## External Authenticator Briefing

LCETB FET QA Support Service held a first ever briefing for all External Authenticators visiting Further Education Centres in Clare, Limerick City and County, and Limerick College of Further Education, on Saturday 28<sup>th</sup> April 2018.

All External Authenticators were centrally recruited by the LCETB QASS this June, with standardised operating procedures and reporting templates.

The itinerary for the briefing session included - LCETB overview; Before Authentication - EA Guidelines and Paperwork; During Authentication - On the day; After Authentication - EA Report, Claim Forms and Digital Signatures; Templates; Authenticating in a Digital Age - Video Presentation by Brendan Ryan, Learning Technology Development Officer; Feedback/Q&A Session.

Feedback from the External Authenticators on the briefing session was very positive, and there is no doubt that this session has improved the standard and consistency of EA visits, feedback and reporting in the recent certification period.

## Feedback from June Certification

All External Authenticators were extremely complimentary about the standard and presentation of portfolios for EA, with very many examples of good practice being highlighted. All External Authentication reports summarised the authentication process within the centre as "Effective" or "Very Effective".

QASS have reviewed all EA reports and identified themes where improvements have been identified. These themes include – collaboration, referencing, feedback to learners, presentation of evidence, previous EA Reports, briefs, generous marking, development of common briefs, exams, marking schemes, structuring of work at L5 and 6, links with local industry. These themes are continuously being reviewed and actioned, and will input into the individual centre Quality Improvement Plans.



## 7. CENTRE QUALITY IMPROVEMENT PLANS

Following on from the recent certification periods during 2018, the QA Support Service will meet with all LCETB FET centres in September/October to develop individual centre Quality Improvement Plans.

These individual centre Quality Improvement Plans will inform and in turn be informed by the LCETB Quality Improvement Plan, and form the basis for the continued development and enhancement of the overall Quality Assurance system.

The inputs to these individual centre Quality Improvement Plans will include:

- Internal Verification Reports, External Authentication Reports (this review will ensure that LCETB comply with the requirement that any corrective actions identified at EA have been considered and addressed if appropriate), RAP meeting minutes and Appeals Examiner feedback
- Changes to programmes or modules being delivered by the centre in 2018/2019 and changes/updates in staff by centre in 2018/2019
- QA professional development requirements of centre and QA needs/supports/queries/inputs as identified by centre
- LCETB led QA initiatives and National QA developments

These meetings will help ensure that every centre and staff member is fully supported for the upcoming academic year and that any Quality Assurance supports can be identified and put in place. QA Support Officers will be in contact with centre coordinators over the coming months to arrange these meetings. The attendees at the meetings will be the LCETB QASS QA Support Officer, centre co-ordinator, and any staff with QA responsibilities within the centre.

**To book a place at the LCETB Marking Seminar on the 31<sup>st</sup> August please visit the QA Eventbrite page - <https://qasupportservice.eventbrite.ie>**

## 8. CITY AND GUILDS SUPERCENTRE



City and Guilds have approved the application from Limerick and Clare Education and Training Board for the establishment of the LCETB provider Supercentre.

Existing City & Guilds approved centres (FET Centre, Raheen Campus (formerly Raheen Training Centre), FET Centre, Shannon Campus (formerly Shannon Training Centre) and Limerick College of Further Education) will now become sub-centres

within the LCETB Supercentre structure, with the LCETB QA Support Service Office hosting overall Quality Assurance governance. Each sub-centre will have associated Alternative Assessment Sites for regional delivery of qualifications – some of these Alternative Sites currently exist and are approved; additional new sites will be identified.

A pilot project, trialling the establishment of an alternative assessment site in Ennis BTEI/Literacy, linked with the FET Centre, Shannon Campus for the delivery of City & Guilds ITQ Level 1, will commence in September.

## 9. MARKING SEMINARS

The Limerick and Clare ETB FET QA Support Service will be hosting a series of Marking Seminars -



- Part-Time and Full-Time Provision - 31st August, Radisson Blu, Ennis Road, Limerick, 10am to 3.30pm.
- Limerick College of Further Education Day Provision 3<sup>rd</sup> September, Castletroy Park Hotel Limerick, 10am to 3.30pm
- Limerick College of Further Education Night Provision 5<sup>th</sup> September, Castletroy Park Hotel Limerick, 6.30pm to 9.30pm

The purpose of these seminars is to allow teaching staff from all provisions in all regions of LCETB to come together for a Professional Development event which will focus on training around consistency of marking in modules from level 4-6 on the National Framework of Qualifications. As well as giving examples of best practice marking of the various types of assessment, the event will allow teachers/tutors to participate in hands-on marking activities and most importantly, to come together in a valuable networking opportunity.

Content of the Seminar will include the following:

- Consistency of marking – what does this mean and how will we achieve it?
- Understanding grading criteria and award standards
- Marking Collections of Work, Assignments, etc.
- Best practice around feedback and marking – where and why marks are allocated
- Workshops
  - Getting Creative with Assessment Briefs
  - Alternative Approaches to Assessment
  - Rubrics – using this technique for marking assignments, interviews, role-plays, etc.
  - Moodle – online marking best practice approaches

Please click <https://gasupportservice.eventbrite.ie> to register (or access the Eventbrite booking via the Announcement section of the QA StaffConnect site) to attend this event and we hope that as many teaching staff as possible will be able to attend. Numbers are strictly limited to 150 for the event on 31<sup>st</sup> August, so please register early to secure your place.

***As Úna Canavan moves on to pastures new, the Quality Assurance Support Service welcomes Bernie Kelleher as our new administrator. Welcome aboard Bernie!***

## 10. CURRICULUM DEVELOPMENT – PROGRAMME APPROVAL GOVERNANCE

The LCETB Programme Group have met 4 times so far in 2018, with 41 programme applications considered by the Programme Group in this period. Centres requesting access to programmes or to add additional modules to existing programmes submit applications to the programme group (2-monthly meetings).

Examples of innovative programme developments approved include – “Maths for STEM” – BTEI Limerick City/University of Limerick, “Introduction to Tube and Fitting Scaffold” - Troy studios, “Employability Skills” - Clenn Construction, “C&G Level 3 Award in Hospitality Supervision and Leadership Principles” - Adare Manor, “Airport Passenger Services” – Shannon Airport.

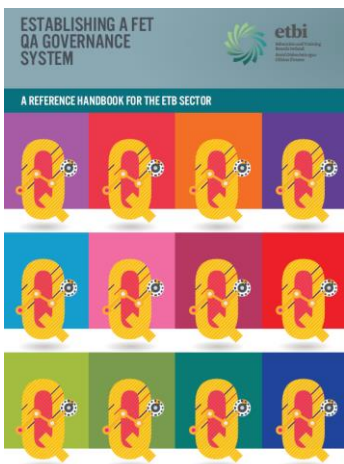
The programme group have identified provision and teacher/tutor supports (which the QA Support Service are implementing) to support a number of successful programme applications.

## 11. ESTABLISHING A FET QA GOVERNANCE SYSTEM – A REFERENCE HANDBOOK FOR THE ETB SECTOR

Education and Training Boards Ireland (ETBI), through its agreed QA priorities in relation to developing and supporting National Quality Assurance frameworks, have developed a reference handbook to provide support for Education and Training Boards in establishing, implementing and evolving, their FET QA governance structures.

This framework document sets out the governance parameters and expectations that are suggested by the Core Statutory Quality Assurance Guidelines (QQI, 2016) and the Statutory Quality Assurance Guidelines developed by QQI for the ETB sector (QQI, 2017). It also refers to the Topic Specific Guidelines developed for Providers of Statutory Apprenticeship (QQI, 2016).

LCETB QA Support Service are currently working with ETBI and an external QA consultant to develop the governance framework within LCETB.



This model will include structures such as:

- FET Quality Council
  - FET Quality Council QA Sub-Group
    - QA Working Groups
  - Programme Development Group
  - Apprenticeship National Programme Board
    - Apprenticeship National Examination Board

Representation on the Quality Council, sub-groups and apprenticeship boards will be drawn from LCETB management and staff, in addition to industry and learner representation.

## 12. PEER LEARNING ACTIVITY ON PROMOTING CULTURE OF QUALITY

Peer Learning Activity (PLA) on Promoting Culture of Quality took place on 11<sup>th</sup>/12<sup>th</sup> June. 21 representatives of the National Reference Points for EQAVET, FET providers and other bodies responsible for FET from Austria, Estonia, Finland, Ireland, Malta, Netherlands, Slovakia, Slovenia and the host country, Croatia, discussed the following topics: What is the meaning/definition of culture of quality? How can culture of quality be dealt with at provider and at system level? Are there ways to influence culture of quality at both levels? Is there a connection between school/FET provider culture and quality management? Are there different approaches in different countries when it comes to the culture of quality?



The PLA concluded with the recognition of importance of culture of quality for Quality Management implementation, ideal culture of quality values and attitudes, and support on FET provider and system level. The activity contributed to the shared understanding of the culture of quality and its meaning for QA processes, and fostered mutual learning from exchange of experiences and best practice.

## 13. NATIONAL APPRENTICESHIP IN PROFESSIONAL HAIRDRESSING

The new National Apprenticeship in Professional Hairdressing is being developed by a Consortium Steering Group (CSG) lead by 'co-ordinating provider', Limerick and Clare Education and Training Board. Through robust engagement and liaison with industry and education experts nationwide, the CSG is designing course content that will deliver a nationally-recognised standard that will be responsive to the needs of industry.

### National Consultation Workshops

As part of the development stage of the Apprenticeship in Professional Hairdressing there have been a series of national consultation workshops taking place around the country, titled "Shaping the Future". These workshops were designed as an opportunity for hairdressing subject matter experts to come together, meet the development team, and assist in the programme development. There was an overwhelming response from both industry and education experts to attend the workshops and lend their voice to 'shaping the future' of their industry. Participants at the workshops worked really hard to provide valuable inputs into the modules and module content. These inputs will go forward to develop a best-in-class hairdressing apprenticeship that will be relevant and respected nationally, and also on the international stage.

### Quality Assurance Procedures

A set of common Quality Assurance Procedures have been developed in the context of an Education and Training Board sectoral approach and a National Governance and oversight framework which is being established collectively by 16 ETBs to support the implementation of Quality Assured new national apprenticeship programmes.

### Programme Development

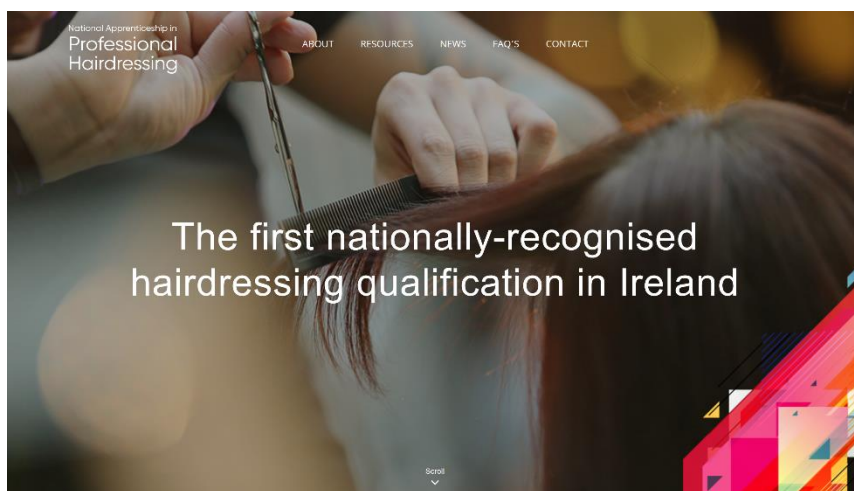
An apprenticeship development project plan has been endorsed by the Consortium Steering Group and agreed by SOLAS. The LCETB QA Support Service are working closely with the Hairdressing Apprenticeship National Programme Co-ordinator and the Consortium Steering Group to support the development of the programme. The current scheduled date for completion of project development is May 2019.

### Hairdressing Apprenticeship Website

This site has been developed by Limerick and Clare Education and Training Board, the lead co-ordinating provider of the new National Apprenticeship in Professional Hairdressing. It gives an overview of the proposed new award, outlines membership of the hairdressing consortium steering group (CSG) that is developing the programme and will provide regular updates on the development of the apprenticeship in the months ahead.

View the website on

<http://hairdressingapprenticeship.ie>



**The Quality Assurance Support Service welcomes all feedback on this newsletter. We also plan to include examples of centre best practice in QA in future newsletters – please contact [qa@lcebt.ie](mailto:qa@lcebt.ie)**







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