



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

Limerick and Clare Education and Training Board

QUALITY IMPROVEMENT PLAN

FOR

AUGUST 2020 TO AUGUST 2021



Introduction

This Quality Assurance Improvement Plan represents the outcomes and improvement activities identified for Limerick and Clare Education and Training Board (LCETB). The plan is for the period August 2020 to August 2021.

Process for Approving the Plan

- Quality Improvement Plan 2019-2020 was reviewed by the ETB's QA Support Service and review presented to the ETB's FET Quality Council.
- Draft Quality Improvement Plan 2020-2021, with planned outcomes and actions drafted by QA Support Service, approved by Quality Council, and reported to the ETB's FET Steering Group.
- Approved Quality Improvement Plan submitted to QQI on 29th March 2019.

Implementation and Monitoring

- The FET Manager, Innovation, Development and Quality, will monitor the completion of the QIP, in collaboration with the ETB's QA Support Service, the Development Team and Senior Managers.
- Implementation of the plan is monitored by means of subsequent reporting through the ETB's Quality Council reporting to the FET Steering Group.
- The QIP will be monitored on a quarterly basis by the ETB's Quality Council, and progress updates against the planned outcomes and activities will be provided by the QA Officer.

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	Quality Area	Key Tasks/Activities	Responsible	Timeline	Measure/Benchmark [how will you know it was achieved]	Status/Update
1.1	Governance and Management of Quality	Maintain governance structures of Quality Council and its associated sub-groups of Quality Assurance and Programme Governance.	Director of FET, FET Manager - Innovation, Development and Quality and Programme Governance members.	Ongoing	Continue to embed, support and develop established Quality Council and Quality Assurance and Programme Governance Sub-groups.	
1.2	Governance and Management of Quality	Establish working groups of Quality Assurance and Programme Governance sub-groups as required.	Director of FET, FET Manager - Innovation, Development and Quality and Programme Governance members.	Ongoing as required	Working groups identified from QA and Programme Governance sub-groups, projects identified for action.	
2.1	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Policies and Procedures in line with Quality Council Sub-group (Quality Assurance) development schedule and requirements.	Director of FET, FET Manager - Innovation, Development and Quality and Programme Governance members.	Ongoing	Published policies for FET Division.	
2.2	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB Blended Learning policy	FET Manager - Innovation, Development and Quality, TEL Support Service	December 2020	Develop Limerick and Clare ETB Blended Learning policy based on guidance framework from ETBI, to support the transition from Emergency Remote Teaching and Learning to a managed and developed Blended Learning provision.	
3.1	Programmes of Education and Training	Development, Evaluation and Review of Programmes of Education and Training as governed by Quality Council Sub-group (Programme Governance)	FET Manager - Innovation, Development and Quality, Programme Governance members, QA Support Service	Ongoing	Published programmes of education and training.	
3.2	Programmes of Education and Training	Support continued development, implementation, evaluation and monitoring of National Hairdressing Apprenticeship as coordinating provider.	QA Officer, QA Support Service, National Apprentice Programme Coordinator	Ongoing	Management of National Hairdressing Apprenticeship by FET Manager - Innovation, Development and Quality. Embedding NHA QAP governance processes as NHA rolls out to collaborating providers during 2021.	
4.1	Staff Recruitment, Management and Development	Implementation of Limerick and Clare ETB 'Professional Development Action Plan 2019-2021'.	QA Officer, HR Manager, PD Officer.	Ongoing	Professional Development Strategy, managed by PD Coordinator, contains 28 discrete actions linked to priority areas of: - Strong commitment to PD for all FET staff; Professional Development for Teaching and Learning; Professional Development structures and systems; Transparent and consistent Professional Development policies and procedures.	

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4.2	Staff Recruitment, Management and Development	Professional Development framework and implementation of range of specific initiatives to support online and blended teaching and learning	FET Manager - Innovation, Development and Quality, Professional Development Coordinator, TEL Support Service	Ongoing	Professional Development, Technology Enhanced Learning and Quality Assurance guidelines, specific skills training,
5.1	Teaching and Learning	Provide development and implementation support for staff and learners for the implementation of managed and coordinated blended and online Teaching, Learning and Assessment,	FET Manager - Innovation, Development and Quality, Professional Development Coordinator, TEL Support Service, Active Inclusion Support Service, Quality Assurance Support Service	Ongoing	Specific guidelines, professional development training initiatives, QA and TEL support for delivery of teaching, learning and assessment.
5.2	Teaching and Learning	Provide PD, TEL and QA support to provider and centre level initiatives, developing staff competencies and improving practice as identified through individual centre Quality Improvement Plan (QIP) meetings.	FET Manager - Innovation, Development and Quality, Professional Development Coordinator, TEL Support Service, Quality Assurance Support Service	Ongoing	Continued process of annual centre Quality Improvement Planning meetings.
6.1	Assessment of Learners	Oversight and management of effectiveness of teaching, learning and assessment strategies via the Quality Council sub-group (Programme Governance)	FET Manager - Innovation, Development and Quality, Quality Assurance Support Service and Programme Governance members.	Ongoing	Reports from Quality Council sub-group (Programme Governance) incorporating analysis of certification, IV, EA, RAP and Appeals data.
6.2	Assessment of Learners	Centralised development and management of assessment processes – templates, procedures, IV, EA, RAP and Appeals procedures and processes.	FET Manager - Innovation, Development and Quality, Quality Assurance Support Service	Ongoing	Continued central management of External Authentication and Appeals process, processes reviewed, updated and expanded to incorporate Training Centre provision processes.
7.1	Supports For Learners	Implementation of AISS Action Plan 2019 – 2020: The aim of the AISS is to contribute to breaking the cycle of disadvantage that can prevent some from fulfilling their full potential and to foster an on-going organisational wide commitment to strengthen our inclusive practices and policies.	FET Manager - Active Inclusion Support Service.	Ongoing	Development of policies, procedures and processes to provide appropriate learner supports, as managed by the ETB's Active Inclusion Support Service.

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7.2	Supports For Learners	Provision of specific induction, information, needs assessment, learner supports in centre – to provide support for learners in a Covid-19 Blended learning environment.	FET Manager - Active Inclusion Support Service.	August 2021	Developed and implemented learner supports – specific objectives as outlined in AISS Action Plan.	
8.1	Information and Data Management	Management of Funding and Certification databases centrally via FET Operations Manager and Quality Assurance Support Service, with local centre responsibility for data entry and maintenance.	Quality Assurance Support Service, FET Operations Manager.	Ongoing	Managed databases, with ongoing development of features within existing framework and exploration of effective continuous improvements as required.	
8.2	Information and Data Management	Analysis of critical indicators via Quality Council sub-groups, Programme Governance and Quality Assurance.	FET Manager - Innovation, Development and Quality, Quality Assurance Support Service and Programme Governance members.	Ongoing	Continued manual analysis, with development of automated systems and processes to identify critical indicators and performance against same.	
9.1	Public Information and Communication	Information to Staff – Provision of QA, TEL and PD updates to staff, via meetings, seminars, emails, newsletters and StaffCONNECT.	FET Manager - Innovation, Development and Quality, Quality Assurance Support Service, TEL Support Service, PD Coordinator	Ongoing	Ongoing, regular and effective communication of information to staff across multiple media.	
9.2	Public Information and Communication	Information to Learners – Establishment of Learner Charter, framework for Learner Handbook and associated policies.	FET Manager - Active Inclusion Support Service, Quality Assurance Support Service.	December 2020	Established and embedded learner policies, implemented and communicated.	
9.3	Public Information and Communication	Information to Stakeholders – Continued development and update of learningandskills.ie QA webpage.	FET Manager - Innovation, Development and Quality.	Ongoing	Process for regular website update, with review and feedback on effectiveness of message.	
10.1	Other Parties involved in Education and Training	Management and support of MOUs with education partners.	Quality Assurance Support Service	Ongoing	Continued liaison and support for those education partners with MOUs with the ETB. Ongoing monitoring and collaboration.	
10.2	Other Parties involved in Education and Training	Management of National Hairdressing Apprenticeship programme as implemented across a number of collaborating providers.	FET Manager - Innovation, Development and Quality,	Ongoing	Establishment of quality assurance governance processes (Programme Board and Examination Board) to work with NHA coordinator and QASS to manage the MOU relationship between	

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					coordinating provider and collaborating providers of NHA.	
11.1	Self-Evaluation, Monitoring and Review	Development and implementation of learner feedback process, on an ETB -wide systematic basis, as part of the overall self-evaluation process.	QA Support Service, Research, Planning & Evaluation Officer	August 2021	Implementation of ETB wide self-evaluation process.	
11.2	Self-Evaluation, Monitoring and Review	Develop policy, procedure and process for monitoring ETB and centre compliance with Quality Assurance policy and procedure.	QA Support Service, Research, Planning & Evaluation Officer	August 2021	Centre and provision compliance to agreed policies and procedures assured through QASS monitoring process.	