

2019 Quality Assurance Action Plan



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

	Quality Area	Key Tasks/Activities	Responsible	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	Status/Update
1.1	Governance and Management of Quality	Embed governance structures of Quality Council and its associated sub-groups of Quality Assurance and Programme Governance.	Director of FET, LCETB QA Officer	March 2019	Established Quality Council and Quality Assurance and Programme Governance Sub-groups.	Complete
1.2	Governance and Management of Quality	Establish working groups of Quality Assurance and Programme Governance sub-groups as required.	QA Officer, QA and Programme Governance members.	May 2019	Working groups identified from QA and Programme Governance sub-groups, projects identified for action.	Complete
2.1	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Communications policy.	QA Officer, Communications and External Relations	October 2019	Published Communication policy for FET division.	Delayed
2.2	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Equality policy.	QA Officer, Active Inclusion Support Service	October 2019	Published Equality policy for FET division.	Delayed
2.3	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Admissions policy.	QA Support Service, ILLN Working Group	November 2019	Published Admissions policy for FET division.	Delayed
2.4	Documented Approach to Quality Assurance	Development of Limerick and Clare ETB FET Assessment policy.	QA Officer, QA Support Service	November 2019	Published Assessment policy for FET division.	Delayed
2.4.1	Documented Approach to Quality Assurance	Review existing Results Approval Panel procedures; develop Limerick and Clare ETB single procedure for Results Approval Panel.	QA Officer, QA Support Service	November 2019	Single version of procedure for all Results Approval Panel meetings.	Complete
2.5	Documented Approach to Quality Assurance	Update procedures relating to Limerick and Clare ETB "Programme Development, Delivery and Validation Policy" as legacy Programme Group function and process evolved into newly formed Quality Council sub-group (Programme Governance)	QA Officer, QA Support Service	July 2019	Updated programme development and approval procedure.	Delayed
3.1	Programmes of Education and Training	Review multiple versions of programmes that exist at lower levels across the ETB's regions – particular focus on implementing single version level 4 programmes across all ETB regions.	QA Officer, QA Support Service	September 2019	Begin process of replacement of multiple versions of level 4 programmes (Clare and Limerick City) with single programme derived from Nationally developed programme.	Delayed

3.2	Programmes of Education and Training	Develop RPL processes for implementation across broader provision, particularly in relation to Hairdressing Apprenticeship requirements.	QA Officer, QA Support Service, National Apprentice Programme coordinator	September 2019	Processes in place to implement RPL for advanced entry into the hairdressing apprenticeship programme.	Complete
3.3	Programmes of Education and Training	Review programme content as highlighted via "Programme Revision Update" process.	QA Officer, QA Support Service	September 2019	Updated module descriptors based on learning practitioner feedback.	Complete
3.4	Programmes of Education and Training	Programme review cycle to be developed, formalise evaluation and review of validated programmes.	QA Officer, Programme Governance Subgroup	October 2019	Schedule for programme review to be developed and approved by Programme Governance subgroup.	Complete
3.5	Programmes of Education and Training	Support continued development, implementation, evaluation and monitoring of Hairdressing Apprenticeship.	QA Officer, QA Support Service, National Apprentice Programme coordinator	December 2019	Extensive QA support of Hairdressing Apprenticeship to continue through 2019 and beyond – QASS supporting development, implementation and review.	Complete
4.1	Staff Recruitment, Management and Development	Consolidate Staff Induction process, incorporating Organisational, Centre and Quality Assurance inductions.	QA Officer, HR Manager, PD Officer.	October 2019	Review of current FET staff induction process with a view to an integrated approach with online/video elements included.	Complete
4.2	Staff Recruitment, Management and Development	Formalise tutor mentor process, trained tutors as mentor to new tutors, with roles and responsibilities agreed.	QA Officer, QA Support Service, HR Manager	October 2019	Working group have agreed model, finalisation and implementation required.	Delayed
4.3	Staff Recruitment, Management and Development	Develop online eLearning professional development courses for staff.	QA Support Service, TEL Officer, PD Officer.	September 2019	Development of elearning staff resource videos, distributed via moodle, with badges associated.	Complete
4.4	Staff Recruitment, Management and Development	Provide Quality Assurance induction and professional development training to staff.	QA Support Service, QA Support Service, PD Officer.	December 2019	Ongoing QA professional development provided by QASS.	Complete
5.1	Teaching and Learning	Participation in National and International forums of practice informing quality assurance and teaching and learning.	QA Officer, QA Support Service	December 2019	Ongoing participation in National and International networks and communities of practice.	Complete
5.2	Teaching and Learning	Provide support to provider and centre level initiatives, developing staff competencies and improving practice as identified through	QA Officer, QA Support Service	December 2019	Continued process of annual centre Quality Improvement Planning meetings	Complete

		individual centre Quality Improvement Plan (QIP) meetings.				
5.3	Teaching and Learning	Provide Quality Assurance input to FET Implementation Groups – Professional Development, Technology Enhanced Learning, Active Inclusion, and Employer Engagement.	QA Officer, QA Support Service	December 2019	Providing ongoing support and QA Input to the ETB's FET Implementation groups and working groups.	Complete
5.4	Teaching and Learning	Provide staff information and guidance on Quality Assurance through provision of regional and service briefings, on-to-one or group support meetings, centre drop-in sessions, etc.	QA Officer, QA Support Service	December 2019	Continued centre and provision Quality Assurance support.	Complete
6.1	Assessment of Learners	Development of approved assessments (such as exemplar banks of exams) in order to apply standardisation and consistency to learner assessment.	QA Officer, QA Support Service	September 2019	Exemplar bank for 4 identified level 5 modules developed, approved and implemented.	Delayed
6.2	Assessment of Learners	Manage central allocation, recruitment, training and administration of External Authenticators across LCETB centres	QA Officer, QA Support Service	December 2019	Continued central management of External Authenticators, reviewed and optimised procedures.	Complete
6.3	Assessment of Learners	Manage central learner appeals process.	QA Officer, QA Support Service	December 2019	Continued management of central learner appeals procedures, updated to reflect GDPR requirements.	Complete
6.4	Assessment of Learners	Producing quantitative and qualitative analysis reports from Results Approval Panels for consideration by Further Education and Training Quality Council Sub-Group (Programme Governance).	QA Officer, QA Support Service	December 2019	Prepared analysis reports for each of the ETB's FET certification period for consideration by appropriate QA governance.	Complete
6.5	Assessment of Learners	Implement single version Limerick and Clare ETB Assessment Procedures across all FET centres.	QA Officer, QA Support Service	September 2019	Roll out of single version of ETB assessment procedures across participating FET centres, incorporating replacement of TQAS procedures.	Complete
7.1	Supports For Learners	Development of appropriate information to learners for implementation of new LCETB assessment procedures.	QA Officer, QA Support Service	September 2019	Development of plain English information to learners for inclusion in learner handbooks and induction materials.	Complete
7.2	Supports For Learners	Development of learner/apprenticeship support materials for Hairdressing Apprenticeship.	QA Officer, QA Support Service	September 2019	Continued support for rollout of hairdressing apprenticeship programme, developing mentor training resources,	Complete

					systems for tracking and monitoring apprentice progression and centre consistency, support for National Programme Board and National Examinations Board.	
7.3	Supports For Learners	Implement Referencing Handbook and Academic Writing Handbooks.	QA Officer, QA Support Service	September 2019	Referencing and Academic writing handbooks, developed by national working group, implemented across the ETB's FET Centres.	Complete
8.1	Information and Data Management	Explore development of CRM / Database for management of organisational Quality Assurance.	QA Officer, QA Support Service	December 2019	Scoping the feasibility for the implementation of CRM/Database QA management system, particularly in relation to FET Centre programme management.	Delayed
8.2	Information and Data Management	Development of process of analysis of critical indicators.	QA Officer, QA Support Service	December 2019	Identified critical quality indicators, established methods of highlighting, prioritising and responding.	Delayed
9.1	Public Information and Communication	Maintain social media presence on twitter @QA_LimClareETB.	QA Officer, QA Support Service	December 2019	Continued broadening of social media communication, highlighting QA initiatives. Twitter feed embedded on QA Sharepoint site and external learningandskills QA page.	Complete
9.2	Public Information and Communication	Publish Quality Assurance update videos to learners via SignageLive screens in FET Centres.	QA Officer, QA Support Service	December 2019	Initial QA video trialled on SignageLive, continued communication to learners and staff via video screen platform.	Complete
9.3	Public Information and Communication	Publish three Quality Assurance newsletters annually for internal staff and relevant external stakeholders, both physical and online publishing.	QA Officer, QA Support Service	December 2019	Continued publication of QA newsletter, Issue 4 February published, two more planned for 2019.	Complete
9.4	Public Information and Communication	Maintain Quality Assurance website on www.learningandskills.ie , publishing newsletters, quality council minutes, annual reports etc.	QA Officer, QA Support Service	December 2019	Reviewed and updated content on website, reflecting QA governance, quality council meeting minutes, quality Improvement reports and plans.	Complete
10.1	Other Parties involved in Education and Training	Agree Memorandum of Understanding between Limerick and Clare Education and Training Board and the centres associated with Limerick Community Education Network (LCEN).	QA Officer, QA Support Service	April 2019	Agreed MOU between ETB and LCEN centres, facilitating the incorporation of LCEN centres as ETB centres.	Complete

10.2	Other Parties involved in Education and Training	Continue Quality Assurance MOU with Mary Immaculate College, facilitating the certification of the CGLPD Level 4 programme.	QA Officer, QA Support Service	December 2019	Continue relationship between ETB and MIC, supporting IV, EA, RAP, Appeals and certification process.	Complete
11.1	Self-Evaluation, Monitoring and Review	Development and implementation of learner feedback process, on an ETB-wide systematic basis, as part of overall ETB self-evaluation process.	QA Officer, QA Support Service, Research, Planning & Evaluation Officer	December 2019	Review of current LCETB centre learner feedback processes. Aligned with statutory self-evaluation process, implement LCETB wide self-evaluation process.	Delayed
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 Officer, QA Support Service, Research, Planning & Evaluation Officer	December 2019	Centre and provision compliance to agreed policies and procedures assured through QASS monitoring process – application in the content of Assessment policy and assessment procedures.	Delayed

27 of 39 planned Actions Complete.