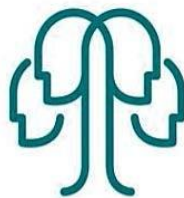

Quality Improvement Plan Progress Reporting and Planning 2019

Update on progress in respect of Kerry ETB activities outlines in the QIP 2018, in response to the Executive Self-Evaluation Report for Kerry Education and Training Board 2017



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1. PART ONE

Introduction

This report provides an update on progress in respect of the activities outlined in the Kerry Education and Training Board (Kerry ETB), Quality Improvement Plan 2018-2022¹, which was prepared in 2017 in response to an Executive Self Evaluation². An update on the Quality Improvement Plan for 2019 is also presented in this report.

The Quality Improvement Plan (QIP) 2018-2022, defines:

- (a) The structures holding authority for improvement planning and governance of quality and quality enhancement
- (b) The structures conducting self-evaluation of programmes and services and how evidence emerging from the process informs improvement measures

The AEO with responsibility for the [Quality Assurance Unit](#), in consultation with the Kerry ETB Quality Assurance Governance Board, coordinates the implementation of the QIP monitoring and reporting on its progress to the [Kerry ETB Quality Council](#). The Director of Further Education and Training holds the responsibility for the approval for all associated activities and the allocation of resources regarding the implementation of the QIP.

The Executive Self Evaluation, focused on how policies, structures and processes can improve the quality of learning opportunities for all learners in Kerry ETB. A particular focus was put on governance arrangements specifically what was in place in 2017 and what is required of Kerry ETB arising from the QQI Core Statutory Quality Assurance (QA) Guidelines April 2016 and Sector Specific Quality Assurance Guidelines for the Education and Training Boards May 2017. The Kerry ETB Quality Improvement Plan 2018-2022 identifies priority actions under five themes:

- 1. Governance & Management of Quality
- 2. Delivery of FET
- 3. Learner Experience
- 4. Information & Data Management
- 5. Other Parties Involved in Education & Training

The plan is for the period October 2017-December 2022. This document reports on the progress made in 2018, in respect of the identified priority actions and provides:

- a) Information on Kerry ETB's quality improvement activities in 2018
- b) Commentary on the main improvement achievements in 2018³
- c) Commentary on challenges or barriers encountered in implementing particular priority actions outlines in the QIP
- d) Information on any changes to priority actions set out under the five themes.

¹ The QIP 2018-2022 has been drawn up to support Kerry ETB in meeting its statutory requirements for the establishment and operation of internal QA procedures in line with the QQI Core Statutory Quality Assurance (QA) Guidelines April 2016 and Sector Specific Quality Assurance Guidelines for the Education and Training Boards May 2017

² This was an executive management level self-evaluation conducted in 2017

³ Including links to updated procedures published on the Kerry ETB website

1.1 Prioritising the enhancement of Governance and Management System

The Kerry ETB Strategy Statement articulates the objectives of the Board, the associated priorities and a strategy for achieving those objectives. Kerry ETB has developed its Statement of Strategy- setting out strategic goals and priorities. Ensuring that strategic goals and priorities are effectively supported by management and administrative processes, which in turn provide a high standard of accountability, compliance and transparency is a key focus area in its [Strategy Statement](#). Prioritising the enhancement of the Kerry ETB Governance for Further Education and Training provision in Kerry ETB supports Kerry ETB's wider strategic goals and priorities- particularly in respect of effectiveness and accountability. Confirmation of the level of priority given to the enhancement of its Governance and Management System is evidenced in the [Kerry ETB Strategic Performance Agreement with SOLAS 2018-2020](#).

2. Overview of Quality Improvement Activities in 2018

Five key areas of focus were prioritised for quality improvement activity in 2018

1. Governance & Management of Quality
2. Delivery of Further Education and Training
3. Learner Experience
4. Information & Data Management
5. Other Parties Involved in Education & Training

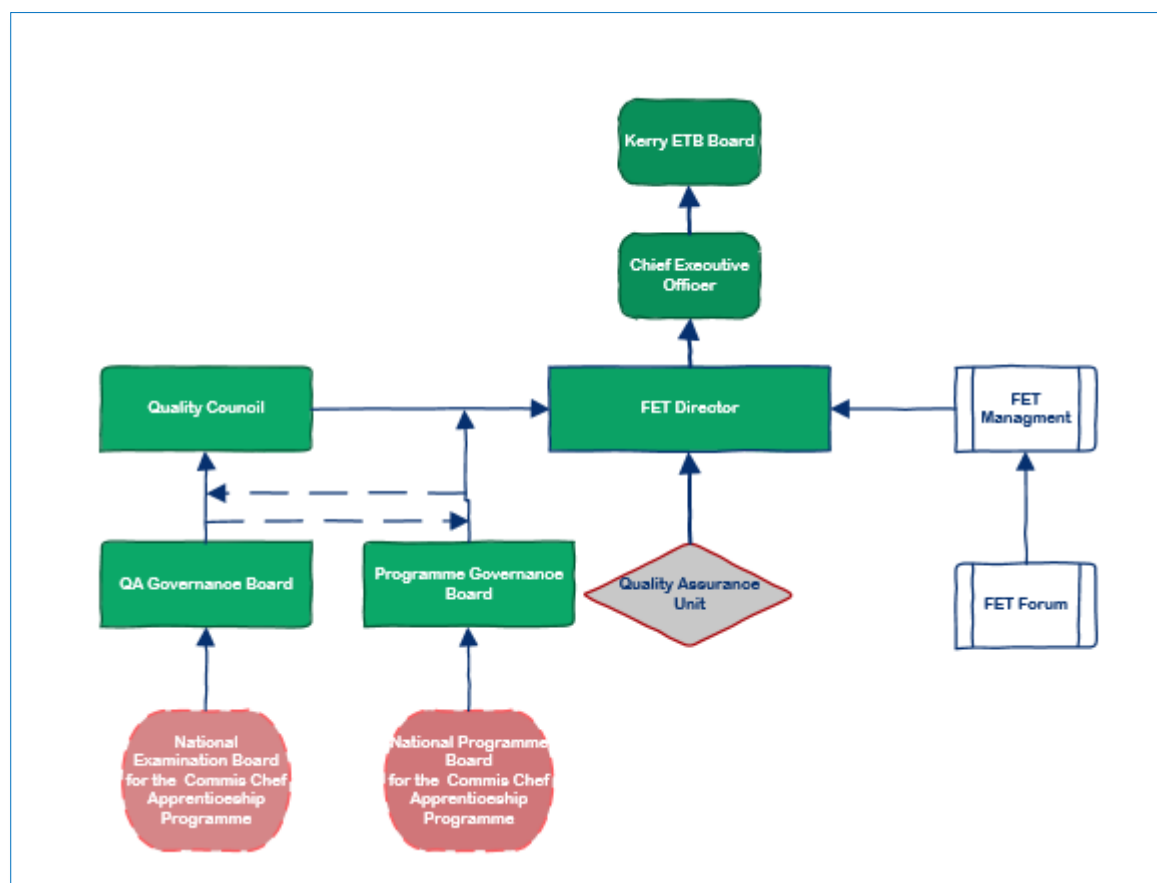
2.1 Governance and Management of Quality

QQI Core and Sector Specific Quality Assurance Guidelines point to the importance of establishing a multi layered governance structure that will provide connectivity between centres and ETB governance. Kerry ETB has established a structure that provides oversight across centres, and defines how indicators of progress; in respect of quality, reports into governance and what happens when it does⁴.

Kerry ETB recognises the distinction between governance structures and management structures- with governance structures providing connectivity with centres, whilst allowing each centre to manage their own business. Kerry ETB understands the need for oversight across the centres- making informed decisions, considering trends and themes, and taking action to address quality issues. A new governance structure was established in 2018. The structure is designed to provide both oversight at provider level, and decision-making authority informed by a number of governance groups that have a recommendation role in respect of quality. Chart No 1 overleaf, sets out the relationship between governance and management of FET provision and references the governance groups that form the Kerry ETB QA Governance System. The overarching governance unit is the Quality Council. The Council is responsible for approving policies and procedures, as recommended by the Quality Governance Board and approving programme related recommendations from the Programme Governance Board. A key tenet, informing the work of the Quality Council is protecting, maintaining and developing the standard of FET programmes and activities- ensuring that all learners receive an equivalent experience across Kerry ETB provision.

⁴ Distinguishing between (a) information that is transferred for noting and (b) information that is transferred for decision making

Chart No 1: Kerry ETB QA Governance and Management



2.1.2. Improvement achievement in respect of Governance and Management of Quality

The Kerry ETB Quality Council was [established in June 2018](#). Its inaugural meeting took place on 15.06.18. An external facilitator was engaged for the purposes of this inaugural meeting to provide training on the functions of the Quality Council and the role and responsibilities of members. The Quality Council met on 3 occasions in 2018. Formal notice was received at the end of June 2018 of [approval by QQI of Kerry ETB's QA procedures](#). The Council approved the establishment of the new National Commis Chef Apprenticeship Examination Board, ahead of the inaugural meeting of the Examination Board in January 2019. The Quality Council established the [Quality Assurance Governance Board](#) and approved its terms of reference at the June meeting. The Quality Assurance Governance Board⁵ commenced its work; as delegated by the Quality Council, in 2018. The Board published a series of meeting notes on the Kerry ETB Share point to cascade information on the progress of its work⁶. The Quality Council also established the [Programme Governance Board](#) and approved its terms of reference at the June meeting. The Programme Governance Board is overseeing Kerry ETB programmes with the exception of the new National Apprenticeship Programme.

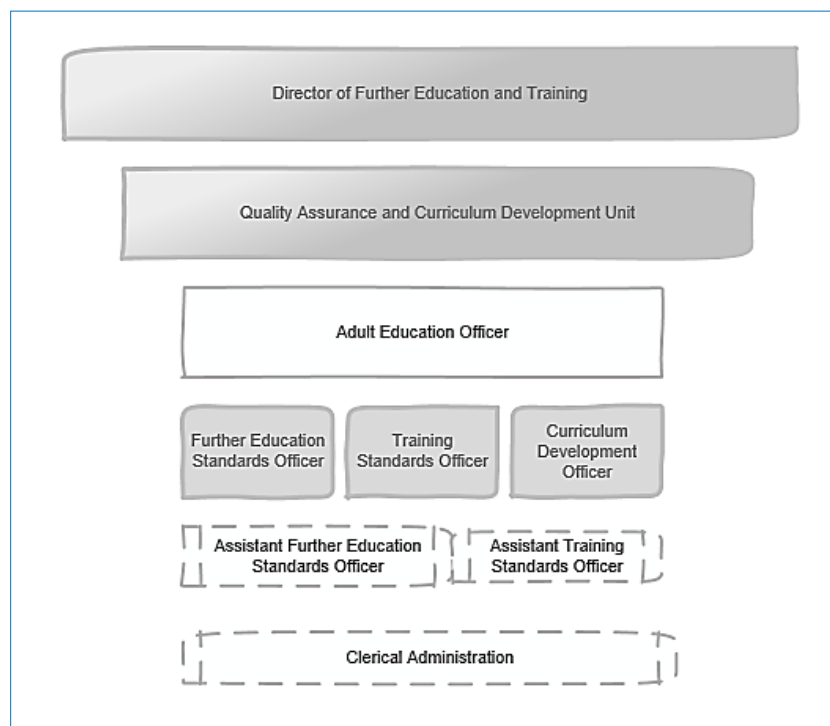
⁵ Formerly the Quality Assurance Steering Group

⁶ The development, oversight, planning and improvement of QA policies, procedures and processes

The National Apprenticeship Programme Board⁷ for the [Commis Chef Apprenticeship](#) Programme is the single national entity with responsibility for the effective management, operation, monitoring and review of the programme. The Quality Council approved the terms of reference for the National Commis Chef Apprenticeship Programme Board in June 2018. The Board met on five occasions in 2018. The board published a series of meeting notes on the Kerry ETB Moodle site- providing collaborating providers with oversight of its work.

A Quality Assurance Unit was also established in 2018 to support governance. Chart No 2 sets out reporting relationships for the QA unit. The Unit is managed by the AEO with responsibility for Quality Assurance, and has a [defined set of functions](#).

Chart No 2: Quality Assurance Unit



2.1.3 Challenges in respect of Governance and Management of Quality

The Quality Council recognises the importance of representation of key stakeholders. Whilst employers and FET practitioners are [represented](#), there continues to be a gap in respect learner representation. The April meeting of the Council considered how learners are currently represented in colleges through student councils or forums. Challenges remain in respect of how to facilitate learner representation at Quality Council level. Due consideration needs to be given to how best to develop learner involvement in governance structures. Whilst Kerry ETB recognises that active learner involvement is essential in governance, learner involvement is also a gap in programme development and review. This additional gap is a barrier to establishing meaningful representation of learner as key stakeholders.

⁷ [Terms of Reference for the National Programme Board for the Commis Chef Apprenticeship Programme](#)

2.1.4 Key area of focus for quality improvement activity in 2019 in respect of Governance and Management of Quality

Learner representation is recorded as a Quality Improvement Objective, in the QIP 2018-2022. The task of reviewing learner representation across FET provision was earmarked for 2018-2019 with the benchmark of a 'Report on Existing Arrangements for Learner Representation', recorded in the QIP. This task did not commence in 2018, but remains as an identified action in 2019. Kerry ETB plans to report on learner representation arrangements across FET provision in 2019, as a first step in addressing the gap in respect of learner representation. The report on learner representation will in the first instance, inform how best to develop learner involvement in:

- a) The Kerry ETB Quality Council
- b) National Programme Board for the Commis Chef Apprenticeship Programme

2.2 Delivery of Further Education and Training

In 2018, Kerry ETB planned to provide for a total of 10,933 beneficiaries across its Further Education and Training (FET) Provision, using a total planned budget of €27,529,085. The actual end of year beneficiaries for 2018 was 11,888. Kerry ETB has over 120 programmes of education and training [validated by QQI](#). With the exception of three⁸, all are over 5 years in existence. Prior to 2016, Kerry ETB's approach to the development and delivery of education and training services drew from either a centralised⁹, or a sectoral model¹⁰. In respect of the development and delivery, Kerry ETB notes QQI's perspective, set out in the recently published [Summary Report of ETB Executive Self-Evaluation Reports and Quality Improvement Plans](#), regarding the challenge in balancing collaboration in the development of systems with its responsibilities in respect of the delivery of education and training services (QQI 2018).

2.2.1. Improvement achievement in respect of Delivery of Further Education and Training

Kerry ETB is the lead education and training partner in the Consortium Steering Group (CSG), for the development of a new Wind Turbine Maintenance Technician Apprenticeship. The direct involvement of industry was key to the commencement of programme development in 2018. The work of the CSG has provided Kerry ETB with a solid understanding of labour market conditions and learner demand.

The development of this programme is aligned to the [Strategic Targets for National Provision](#) of education and training services (SOLAS 2017). Programme development in 2018, demonstrates Kerry ETB's capacity to meet its responsibility in respect of delivering education and training services aligned with employer needs, and have an increased involvement of employers in the delivery of FET. The Wind Turbine Maintenance Technician Apprenticeship programme is designed to respond to the needs of employers and provide routes to skilled employment for employees who are at entry level of the wind energy industry. Procedures and Guidelines for the Design of New Apprenticeship Programmes are published as part of the [QAP for New Apprenticeships \(Section 5\)](#). The governance structure is in place for the establishment of a New Apprenticeship Programme Board.

A Programme Governance Board¹¹ was established by the Quality Council in June 2018 and had its inaugural meeting in September. Following a review of the current way in which FET centres apply for approval to deliver new programmes, a new QA portal of the Kerry ETB SharePoint system was created to provide FET centres with a single access point to programme and module descriptors¹². Establishing a single access point ensures a consistent

⁸ [National Tour Guiding](#) 2017, [Regional Tour Guiding](#) 2017, [Advanced Certificate in Culinary Arts](#) 2017

⁹ Former FÁS Programmes

¹⁰ Former VEC Programmes

¹¹ The Programme Governance Board is overseeing Kerry ETB programmes, with the exception of new National Apprenticeship Programmes. Oversight of new National Apprenticeship Programmes is the remit of the National Apprenticeship Programme Board

¹² Access to this part of Share- Point is restricted to those who hold responsibility for the delivery of FET programmes and services at FET Centres

approach to the management of records at centre level in respect of programme and module descriptors.

DRAFT Sectoral Programme Approval Procedures¹³ came before the Quality Council in December 2018. The Council noted the strong culture of collaboration on developing programmes of common interest and of the sharing of specific curriculum. The Council agreed that the governance structure, including the role of the Kerry ETB Programme Board¹⁴, be shared with other ETB's to support sectoral level collaboration¹⁵.

Whilst [specific access criteria](#) are set out for the new Commis Chef Apprenticeship Programme, the remaining Kerry ETB programmes use generic statements in respect of programme entry criteria. Likewise, with the exception of new apprenticeship programmes, transfer and progression arrangements continue to be articulated through generic statements. Notwithstanding this gap, the recording of immediate programme outcomes is in place in respect of all FET programmes. The recording of the longer terms programme outcomes is now undertaken by the SOLAS/Central Statistics Office (CSO) analytic exercise¹⁶.

The Quality Governance Board approved the consultation and piloting of Draft Assessment Procedures in September 2018. The procedures draw from a suite of reference documents developed by a sectoral level working group to assist ETBs in delivering quality assured assessment. The procedures were published in the QA portal of the Kerry ETB SharePoint system in October 2018. Assessment templates to support the assessment process at operational level came before the Quality Council in October 2018. These templates provided Kerry ETB with a model to strengthen the piloting of the Draft Assessment Procedures. The Quality Council approved the templates¹⁷ for inclusion in the pilot. The QA Unit carried out briefing workshops on the operation of the Draft Assessment Procedures. An interim review of the pilot is scheduled for the end of the 2019 June certification period. The procedures will come before the Quality Council for approval, when the consultation and pilot phase has closed (December 2019)¹⁸.

External Authentication Reports from FET Centres¹⁹ came before the Quality Council in October 2018. On foot of a request from the Quality Council, the QA Unit prepared a report on centre manager's views on the recommendations from External Authenticators (EA's), for improving the assessment process at centre level. Surveyed results were presented to the Quality Council in December 2018, pointing to a relationship between the recommendations of EA's and actions taken at centre level to improve the assessment process²⁰. The Quality Council agreed to review survey results and the associated continuous improvement recommendations of EA's annually. A collated²¹ Results Approval Panel Report for 2018. The Quality Council ratified all 2018 assessment results, from Kerry ETB's 20 FET centres²².

¹³ The procedures from part of the sectoral level document 'A Collaborative Framework for Shared Programme and Curriculum Development, Validation, Enhancement and Review in ETB's

¹⁴ Established by the Quality Council in June 2018 and inaugurated in September 2018

¹⁵ Kerry ETB has signed a Memorandum of Understanding with Limerick and Clare ETB for the delivery of a New Hairdressing Apprenticeship

¹⁶ Pilot data analytic exercise. Progression to employment is defined as 12 weeks of cumulative employment within 12 months of programme completion. Progression to Education is defined as continuing on another education course (FET or HEI)

¹⁷ [Sectoral Level] Quality Assured Assessment Templates for Planning, Devising, Conducting, Submitting/DRAFT v1.6 August 2018

¹⁸ The [consultation timeframe](#), originally scheduled from Mar-Sept 2018 is now extended into 2019- on foot of the addition of the piloting of the Procedures

¹⁹ Kerry College of Further Education, North Kerry College of Further Education, Collated Report/Kerry ETB Adult Literacy Centres

²⁰ The QA Unit survey indicated that feedback recorded in EA Reports is used to action continuous improvement of the assessment process at centre level

²¹ Further Education Centres, VTOS Centres, Youthreach Centres, BTEI Outreach courses, Adult Literacy Courses, Kerry College of Further Education and North Kerry College of Further Education

²² Kerry ETB Quality Assurance Procedures are comprehensive. The procedures cover all education and training programmes and services, regardless of whether or not these lead to QQI awards

2.2.3 Challenges in respect of the Delivery of Further Education and Training

The task of programme review process did not commence in 2018, but remains as an identified action in 2019. With the exception of the [Advanced Certificate in Culinary Arts](#) Programme, a review schedule has yet to be set for Kerry ETB Programmes. It is the intention of Kerry ETB to establish programme review groups and set a review schedule for the review process. In 2018, Kerry ETB joined an ETBI pilot initiative, to record the new apprenticeship²³ and Tour Guiding Programmes²⁴, in the Academic Module Manager establishing a programme management system for FET programmes. Kerry ETB plans to establish a programme review process in 2019, setting out a programme review cycle as a first step in evaluating learner satisfaction, retention, completion, and progression at programme level. The task of reviewing the specific training needs of FET staff did not commence in 2018. Kerry ETB is conscious of the need to move from the 'general' to the 'specific' training²⁵ recognising that the requirements of curricula are not static. Specific training on the integration of assessment was delivered to staff at Kerry College of Further Education and Training in August 2018. Material from the training event was published in the QA portal of the Kerry ETB SharePoint system.

Challenges remain in respect of monitoring, reviewing and evaluating professional development activities. Some assistance with planning specific training may be available to Kerry ETB through FET Professional Development Strategy 2017-2019, specifically from the [SOLAS proposals](#) for monitoring professional development activities and the sectoral approach to evaluating professional skills training²⁶. Kerry ETB is conscious of the challenge in balancing collaboration in respect of professional development activities with its responsibilities in respect the delivery of education and training services. In 2019, Kerry ETB will chart all training activities offered and undertaken, based on centre level records in respect of professional development training events for FET provision.

In relation to specifying entry criteria, and defining transfer and/or progression routes, Kerry ETB is conscious of its responsibilities and what is required of Kerry ETB, arising from the [QQI policy restatement, Policy and Criteria for Access, Transfer and Progression in Relation to Learners for Providers of Further and Higher Education and Training](#). Due consideration needs to be given to how best to approach the task in accordance with our QAP. The likelihood of the continued use of generic statements in PLSS, the sectoral level bank of programmes, which generates [online public information](#)²⁷ on FET courses, is a barrier to this particular task.

2.2.4 Key area of focus for quality improvement activity in 2019 in respect of FET Delivery

The review of existing programmes is recorded as a Quality Improvement Objective in the QIP 2018-2022. This task was earmarked for 2018-2019- with the benchmark of the publication of Programme Review Reports approved by the Quality Council. Programme Review remains as an identified action in 2019. Kerry ETB plans to develop a review schedule for Kerry ETB Programmes in 2019, for recommendation by the Programme Governance Board and approval by the Quality Council. The scope of the schedule is unlikely to account for all of the programmes [validated by QQI](#). However the approved schedule will in the first instance, inform how best to plan for a systematic approach to evaluating learner satisfaction, retention, completion, and progression at programme level, informing a programme review cycle.

The task of reviewing the specific training needs of FET staff is now an improvement activity for 2019. Kerry ETB plans to publish base line information derived from centre level registers of training undertaken by tutors and instructors, together with a collated report on the [annual reviews of skills gaps](#) identified at centre level. Kerry ETB recognises the dual aspects of upskilling FET staff subject specific upskilling, updating pedagogical competence

²³ National Commis Chef Apprenticeship Programme and Wind Turbine Maintenance Technician Apprenticeship (in development)

²⁴ [National Tour Guiding](#) and [Regional Tour Guiding](#)

²⁵ Specific training for Healthcare tutors and instructors was scheduled by the Further Education and Training Service (FESS) was planned in November 2018, the event was rescheduled because of the low numbers planning to attend

²⁶ Goal 3 Implementation Plan- January 2018 [Delayed]

²⁷ FETCH Courses

([Further Education and Training Strategy 2014-2019 SOLAS](#)). Kerry ETB will continue to encourage and facilitate staff to update their pedagogical competence through engaging in the Continuous Professional Development events delivered by the [Further Education and Support Service](#) in 2019. Kerry ETB are conscious of their responsibilities in respect of ensuring that FET tutors and instructors upgrade their vocational competence regularly. Due consideration needs to be a systemic approach to identifying programmes which require specific upskilling in order to ensure that learners are prepared for current and emerging skills needs.

2.3 Learner Experience

2.3.1 Improvement achievement in respect of the Learner Experience

Quality assured procedures are in place for [assessing the learning acquired by prior learning \(RPL\)](#). The procedure became operational in 2017 for applicants to the [National Commis Chef Apprenticeship Programme](#). In 2018, Kerry ETB developed a tool for documenting work place evidence for the Kerry ETB National Tour Guiding Programme. Sixteen applicants achieved the [Specific Purpose Award, National Tour Guiding Award](#).

A single formal complaints process was established in 2018. A national Code of Practice for Dealing with Complaints had previously been introduced in March 2011²⁸. The Code was revised in July 2013 in line with the enactment of the Education and Training Boards' Act. The implementation of the associated complaints procedure was agreed at sectoral level in April 2018. The [procedure is in operation](#)- processing complaint(s) lodged on or from 19.04.18²⁹. The procedure provides a standard approach to how complaints are processed. Emphasis is put on the resolution of complaints at the earliest opportunity, through informal means without recourse to the more formal stages of the procedure. The parties involved are encouraged to strive to understand the other party's position, with a view to seeking (as far as possible), a mutually acceptable solution through informal means. The procedure makes provision for a review. The responsibility for review rests with Education and Training Boards Ireland (ETBI) and union parties to this procedure. A [Customer Charter](#) describing the level of service that can be expected from Kerry ETB as a public service organisation has been published.

In 2018, following the restructuring of the Adult Literacy and Basic Education Service, the Tralee Adult Literacy service relocated to the Training Centre. The service now provides academic support to Apprentices. A consolidated report on outcomes of initial assessment of Apprentices and the nature of the support provided post assessment will be detailed in a consolidated report on the co-location of Training Centre and Adult Literacy Services. This report will inform decisions on developing procedures for Kerry ETB programmes moving Kerry ETB to a position where the same level of academic support is available to all learners.

Feedback from apprentices on the Commis Chef Apprenticeship Programme was collated and presented to the Quality Council in 2018. Outputs from feedback received from learners on a range of programmes across the 20 FET centres will be collated in 2019. It is Kerry ETB's intention to review the current feedback mechanisms in place at centre level and develop a procedure for recording and reviewing learner feedback across all FET programmes and services.

2.3.2 Challenges in respect of the Learner Experience

Kerry ETB should collate feedback received from learners on their views and experiences of engaging with FET programmes and services, and make this collated information available to the Quality Governance Board, the Programme Boards and the Quality Council for the purpose of continuous improvement of its programmes and services. Whilst collated feedback is available from the Commis Chef Apprenticeship Programme, there continues to

²⁸ National Code of Practice for Dealing with Complaints made by Parent/s, Guardian/s of a Student or by a Student (who has reached the age of eighteen) currently enrolled in a school/centre, against a Staff Member employed by Kerry Education and Training Board (ETB), [Introduced March 2011, re-issued (in line with enactment of Education and Training Boards Act), July 2013

²⁹ The implementation date

be a gap in respect of all other programmes.

2.3.3 Key areas of focus for quality improvement activity in 2019 in respect of the Learner Experience

A case study of two learners from both the Commis Chef Apprenticeship Programme and the National Tour Guiding Programme who engaged in the RPL process is recorded as a Quality Improvement Objective in the QIP 2018-2022. The task of conducting the case study was earmarked from 2019. This task will not commence in 2019, but is an identified action in 2020.

A review of current supports—specifically learner guidance, academic and psychological support services—is also recorded as an identified action in the QIP 2018-2022. This task did not commence in 2018 and is now earmarked for 2019. A consolidated report on engagement with learner support services to come before Quality Council June 2019—

(a) Learner Guidance

(b) Academic Support

(c) Psychological Support

2.4 Data and Information Management

Kerry ETB FET centres use a management information system known as the Programme and Learner Support System (PLSS)³⁰. PLSS is used to manage course information, learner records and reporting. PLSS provides a secure sharing, collecting and use of data system through four portals:

- a. National Programme Database (NPD)—repository of FET programmes being delivered nationally
- b. National Course Calendar (NCC)—schedule of programme. Data in the NCC is transferred to the Further Education Resource Hub (FETCH) website fetchcourses.ie—allowing applicants to search, view and apply for courses online
- c. Learner Database—Data from FETCH online applications is transferred into the Learner Database. Further data entered at ETB level for enrolled learners creates a secure learner record
- d. Funding Allocation Requests and Reporting System (FARR)—Kerry ETB's rollout of PLSS means that centres plan courses annually in a linked system known as FARR. Data from both the NCC and Learner Database is transferred to the Funding Allocations Requests and Reporting System (FARR) and is used in SOLAS reports

Three additional systems are in use by Kerry ETB Training Centre:

1. The Apprenticeship Client Services System CACMS—Curriculum, Assessment contents Management System and SAP for financial accounting purposes
2. The Centralised Assessment Management System (CAMS)—the central repository for assessment instruments associated with former FÁS validated programmes
3. A master Kerry ETB Moodle site and sub-sites has been set up for the New Commis Chef Apprenticeship Programme to support Kerry ETB as Coordinating provider and collaborating providers to manage course records

A decision, in respect of the future of CACMS, SAP and CAMS has yet to be made at sectoral level. Kerry ETB will continue to operate these systems in 2019.

2.4.1 Improvement achievement in respect of Data and Information Management

PLSS became the single system for MIS for FET provision in 2018. The Learner Database, which manages applicant referrals and registrations and records of retention, completion and immediate course progression, became fully operational across the service. The recording of the longer term programme outcomes is now undertaken by the

³⁰ PLSS is a national SOLAS/ETBI initiative and data is hosted by SOLAS

SOLAS/Central Statistics Office (CSO) analytic exercise³¹. PLSS data was used to meet all of Kerry ETB's non-financial reporting requirements in 2018. A reports function in PLSS was used to provide centre managers with an overview of data relating to applicants and registered learners and course completers. The recording of the longer terms programme outcomes are now undertaken by the SOLAS/Central Statistics Office (CSO) analytic exercise.

The General Data Protection Regulation (GDPR) came into force in May 2018 replacing the existing data protection framework under the EU Data Protection Directive. The Kerry ETB Board approved the following Data Protection Policies in December 2018

1. *Revised* Data Protection Policy & associated Privacy Statements
2. CCTV Template Policy & Template Privacy Statement for Kerry ETB schools and centres
3. Kerry ETB Data Breach Protocol

The policies were published in the Kerry ETB SharePoint system. In addition to these policies a Records Management Policy, and a Records Retention Schedule was published for the collection, use and protection of personal data. Data privacy was embedded into the operations of FET services and associated Management Information Systems. A new QA portal in the Kerry ETB SharePoint system was developed providing FET centres with a single access point to Programme and Module Descriptors, DRAFT Assessment Procedures and a bank of teaching and learning resource material³². The Kerry ETB Forum³³ met on five occasions in 2018³⁴. Discussions focused on operations at centre level, course outcomes, and Kerry ETB's wider strategic direction³⁵. In respect of furthering staff consultation on a common set of policies and procedures for FET Programmes and services the DRAFT Assessment Procedures and the QA portal in SharePoint were presented at the September Meeting and an update in relation to the QAP was presented at the November meeting.

2.4.2 Barriers in respect of Data and Information Management

No barriers were identified.

2.4.3 Key area of focus for quality improvement activity in 2019 in respect of Data and Information Management

The use of PLSS reports for self-monitoring and planning purposes is recorded as a Quality Improvement Objective in the QIP 2018-2022- with the benchmark of the production of analytical reports of learner registration, retention, completion and certification to inform programme review and programme planning. Kerry ETB plans to develop a schedule for analytical reports with a view to producing at least one report in 2019.

2.5 Other Parties Involved in Education and Training

Kerry ETB continues to have significant engagement with SOLAS and QQI.

2.5.1 Improvement achievement in respect of Other Parties Involved in Education and Training

Kerry ETB agreed its [strategic performance agreement with SOLAS](#) in 2018. The strategic agreement emerged from structured dialogue with SOLAS, with independent input and validation from a panel of experts with an understanding of Irish and international good practice in further education and training systems. Following a Single Purpose Dialogue Meeting between Kerry ETB and QQI in February, the Programmes and Awards Executive Committee (PAEC) approved the Quality Assurance Procedures of Kerry ETB. Kerry ETB received formal notice of the approval in June 2018.

³¹ Pilot Data Analytic Exercise

³² Resources associated with Supporting Literacy, Dyslexia, English Speakers of Other Languages, Assessment for learning (Literacy Level Placement, ICT, Programme Resources (Kerry ETB Programmes Level 1- 6

³³ The forum meet as a discussion and communications group- FET Managers and Senior Managers and relevant Headoffice Staff attend forum meetings. The forum is convened and chaired by the FET Director

³⁴ February, May, June, September and October 2018

³⁵ [Kerry ETB Strategy Statement](#) and [Kerry ETB Strategic Performance Agreement with SOLAS 2018-2020](#)

2.5.2 Barriers in respect of Other Parties Involved in Education and Training

No barriers were identified

2.5.3 Key area of focus for quality improvement in respect of Other Parties Involved in Education and Training

Kerry ETB has quality assurance arrangements in place with a number of other awarding bodies. These arrangements will need to be incorporate it new quality assurance policies and procedures in order that a single set of quality assurance policies, procedures and practices will operates across all programmes and services. Kerry ETB is mindful of its role and relationship with QQI, and its responsibilities³⁶ and commitments under the Qualifications and Quality Assurance (Education and Training) Act 2012. Kerry ETB is conscious of the pending White Paper on a Policy for ETB Review³⁷. The White Paper will influence the decision-making processes that the Kerry ETB governance structures will use to frame a wider self-evaluation. Detailed Terms of Reference and a Handbook that will be agreed at sectoral level will guide the self-evaluation.

3. PART TWO- Detailed Update on Activities in the QIP's

Part two of this Progress Report sets out the original QIP submitted to QQI in tabular format, with the inclusion of three columns labelled 'Status', 'Update' and 'Revised Timescale'

Status	Revised Timescale
Complete	N/A
On track	N/A
Delayed	Revised date

Pages 13-15 are set out on A3 to accommodate the large table.

³⁶ Kerry ETB procedures cover all education and training courses and related services regardless of whether or not these lead to QQI awards, and other awards recognised within the qualifications framework (NFQ)

³⁷ QQI White Paper on a Policy for ETB Review- planned consultation phase April- June 2019. With the commencement of a Kerry ETB self-evaluation (in line with the agreed review framework) towards end of 2019

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	Status	Update	Revised Timescale
1. Governance & Management of Quality							
1.1 Enhance Kerry ETB Quality Assurance Governance & Management system	Kerry ETB Strategy - Ensure our strategic goals are effectively supported by our management and administrative processes to ensure the highest standards of accountability, compliance and transparency.	Director of FET in consultation with the Executive	2018 - 2022	Pillar No 2: Further Education & Training will develop FET Strategy and an implementation plan for the nine strategic goals outlined in the Kerry ETB Strategy Statement 2018-2022	On Track	The implementation plan for the Kerry ETB nine strategic goals is outlined in the Kerry ETB Strategic Performance Agreement 2018-2020 published on the SOLAS website http://www.solas.ie/Pages/Strategic-Performance-Agreements.aspx	N/A
1.2 Establish the new Apprenticeship Quality Council	Establish the new Apprenticeship Quality Council as outlined in the Commis Chef Apprenticeship Quality Assurance Procedures	Chief Executive Officer in consultation with the Director of FET	Jan-18	Minutes of meetings published	Completed	Kerry ETB Quality Council established 15 th June 2018 incorporating new apprenticeships with all Kerry ETB provision. Membership published on the Kerry ETB Website. Minutes of meetings published in OneNote and meeting notes published on the Kerry ETB website. Dr Trish O'Brien has been requested to review Quality Council progress to date in 2019.	N/A
1.3 Establish Commis Chef Apprenticeship Programme Board	Establish the new Apprenticeship Programme Board as outlined in the Commis Chef Apprenticeship Quality Assurance Procedures	Director of FET in consultation with the Quality Council and the Commis Chef Programme Manager	Jan-18	Minutes of meetings published on Moodle system	Completed	Commis Chef National Programme Board established 17 th December 2017. Approved by the Quality Council 15 th June 2018. Membership published on the Kerry ETB Website. Minutes of meetings published in Kerry ETB Moodle Platform for Apprenticeship Programmes and meeting notes published on the Kerry ETB Website.	N/A
1.4 Establish Examination Board	Establish the new Commis Chef Apprenticeship Examination Board	Director of FET in consultation with Quality Council and the Apprenticeship Programme Manager	Oct-18	Minutes of meetings published on Moodle System	Completed	The establishment of the Examination Board and its Terms of Reference approved by the Quality Council 15 th June 2018. First Examination Board Meeting planned for the 8 th January 2019.	N/A
1.5 Align enhanced Kerry ETB Quality Assurance Governance & Management System for all FET provision with new Quality Council	Review the Terms of Reference of the FET Management Group and explore the feasibility of aligning with the Quality Council to include clear reporting and approval procedures	Director of FET in consultation with the CEO and Kerry ETB Directors	2018-2019	Revised Terms of Reference established and published on Share Point	Completed	New Governance Structure and Terms of Reference approved by Quality Council 15 th June 2018. Governance Structure and Terms of Reference published on the Kerry ETB website and Kerry ETB Share Point. Enhanced illustration of Kerry ETB Governance Structure published.	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	Status	Update	Revised Timescale
Governance & Management of Quality [continued]							
1.6 Establish new Quality Assurance Unit	Resource the new Quality Assurance unit. Establish the role and function of the new unit to align with the FET Strategic Plan e.g. Develop and review Quality Assurance policies, procedures in line with QQI Core and Specific QA guidelines. Review Programmes across the FET service to ensure that they are nationally and internationally certified, recognised and quality assured.	Director of FET in consultation with the CEO	2018-2019	Comprehensive Quality Assurance System designed and approved by the Quality Council. Quality Assurance System embedded in all FET provision	Completed	A Quality Assurance Unit established and staffing commenced in 2018. The function of the QA Unit are published on the Kerry ETB website. An administrative check and update was conducted on all Kerry ETB validated Programme Descriptors and Programme Modules.	N/A
1.6 [Continued] develop new comprehensive Quality Assurance Procedures in line with QQI Core and Specific QA guidelines	Develop and review Quality Assurance policies, procedures in line with QQI Core and Specific QA guidelines.	Quality Assurance Unit in consultation with the Quality Assurance Steering Group			On Track	QQI approval of QA procedures of Kerry ETB-21 st June 2018 http://www.qqi.ie/sites/docs/ProviderDocumentsLibrary/PG00110/PRID-110-ApprovalReport-20180620.pdf The National Commis Chef Apprenticeship programme is operating under the apprenticeship Quality Assurance Policies & Procedures. Development of new QA Policies & Procedures for all FET programmes has commenced. Governance Procedures Programme Procedures Assessment of Learner Procedures Procedures for Collaboration with other providers of Apprenticeship Programmes Dr Trish O'Brien facilitated a workshop on documenting and communicating the Governance and Quality Management System to inform on the structure and format of the Kerry ETB.	N/A
1.6 [Continued]	Enhance teaching and learning capabilities and promote a culture of continuous improvement and organisational learning so that all stakeholders have confidence in the quality and relevance of our programmes and courses.				On Track	Record of Continuous Professional Development to be reviewed by management to inform decisions for the 2019 CPD strategy.	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	Status	Update	Revised Timescale
1. Governance & Management of Quality [continued]							
1.7 Consolidate central monitoring of Quality Assurance Procedures and Processes for all FET provision through a multi layered governance structure	<p>Organise consultation meetings to establish current practice</p> <p>Develop procedures for developed responsibility and central monitoring</p>	Quality Assurance Unit in consultation with the Quality Assurance Steering Group and approved by the Quality Council	Dec-2018	<p>Records of consultation meeting published on Share Point</p> <p>Procedures for developed responsibility and central monitoring published on Share Point</p>	On Track	<p>New QA Share Point developed for sharing Programme Modules, resources and best practice</p> <p>Assessment Working Group established and consultation on Draft Assessment Procedures and Assessment Templates commenced.</p> <p>Records of consultation meetings (Draft Assessment Procedures) published in Share Point</p> <p>Monitoring of QAP's will commence in 2020.</p>	N/A
1.8 Establish a Quality Assurance Implementation Group	<p>Develop Terms of Reference for the group</p> <p>Dissemination of new Quality Assurance procedures and processes</p> <p>Review Terms of Reference for all FET entities and ensure that reporting procedures are included. Collated reports for the Quality Council</p>	<p>Quality Assurance Unit in consultation with the QA Steering Group</p> <p>Quality Assurance Unit Quality Assurance Steering Group Quality Council</p>	Dec-2019	<p>New procedures agreed and implemented across all FET provision</p> <p>Terms of Reference published on Share Point</p>	On Track	The QA Governance Board agreed implementation plan for the piloting of Draft Assessment Procedures in 2019. Terms of Reference for the Consultation Process published on Share Point.	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
2. Delivery of FET							
2.1 Develop a Programme Approval, Development & Validation Policy	Review Programme Approval process Develop a new procedure for programme approval, development and validation in compliance with QQI procedures Develop new Terms of Reference for the Programme Approval Group	Quality Assurance Unit in consultation with the Quality Assurance Steering Group	Apr-2018	New programme approval, development & validation policy developed and approved by the FET Management Group. When established the Quality Council will hold the approval role New Terms of Reference published	On Track	Programme Governance Board established 04.09.18 Terms of Reference approved by the Quality Council 15.06.18 Programme Approval, Development and Validation Procedures for New Apprenticeships published on the Kerry ETB website These procedures will be incorporated into procedures for all new Kerry ETB programmes	N/A
2.2 Design new Apprenticeship and Traineeship programmes to meet the identified needs of industry	Consultation with industry & representative bodies. Ensure resources are in place to deliver the programme Set up a Consortium Steering Group and a Programme Board. Collaborate with other ETB's in delivering a programme	Programme Development Group, Centre Manager, Programme Approval Committee, Director of FET, Quality Assurance Unit. Director of FET, Centre Manager.	2018-2022 2018-2022	New Apprenticeship and Traineeship programmes developed, approved by the Quality Council and submitted to QQI for Validation MOU signed	On Track	CSG established for the Wind Turbine Maintenance Technician Apprenticeship Programme. Development of Curriculum and assessment for the programme commenced. Kerry ETB has signed an MOU to collaborate with Limerick ETB in the delivery of the new Hairdressing Apprenticeship.	N/A
2.3 Review existing programmes	Review current Further Education and Training programmes and courses to ensure that they are aligned with the National Framework for Qualifications, internationally recognised and fit for purpose.	FET Management Group in consultation with the QA Steering Group	2018-2022	Effective documented Programme Management System established and Programme Review Reports published and approved by the quality Council.	On Track	ETBI Academic Module Manager provides for effective Programme Management System. Programmes validated from 2016 recorded. Provisional date for commencing review of National and Regional Tour Guiding set for 2021 (agreed by the National Tour Guiding Steering Group these programmes are now a sectoral shared curriculum). Provisional date for commencing review of National Commis Chef Apprenticeship Programme set- Dec 2019. Consolidated report for Quality Council 1 st quarter 2020	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
Delivery of FET [Continued]							
2.4 Review programme management in all FET centres	Review current procedures for application and approval for the delivery of approved/validated programmes at centre level	FET Management Group, Programme Approval Committee, QA Steering Group	Jun-2018	Programme Descriptors reviewed and revised to include modules delivered by all FET centres. Programme Descriptors and Programme Modules accessible on Share Point by Centre Managers.	On Track	<p>Programme Governance Board established 4th September 2018 (previously met as the QA Steering Group)</p> <p>New QA Share Point System developed September 2018.</p> <p>Process to be charted and agreed: (a)- Centre approval for programme deliver (b) Approval for the development of an application for validation (new programmes)</p>	N/A
2.5 Teaching & Learning the quality of teaching and learning will be monitored on an on-going basis	<p>Centre Managers will review the training needs of tutors/instructors at the end of each year to identify specific skill gaps and workshops that will assist with closing skills gaps</p> <p>Tutors/instructors will engage in workshops delivered by the Further Education Support Service (FESS), priority will be given to Assessing Learner Evidence and integrated of modules and assessment</p> <p>Review current use of ICT in Teaching & Learning and document good practice</p> <p>Implement the SOLAS FET Strategy for FET</p>	<p>Centre Managers in consultation with AEO and Director of FET</p> <p>Centre Managers in consultation with Quality Assurance Steering Group and approved by Director of FET</p> <p>Centre Managers & AEO in consultation with Quality Assurance Steering Group</p> <p>Centre Managers, AEO and Director of FET</p>	<p>2018-2022</p> <p>Dec-2018</p> <p>Dec-2018</p> <p>Dec-2018</p>	<p>CPD for instructing staff identified, documented and approved by Quality Council</p> <p>A Register of CPD will be maintained by Centre Managers and a central register will be maintained by the Director of FET</p> <p>Report procedure</p> <p>Plan in place for roll out of strategy</p>	On Track	<p>Initial base line CPD information has been charted and uploaded to Share Point.</p> <p>All staff are currently being surveyed on immediate CPD needs.</p> <p>QA Unit staff attended FESS training on the Integration of assessment. Good practice will be cascaded to centres.</p> <p>Office 365 training has been rolled out to centres and following monitoring of implementation a report will be compiled.</p> <p>DAI training delivered in January 2019. Stages of Assessment Training delivered in KCCE in January 2019.</p> <p>A service Plan has been devised for all FET provision and submitted to SOLAS.</p>	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
2. Delivery of FET [Continued]							
2.6 Assessment of Learners: the administration of the assessment of learners will be documented and accessible to staff, contractors and learners	Review Kerry ETB legacy Quality Assurance Procedures and develop comprehensive procedures and processes for the fair and consistent assessment of learners in line with new QQI Core and Specific QA Guidelines-taking account of procedures developed by other ETB's and coordinated by ETBI	Quality Assurance Unit in consultation with Quality Assurance Steering Group and Quality Assurance Implementation Group.	2018-2019	Kerry ETB Assessment Regulations	On Track	<p>New Assessment Procedures: Secure Storage, Examinations: Planning, Conducting, Concluding and Assessment Malpractice reviewed by the Assessment Working Group.</p> <p>Draft procedures recommended to Quality Council, by the QA Governance Board for consultation in and piloting 2018 and 2019.</p> <p>Draft procedures approved (consultation and pilot) by Quality Council</p> <p>QA Unit briefing workshops on the operation of the draft assessment procedures.</p> <p>The consultation timeframe, originally scheduled from Mar-Sept 2018 extended into 2019- on foot of the addition of the piloting of the Procedures.</p> <p>An interim review of the pilot scheduled for the end of the 2019 June certification period.</p> <p>The procedures will come before the Quality Council for ratification, when the consultation and pilot phase has closed (December 2019).</p> <p>Implementation of New Assessment Procedures commence 2020</p>	N/A
2.7 Assessment Material: procedures will be in place for the integrity and secure storage of assessment	Review current procedures in place in centres for the integrity of assessment	Quality Assurance Unit in consultation with the Quality Assurance Steering Group	Jun-2018	Consolidated report produced and new procedures implemented (Kerry ETB Assessment Regulations)	On Track	Secure Storage Regulations in compliance with GDPR agreed for piloting in early 2019. These regulations are part of the Draft procedures approved (consultation and pilot) by Quality Council	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
2. Delivery of FET [continued]							
2.8 Develop monitoring processes for Peer Review, Internal Verification of Results, the Conduct of Assessment and Certification Audits	<p>Review current practice and develop a procedure and process for Peer Review, Internal Verification of Results, the Conduct of Assessment and Certification Audits.</p> <p>Devise a sampling strategy for Peer Review and Internal Verification of Results</p>	<p>Quality Assurance Unit in consultation with the Quality Assurance Steering Group</p> <p>Quality Assurance Unit in consultation with the Quality Assurance Steering Group</p>	<p>2018-2019</p> <p>2018-2019</p>	<p>Peer Review Reports, Conduct of Assessment Reports, Internal Verification of Results Reports and Certification Audits</p> <p>Internal Verification/Peer Review Sampling Strategy published on Share Point</p>	Delayed	<p>Procedure for the Internal Verification of Results drafted. These procedures to be incorporated into the consultation and piloting of broader assessment procedures in 2019</p> <p>Initial scoping out of a process for Peer Review, Conduct of Assessment and Certification Audits to be undertaken in 2019 as a 1st step in the development of monitoring processes</p>	<p>2019</p> <p>2020</p>
2.9 Results approval Meetings will be conducted in a robust manner informing on the effectiveness of the programmes	<p>Review Results approval processes in place across FET provision</p> <p>Collate all Results Approval Reports centrally</p>	Quality Assurance Unit	Sep-2018	<p>Reports published on Share Point</p> <p>Analyse reports and if necessary implement continuous improvement in teaching & learning and assessment in centres</p>	Completed	<p>Results approval reports have been collated by the QA Unit and presented to the Quality Council.</p> <p>Results for all Kerry ETB programmes were ratified by the Quality Council in 2018.</p>	N/A
2.10 External Authentication will be centrally managed, reports will be analysed and data collated to inform on the fair and consistent assessment of learners, the maintenance of standards based on learning outcomes and the effectiveness of programme, teaching and learner supports	<p>Review the current EA processes and procedures and develop a new procedure for the centralised management of the EA process for all FET provision</p> <p>Implement the national EA process currently under development in ETBI</p>	<p>Quality Assurance Unit in consultation with the Quality Assurance Steering Group</p> <p>Quality Assurance Unit</p>	<p>June-2018</p> <p>June-2019</p>	<p>Procedure in place for the appointment of EA's by the QA Unit</p> <p>Feedback from EA reports will be collated and presented to the Quality Council and action taken at centre level where required</p> <p>New procedures implemented</p>	On Track	<p>All External authentication Reports were collated from the June 2018 certification round. A continuous improvement plan has been devised by the QA Unit based on the reports.</p> <p>Feedback from EA reports was collated and presented to the Quality Council.</p> <p>Training of new External Authenticators to be undertaken in 2019 at sectoral level. New procedural handbook (developed by National QA Forum) to be reviewed by Kerry ETB Quality Governance Board in Jun 2019.</p>	2019-2020

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
3. Learner Experience							
3.1 Develop a transparent access, transfer and progression policy for all FET provision	<p>Ensure that all FET centres are using the PLSS for learner registration</p> <p>Transfer will be clearly defined in all <u>new</u> Kerry ETB validated programmes</p> <p>Learner progression to further education or employment will be tracked</p>	<p>FET Management Group in consultation with the QA Unit FET Management Group</p> <p>Centre Managers in consultation with the FET Management Group</p>	<p>Dec-2018</p> <p>Dec-2018</p> <p>2018-2022</p>	<p>PLSS Reports will be used for data analysis and data will be reviewed on a centre by centre basis</p> <p>Access criteria for programmes will be published on PLSS Course Calendar</p> <p>Transfer options will be detailed in new validated programmes and approved by the Quality Council</p> <p>Reports on Learner Outcomes from the FARR System</p>	Completed	<p>FET centres are now using PLSS for learner registration.</p> <p>Access criteria for new programme entry requirements detailed for new validated programmes e.g. Commis Chef Apprenticeship Programme.</p> <p>Progression options are clearly defined in Commis Chef Apprenticeship Programme. New programme in Wind Turbine Maintenance Technician Apprenticeship will define transfer options.</p> <p>Immediate course outcomes (+4 weeks post finish date) - recorded on PLSS (progression)</p>	N/A8
3.1 [Continued] Develop a transparent access, transfer and progression policy for all FET provision	Access criteria for all programmes will be specified	QA Unit Programme Approval Committee	2018-2019		On track	Current specifications for programmes set out generic statements only (entry criteria, transfer and progression) are generic. In 2019 specification for a bank of programmes will be developed which will articulate a standard programme statement for entry criteria	N/A
3.2 Recognition of Prior Learning	Review RPL procedures and processes for the Commis Chef Apprenticeship Programme and National & Regional Tour Guiding	QA Unit Quality Assurance Steering Group	2018-2019	Review of procedures complete and published on SharePoint	Completed	Kerry ETB processed 16 applicants for the National Tour Guiding programme in 2018.	N/A
3.2 Recognition of Prior Learning (Continued)				Case Studies for two learners on both programmes completed	Delayed	Case study delayed	2020

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
3. Learner Experience [Continued]							
3.3 Learner Induction Handbook will be available in all FET centres	Review and improve where necessary the induction process in all FET centres	AEO with responsibility for FET delivery in consultation with the Quality Assurance Steering Group	Dec-2018	Induction Handbooks by centre published on Share Point	On Track	Induction Handbook for Commis Chef published on Moodle.	N/A
3.4 Develop a centralised Appeals Policy ensuring the processes for assessment have met the same standards of fairness, consistency and fitness-for-purpose	Review existing Appeals Policies and apply one Appeals Policy across FET provision	QA Unit in consultation with the Quality Assurance Steering Group	Sep-2018	New Appeals Policy approved by the Quality Council and implemented	On Track	Appeals process being piloted as part of the Draft Procedures recommended to Quality council, by the QA Governance Board for consultation in and piloting 2018 and 2019. Draft procedures approved (consultation and pilot) by Quality Council. Interim report on the appeals process in pilot to come before the Quality Governance Board in September 2019	N/A
3.5 Develop a Learner Charter and Learner Complaints policy and procedure	Review existing Learner Charters and Learner Complaints procedures and implement one policy across all FET provision	QA Unit in consultation with the Quality Assurance Steering Group	Sep-2018	New Charter and Learner Complaints policy developed, approved by the Quality Council and published on Share Point	Completed	New Customer Charter/Learner Charter and Learner Complaints Policy developed in consultation with Kerry ETB Human Resource Department published on Share Point. Apprenticeship Code of Practice for new Apprenticeship Programmes.	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
3. Learner Experience [Continued]							
3.6 Learner Supports and Resources will be available in all FET centres	<p>Review current supports i.e. Learner Guidance, Academic Support and psychological support services currently provided in FET centres</p> <p>Develop procedures to ensure the same level of support is provided to all FET learners</p>	<p>AEO in consultation with the FET Management Group</p> <p>AEO in consultation with the FET Management Group</p>	<p>2018-2022</p> <p>2018-2022</p>	<p>Learner Supports published on Share Point and accessible to learners</p> <p>Learner Support procedure published on Share Point</p>	On Track	<p>Learner guidance and psychological support is provided to learners enrolled in all FET centres. Consolidated report on engagement with learner support services to come before Quality Council June 2019-</p> <p>(a) Learner Guidance (b) Academic Support (c) Psychological Support s</p> <p>In 2018, Kerry ETB restructured the Literacy Service and Adult Basic Education relocated to the Training Centre in December 2018– providing academic support. Consolidated report on co-location: Outcomes from initial assessment and follow on Academic Support</p> <p>Develop procedures to ensure the same level of support is provided to all FET learners</p>	N/A
3.7 Feedback from learners will be collated centrally and will inform future iterations of courses	Review current monitoring and feedback procedures and develop a monitoring and feedback procedure to be implemented across all FET provision	AEO in consultation with the Quality Assurance Steering Group	2018-2019	Consolidated Learner Feedback Report	On Track	<p>Learner feedback report developed and implemented for the Commis Chef Apprenticeship Programme.</p> <p>Feedback reports from the FET Centres will be collated in 2019.</p>	N/A
3.8 Learners will be represented on Kerry ETB Boards and Committees	Review current learner representation across FET provision	AEO in consultation with the FET Management Group	2018-2019	Report produced and published on Share Point.	Delayed	Kerry ETB plans to report on learner representation arrangements across FET provision in 2019, as a first step in addressing the gap in respect of learner representation. The report on learner representation will in the first instance, inform how best to develop learner involvement in: The Kerry ETB Quality Council National Programme Board for the Commis Chef Apprenticeship Programme	2019-2021

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
4. Information and Data Management							
4.1 Generate data reports for self-monitoring and planning purposes	Maximise PLSS reporting system for analysis of data i.e. learner registrations, retention, completion, accreditation and progression rates	QA Unit in consultation with the Quality Assurance Steering Group	2018-2022	Analytical Reports produced and published on Share Point	On Track	<p>PLSS reports generated on Learner registration, retention, completion, certification and progression outcomes informed the planning process for FET provision 2018.</p> <p>Schedule for analytical reports- with a view to producing at least one report in 2019</p> <p>One analytical report (learner registration, retention, completion and certification) completed</p>	N/A
4.2 Develop procedures to ensure Data Protection Regulations are upheld	Monitor information systems to ensure compliance with Data Protection Regulations	FET Management Group	Dec-2018	Data Protection Procedure produced and published on Share Point	On Track	<p>GDPR Training provided Data Protections Procedures published on Kerry ETB Share Point.</p> <p>Kerry ETB Board approval of Data Protection Policies December 2018- no new procedures currently required</p>	N/A
4.3. Develop the Share Point website to host Quality Assurance Procedures for Staff, Contractors, Learners and the General Public	<p>Research best practice for inward and outward sharing of information on a web platform</p> <p>Upload approved Quality Assurance Procedures and Learner Information to the Share Point site when new procedures are developed and agreed</p> <p>Develop a protocol; for system access</p>	<p>QA Unit in consultation with the FET Management Group</p> <p>QA Unit</p> <p>QA Unit in consultation with the FET Management Group</p>	<p>Sep-2018</p> <p>2018-2019</p> <p>Sep-2018</p>	<p>Share Point website live</p> <p>Quality Assurance Procedures and Learner Information approved by the Quality Council and published on Share Point</p> <p>System Access Procedure published on Share Point</p>	Completed	<p>QA Share Point developed for staff, repository for Programme Descriptors, Programme Modules, Quality Assurance procedures, Learning Resources and general communication. A new Kerry ETB website is being developed for learners and the general public.</p> <p>As new procedures are approved they are uploaded to the QA Share Point for implementation</p> <p>System Access procedure developed</p>	N/A

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]		Status/Update	Revised Timescale
5. Other Parties involved in Education & Training							
5.1 Kerry ETB requires that all Collaborating Providers enter a formal Memorandum of Agreement to provide the new National Commis Chef Apprenticeship Programme	<p>Ensure that MOU's are in place with each collaborating provider</p> <p>Monitor collaborating providers for compliance with New Apprenticeship Quality Assurance Procedures</p>	<p>Commis Chef Programme Manager in consultation with the Quality Council</p> <p>Kerry ETB Programme Manager in consultation with ETBI</p>	<p>2018-2019</p> <p>2018</p>	<p>Signed MOU's on file</p> <p>Consolidated monitoring report</p>	Completed	<p>Kerry ETB has Memorandums of agreement with 8 Collaborating ETB's.</p> <p>Kerry ETB has developed a Collaborating Provider Monitoring Report which is completed on a monthly basis.</p>	N/A
5.2 Develop procedures for collaboration with other providers, partners and other awarding bodies	Develop procedures for how Quality Assurance for providers, partners and other awarding bodies is incorporated into Kerry ETB Quality Assurance procedures	QA Unit in consultation with the Quality Assurance Steering Group	2018-2019	Procedures for collaboration with other providers, partners and other awarding bodies developed and published on Share Point	Completed	<p>Kerry ETB has an updated agreement with Tralee IT for learner progression opportunities to Higher Education</p> <p>Discussion is ongoing with Tralee IT on progression for the Commis Chef Apprentices to the Chef de Partie Apprenticeship Programme. New Apprenticeship provider approval procedures published on Moodle.</p>	N/A
5.2 Develop procedures for collaboration with other providers, partners and other awarding bodies	<p>other awarding bodies is incorporated into Kerry ETB Quality Assurance procedures</p> <p>Develop procedures for how Quality Assurance for providers, partners and other awarding bodies is incorporated into Kerry ETB Quality Assurance procedures</p>				Delayed	Full incorporation of procedures for programmes associated with other awarding bodies (non QQI awards) delayed	2020