



BORD OIDEACHAIS
AGUS OILIÚNA CHIARRAÍ

KERRY EDUCATION
AND TRAINING BOARD

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QUALITY COUNCIL

Annual Report 2022





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INTRODUCTION

The FET Quality Council engaged in a great deal of activity in 2022. Just over 14,000 beneficiaries engaged in a range of Kerry ETB courses that helped them build skills and knowledge for work, further study, volunteering or community activity. The FET Quality Council has overall responsibility for planning, developing and improving these courses. The strength of the Quality Council is that it brings together a group of people with perspectives and experiences of Further Education and Training. When establishing the FET Quality Council having this diverse range of views was important to us and I would like to thank all members for their engagement, in particular I would like to thank Brendan Tuohy for his work as Chair. The Quality Assurance Unit has provided support to the Quality Council and across Further Education and Training. Thanks also to the Quality Assurance Governance Board and Programme Governance Board members for ensuring that high quality level of provision across FET and for taking time to assure quality, seek continuous improvement and seek high standards in programme development across all our courses, FET centres, and Kerry College campuses.

2022 was important for us for a number of reasons. Early in 2022 QQI validated the Wind Turbine Maintenance Technician Apprenticeship programme which gave apprentices an opportunity to pursue a career in the renewable sector. Additionally, in 2022 QQI re-validated the Commis Chef Apprenticeship Programme. The year was also significant as Kerry ETB was part of the Irish response assisting those seeking to flee conflict. Staff played a trojan role in responding to this need through the provision of high quality education and training opportunities.

This is an important time to acknowledge the work of teams right across the organisation in providing quality opportunities for learners on all our courses. I would like to thank the Quality Assurance Unit for their work in supporting this and the work of the FET Quality Council.

Owen O'Donnell

Director of Further Education
and Training



FOREWORD

I am very pleased to present the Annual Report of the Quality Council for Kerry Education and Training Board, covering the year 2022.

Despite some Covid pandemic restrictions operating for the early part of 2022, the Quality Council continued to operate successfully and finally got back to in-person meetings in December 2022. The normal functions of the Quality Council continued as usual, with the Council overseeing the quality of all awards. In 2022, the Council ratified 3,234 examination results prior to submission to the awarding bodies, proposed programmes for validation, and fulfilled the role as 'Apprenticeship Quality Council' in respect of the Commis Chef programme and the new Wind Turbine Technician Apprenticeship Programme. The Quality Council also took a particular interest in the reasons for learners de-registering and the Council noted that, besides personal and medical reasons, progression of the learner was a notable reason.

The Quality Council was notified by the Programme Governance Board of a total of 55 amendments to existing courses and programmes and the development of new programmes. To accommodate the Covid restrictions, some modifications were agreed to assessments and there was greater focus on the use of Technology Enhanced Learning (TEL). As some of these modifications and the use of TEL were very well received, it is hoped that the blended programme, blended assessments, and TEL may continue for some courses in the future as it facilitates ease of access for learners, helps to attract more learners to courses, and reduces the carbon footprint of learners.

The Council noted the External Authentication Reports, and Continuous Improvement Plans and will continue to monitor these in 2023.

The Quality Council likes to hear in-person from learners, where possible, and we had two excellent engagements with learners in 2022, both of which were hugely complimentary of the quality of the staff, the courses, and the general experience of Kerry ETB.

As an independent member of the Quality Council, I can attest to the excellent professionalism of the staff of Kerry ETB, their huge individual and collective dedication to the learners and their overall commitment to ensuring a high-quality learning experience for all the learners. The willingness of both staff and learners to adapt and innovate is very impressive and continuing to embed and

Quality is not an act; it is a habit.
Aristotle

support that across the organisation will be very important for the future. The response by Kerry ETB to the arrival of Ukrainians, due to the war in Ukraine, was very impressive and particularly, when County Kerry accommodated more than 10% of all Ukrainians who arrived in Ireland.

Besides striving to continuously maintain high quality throughout the Kerry ETB, there will inevitably be new challenges that require quick, and capture-effective responses and it is very impressive to see that the quality processes are now supporting that adaptation, while always striving for high quality.

Future challenges will include agreeing and publishing a new Strategy for Kerry ETB (in 2023), in which quality is interwoven across the Strategy and features within all sections, rather than just a standalone section addressing quality. Besides responding to the current needs of learners, the Board will be challenged to find ways of ensuring that the courses being planned and run are not just run to a high standard but they also help to position County Kerry to provide suitably educated and trained people who can play a meaningful, impactful and fulfilling role in the society of the future. The Government has identified several themes that will impact the future and these include addressing digitalisation¹, climate change², SMART Specialisation in the Southern Region³ and Industry 5.0⁴. Ensuring that the courses that are offered (and delivered) to learners match the future aspirations for the County will be very important and this will help inform the new Strategy of Kerry ETB.

Besides the work that is carried out by the Quality Council in respect of ensuring the quality of programmes and assessments, the Quality Council is also fortunate in receiving updates on some of the other excellent work that is carried out by the ETB, across its many functions, all of which are aimed at supporting the mission of the Board:

“To create and promote the development of a lifelong learning society in Kerry, so that all

who live there have access to the education and training required to fulfil their potential and to meet their personal, social, cultural, economic and civic needs.”

With the scale of the challenges required to be addressed across the county (and, indeed, the country), there will be a growing importance for areas such as Community Education, which will be expected to raise the level of awareness of communities to these challenges and, hopefully, this will lead to upskilling and lifelong and lifewide learning by many members of the local communities.

Tugann Bord Oideachais agus Oiliúna Chiarraí an-tacaíocht don Ghaeilge agus don chultúr Gaelach agus, ina leith seo, ba mhór an rud é moltaí an Chomhlachta Athbhreithnithe Sheachtraigh a fheiceáil á gcur i bhfeidhm sna réimsí seo.

In conclusion, I would like to thank the learners and staff of Kerry ETB who have been supportive of the work of the Quality Council. In particular, I would like to thank my colleagues on the Quality Council, Colm Mc Evoy (Chief Executive), Owen O'Donnell (Director of Further Education and Training), Aoife Mc Cormack (Adult Education Officer/ Quality Assurance Manager), Aoife ComiskeyClifford, [Blaithín O'Mahony, Secretary], and Arlinda Jashari, who was Secretary to the Council (up to December 2022). Their support in delivering the agenda of the Council was hugely appreciated.

Brendan Tuohy

Chair, Quality Council
February 2023



¹ <https://www.gov.ie/en/publication/adf42-harnessing-digital-the-digital-ireland-framework/>

² <https://assets.gov.ie/243585/9942d689-2490-4ccf-9dc8-f50166bab0e7.pdf>

³ <https://www.southernassembly.ie/news/news-article/a-regional-approach-to-smart-specialisation>

⁴ https://research-and-innovation.ec.europa.eu/research-area/industrial-research-and-innovation/industry-50_en

The Kerry ETB FET Quality Council continues to be the overarching governance unit in the Kerry ETB quality assurance governance structure. In this role it ensures that teaching, learning and assessment in Further Education and Training (FET) is quality assured. A key aspect of its role is to ensure that all learners receive an equivalent experience in Kerry ETB by protecting, maintaining and developing the standards of education and training programmes and related activities in Kerry ETB. The Quality Council is chaired by an external Chairperson, Mr Brendan Tuohy and has a membership that includes the FET Director and management, staff representation, external partners and learner representation from 2022, Loreto Lynch and Aoife Angland. In April 2022, Ms Elaine O'Connor joined the FET Quality Council as a new member, representing the Kerry College Admissions Unit.

The Kerry ETB Quality Council held six ordinary meetings in 2022 as follows:

- 10th February
- 7th April
- 9th June
- 28th July
- 4th October
- 8th December

One special purpose meeting was also held on 5 May 2022 to consider and recommend the:

- o Revalidation of Commis Chef Programme (Level 6 Advanced Certificate in Culinary Arts)
- o Lowland Leadership (Level 5 Specific Purpose Certificate)
- o Stand-Up Paddle Boarding Instructional Skills (Level 5 Specific Purpose Certificate)

Inaugural Review of Quality Assurance Kerry ETBs Response

On 30 May 2022 QQI published its Inaugural Review of Quality Assurance Report – Kerry ETB. The report contained 20 commendations and 22 recommendations in relation to the work of Kerry ETB.

The Expert Review Panel highlighted areas of good practice including:

- A continuing and evolving quality culture at Kerry ETB.
- A well planned and executed approach taken to the self-evaluation and review process by Kerry ETB.
- The establishment of QA governance structures that provide a centralised and systematic approach to quality assurance across the organisation, supported by the QA Unit.
- A well-structured and well implemented QA system in Kerry ETB.
- The manner in which Kerry ETB has taken the lead nationally on apprenticeship programme development.
- The strategic approach taken with the establishment of the Kerry College model.

Kerry ETB FET Quality Council welcomed the 22 recommendations made by the Expert Review Panel. It viewed them as a mechanism to enhance Kerry ETB's approach to assuring quality in Further Education and Training (FET) in Kerry ETB and in helping to inform the development of the Kerry ETB Strategic Plan 2022 – 2026.

Recommendations included proposals for Kerry ETB to pursue a broader community of interests for shared ownership of the QA process, to develop a policy and approach for stakeholder engagement and to extend the Community of Practice (COP) model. The review panel also encouraged Kerry ETB to develop a systematic approach to using certification data and to continue the development of its self-evaluation methodology.

In October 2022, the Quality Council recommended the Kerry ETB Quality Plan to the CEO. This Quality Plan was based on the recommendations made by QQI and a review of the Quality Improvement Plan 2017 – 2022. It serves as a masterplan and the FET Quality Council will approve annual Quality Plans to assure its implementation.

Kerry ETB Annual Quality Plan 2022 and 2023

At its December meeting, the Quality Council approved the Quality Plan for 2023 and considered a status update on the implementation of the 2022 Annual Quality Plan. Actions implemented in 2022 included:

- Publication of Quality Council Annual Report 2022.
- Review of Terms of Reference for QA Working Group and Programme Governance Board.
- Development of CPD Plan.
- Academic Policy developed.
- Establishment of QA Working Group.
- Development of Academic Policy
- Induction on governance structures for new members.
- Pilot of Continuous Improvement Plans.

The Council agreed the Quality Plan 2023 and it will be reviewed at future meetings.

Learner Results Ratification

A key role of the Quality Council is to ratify results from across Kerry ETB FET provision prior to their submission to the awarding body. Figure 1 illustrates the results ratified by major and minor awards across 2022. In total, the Quality Council ratified 2018 individual minor award results and 1,216 major award results (see figure 1).

Figure 1 | Major and Minor Awards Results Ratified

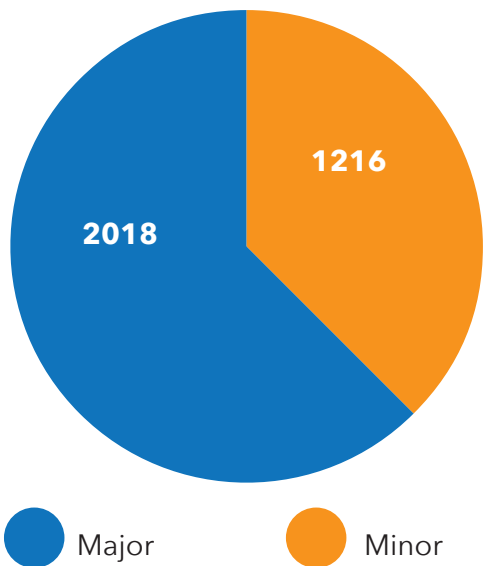


Figure 2 | Major Award by FET Centre/ Kerry College Campus

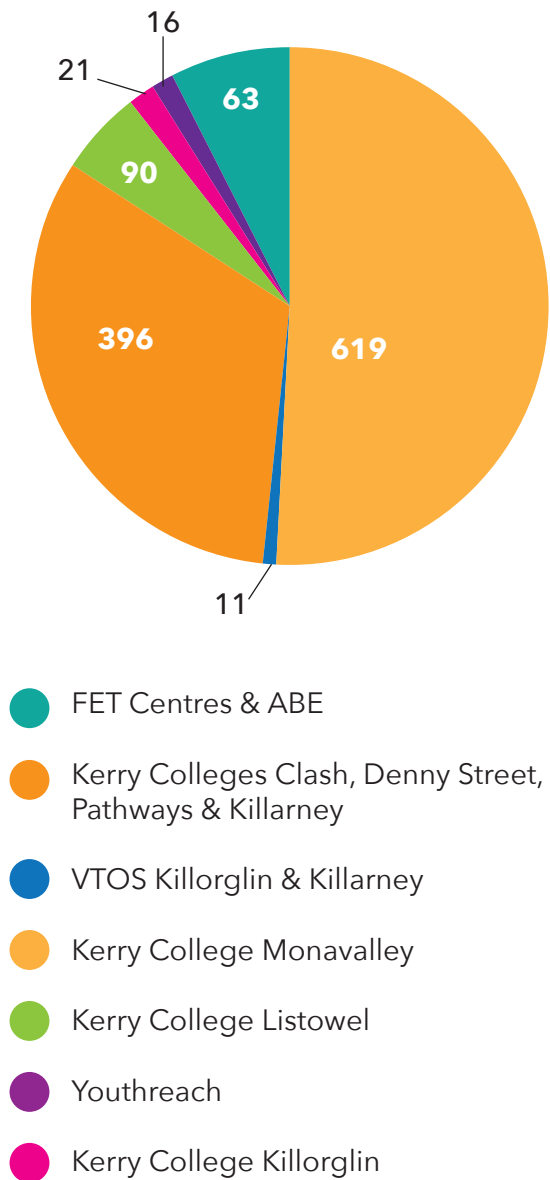
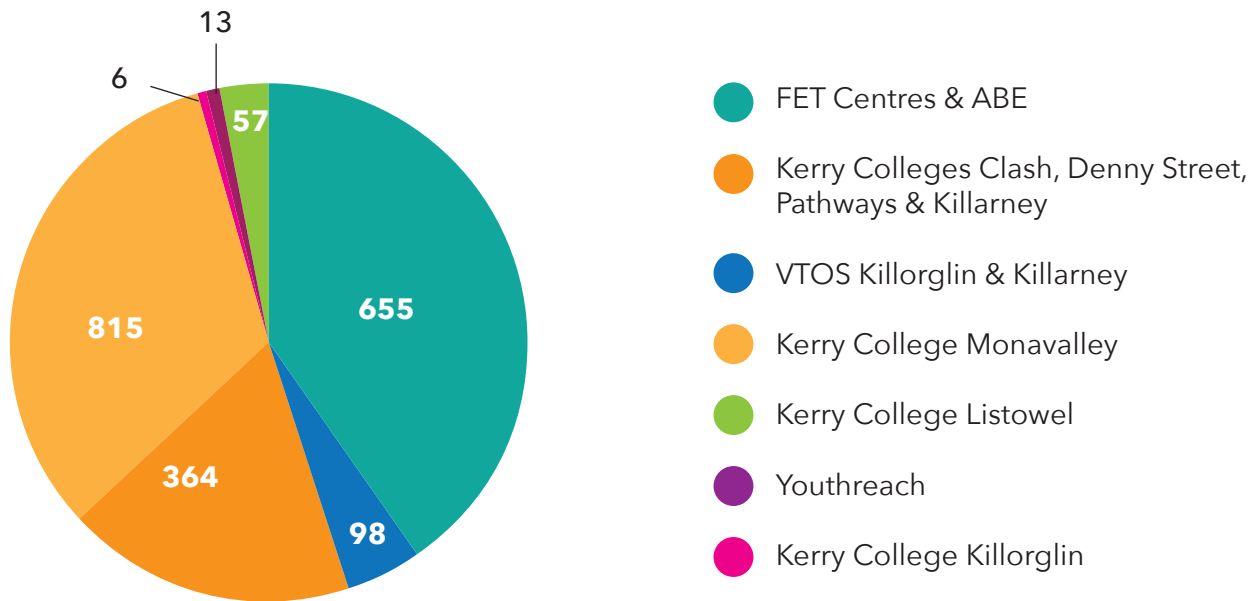


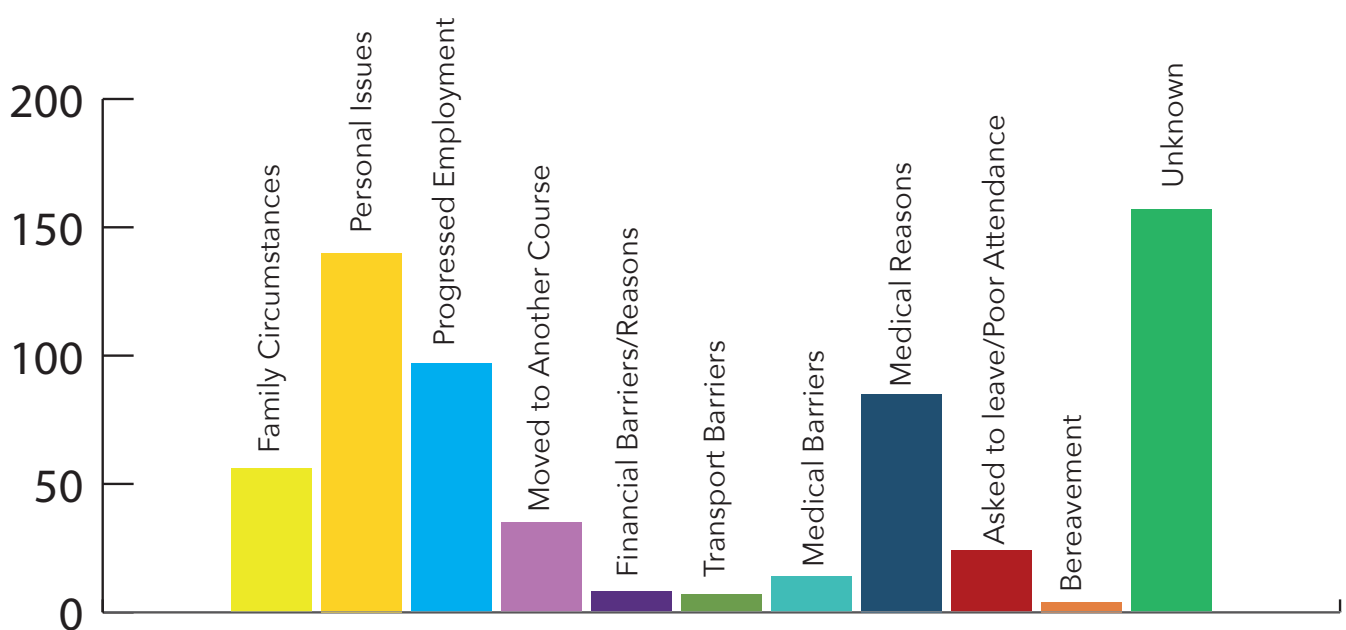
Figure 2 illustrates the breakdown of Major Awards ratified from the total of 1,216 Major Awards. It is worth noting that, for the purposes of the ratification of results Kerry College Killorglin Campus, results were extracted as a stand-alone centre towards the end of 2022.

Figure 3 | Minor Award by FET Centre/ Kerry College Campus

Please note that in Figures 2 and 3, FET Centres refers to results ratified for the Adult Literacy and Basic Education Centres, FET Centres and BTEI Outreach Programme.

In addition, the FET Quality Council agreed to the introduction of a new Results template to capture learner results across FET.

When ratifying results the Quality Council also considers the de-registration numbers and reasons why learners de-register from courses. In 2022 the reason the majority of learners gave for leaving courses was for 'personal issues' (140 learners). However the Quality Council noted that a large number of reasons for de-registrations are 'unknown'. The reasons for de-registration are illustrated in Figure 4 below.

Figure 4 | Reasons for De-registration

Learner Voice and Representation

Hearing the learner voice and establishing mechanism to do so is a priority for the Quality Council. A key activity in 2022 was the distribution and analysis of a Learner Survey.

In addition, the FET Quality Council invited learners to attend its meetings.

On 7th April 2022, Loreto Lynch attended virtually. She shared her experience of learning in the O'Connell FET Centre, Cahersiveen and said that being able to access the course on-line during public health restrictions 'took the fear and opened me up to a new world of technology with MS Teams'.

At the December 2022 meeting, Aoife Angland, a learner from Kerry College Clash Campus, spoke to the Quality Council about her experience as a learner. This was the first in-person meeting of the Quality Council in 2022 and the Council members warmly welcomed Aoife to the meeting and for her input. Aoife made recommendations to the FET Quality Council based on her experience as a learner in Kerry College. She noted in particular the importance of learner support.

Programme Validation Recommended by FET Quality Council

A key role for the FET Quality Council is to make recommendations to the CEO in relation to programme validation. In carrying out this role the Quality Council considers the detail of Programme Descriptors and Self Evaluation reports for new programmes. In 2022, the FET Quality Council considered this detail and recommended the following to the CEO:

For approval to seek validation from QQI

- Wind Turbine Maintenance Technician (Level 6 Advanced Certificate in Wind Turbine Maintenance).
- TV Film and Television Production (Level 6 – 6M18534).

For approval to seek differential validation from QQI.

- Level 5 Special Purpose Certificate in Building Digital Business Skills.
- Lowland Leadership (Level 5 Specific Purpose Certificate).
- Stand-Up Paddle Boarding Instructional Skills (Level 5 Specific Purpose Certificate).
- Level 5 Special Purpose Certificate Environmental Sustainability in the Workplace.
- Level 4 Special Purpose Certificate Environmental Sustainability Awareness.

For approval to seek revalidation from QQI.

- Revalidation of Commis Chef Programme (Level 6 Advanced Certificated in Culinary Arts).

Of these, all were validated by QQI, with the exception of the Film and Television Production course (6M18534). It is expected that QQI will convene a validation panel for this early in 2023.

Role as the Apprenticeship Quality Council

The Quality Council reserves a section of its agenda to fulfil the role of "Apprenticeship" FET Quality Council. In this role, it receives reports from the Consortium Steering Groups and National Apprenticeship Programme Boards.

In 2022, it received reports in respect of the revalidation process of the Commis Chef programme and the new Wind Turbine Technician Apprenticeship Programme and recommended to the CEO that Kerry ETB seek (re)validation from QQI. It continued to reserve a part of every meeting to consider reports from the Consortium Steering Groups established by the Quality Council and proposals from the National Apprenticeship Programme Boards.

Commis Chef Apprenticeship

Reports from the Commis Chef Apprenticeship were carefully considered and results ratified. It also noted new intakes in other ETB providers and approved the reapplication of Galway Roscommon ETB to become a provider. The Quality Council was informed that there were 90 people who had completed this programme since 2017. In 2022, 92 apprentices were admitted to the programme, 73% of these were male. The FET Quality Council ratified results for 80 major awards for Commis Chef Apprenticeship (Level 6 Advanced Certificate in Culinary Arts) in 2022. This is illustrated in Figure 5.

Wind Turbine Maintenance Technician Apprenticeship

The FET Quality Council noted at the December meeting that 14 apprentices have enrolled. Thirteen were male and 50% were in the 16 – 20 year old age group.

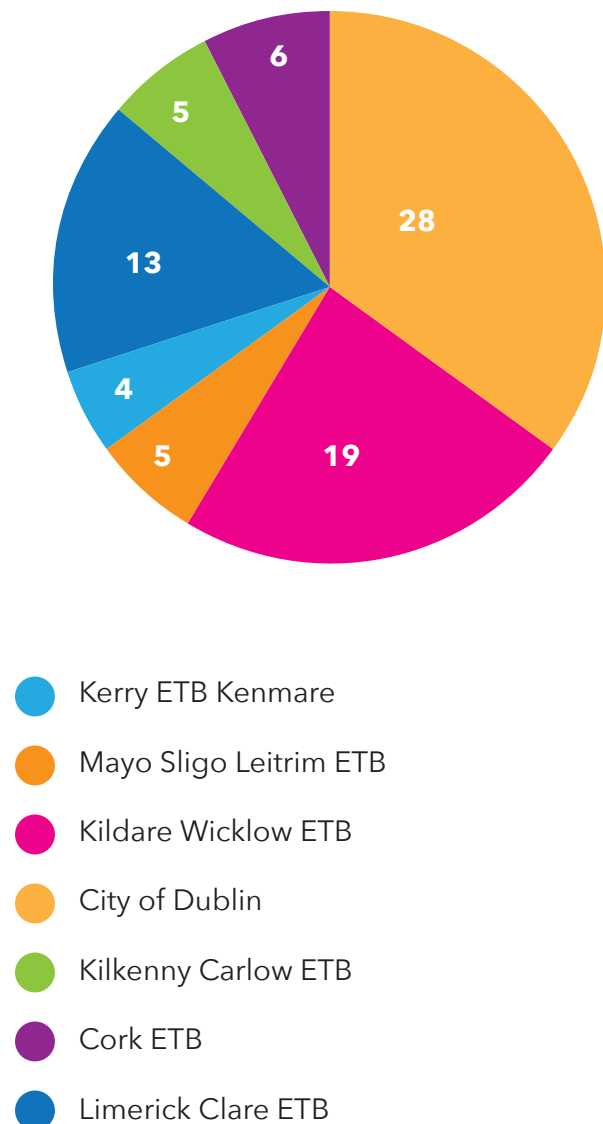
Sub-Governance Reports: QA Governance Board and Programme Governance Board

The Director of FET provided reports to the FET Quality Council from the QA Governance Board and Programme Governance Board. Figure 6 provides an overview of the courses approved by the Programme Governance Board in 2022.

Modifications to Assessment (COVID Contingency)

Early in 2022, the Quality Council agreed a small number of contingency alternative assessments. This included the use of NFQ Level 5 Personal and Professional Development module for some courses for progression in the campuses of Kerry College Clash, Denny St, Listowel and Killarney.

Figure 5 | Commis Chef Apprenticeship Award Results Ratified



Technology Enhanced Learning

The FET Quality Council noted the great strides made by FET Centres and Kerry College Campuses in maintaining the use of technology to support learner and authentication processes. In addition, Monavalley Campus applied for approval for the delivery of some courses using MS Teams. This meant that delivery would take place synchronously (all learners and instructors dialling in at the same time and attending at the same time in a virtual classroom setting) while assessments take place in the Centre.

Figure 6 | Overview of the courses approved by the Programme Governance Board in 2022

Programme Governance Board Activity 2022

56 COURSES APPROVED

Course Titles Agreed

1. Photography
Agreed Title: Creative Photography with Digital Editing Techniques.
2. Multimedia with Graphic Design
Agreed Title: Digital Design with Visual Communication
3. Business with Marketing/Administration
Agreed Title: Advanced Business with Marketing
4. Upstyling, Blowdrying and Hairdressing Techniques
Agreed Title: Hair Upstyle Techniques with Salon Safety

Programme Development Group Established

Commercial Diving
Strength & Conditioning
Digital Media
Irish Sign Language

New Courses Developed

Stargazing
Adventure Activities – Flat Water Leader Kayaking
Adventure Activities – Orienteering CPD
Adventure Activities- Indoor Climbing

Revalidation Applications

Commis Chef
Advanced Certification in Culinary Arts 6M21921

New Certifying Body

Pearson

Certifying Body Extensions

ICDL
City & Guilds

Programme Validation Applications

6M21803

- Wind Turbine Maintenance Technician

5S21748

- Stand Up Paddle Boarding Instructional Skills

5S21746

- Lowland Leadership

5S21793

- Environmental Sustainability in the Workplace

4S21809

- Environmental Sustainability Awareness

5S21869

- Building Digital Business Skills
Level 6 Content Development for Film & Television

New Vendor Certification

E-Council

1. Certified Cybersecurity Technician - CCT
2. Ethical Hacking Essentials
3. Network Defense Essentials
4. Certified Network Defender

eCollege Skills to Advance Online Courses

1. ICDL
2. Certified Digital Marketing Professional
3. CompTIA Network+
4. Microsoft Azure Cloud Fundamentals
5. ISTQB Certified Tester – Foundation Level
6. CompTIA A+ Core Series
7. Adobe Certified Associate
8. Print & Digital Media Publication Using Adobe InDesign

MetLab

1. Manual Arc Vertical Fillet Weld
2. Manual Arc Welding
3. MIG Vertical Fillet Welding
4. TIG Stainless Steel Welding

Assessment Procedures

The Quality Council agreed to the modifications of two assessment procedures based on a review conducted by the QA Unit. The procedures that were modified were:

6.2 Examinations: Planning, Conducting and Concluding

6.6 Reasonable Accommodation in Assessment Authentication and Results Approval Reports

The Quality Council considered collated external authentication reports prepared by the QA Unit. Key themes to emerge were:

- Improvement in referencing practice across FET
- Excellent feedback to learners practice
- Well devised assessment briefs
- Well devised marking schemes
- Efficient on-line system for EA processes.

Areas for improvement were identified in the Continuous Improvement Plans, which also detailed ways to address them.

Continuous Improvement Plans

The Quality Council agreed to the introduction of Continuous Improvement Plans at Centre level. The purpose of these plans to allow FET Centres and Kerry College Campuses reflect on and identify areas for improvement following their Results Approval processes. It also provides for a later review of progress.

Six common themes emerged from the pilot process for the development of Continuous Improvement Plans, they were:

- Digital folders
- Universal Design for Learning
- Referencing/ Plagiarism
- Marking Schemes/ Rubrics
- Video Recording of Assessment Evidence
- Digital Skills

Membership of the Kerry ETB FET Quality Council

Chairperson	Brendan Tuohy	Former Secretary-General of the Department of Communications, Energy and Natural Resources
Secretariat	Owen O'Donnell Aoife McCormack	Director of Further Education and Training (FET) AEO/QA Officer
Staff Member	John Skinner	Deputy Principal, Kerry College Denny Street
Staff Member	Mary Jo Staunton	Medical Secretary Instructor, Kerry College Monavalley Campus
Staff Member	Stephen Goulding	Principal, Kerry College Clash, Denny Street and Listowel Campus
National Apprenticeship Programme Board Representative	Con O'Sullivan	Campus Manager, Kerry College Monavalley Campus
Staff Member	Shivaun Shanahan	AEO, Youthreach and VTOS/Pathways
Staff Member	Kevin Fay	AEO, FET Centres
Staff Member	Elaine O'Connor	AEO, Kerry College Admissions Unit
External Members	Jenny Conroy	Quality Assurance Manager, ETBI
External Members	Michael Vaughan	Irish Hotel Federation/ Proprietor Vaughan Lodge Hotel
QA Unit staff attending meetings to assist the FET	Blaithín Shannahan O'Mahony Aoife Comiskey Clifford	Administrator, QA Unit Kerry ETB Programme Curriculum Development Officer, QA Unit Kerry ETB



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