

KERRY EDUCATION AND TRAINING BOARD

QUALITY IMPROVEMENT P L A N

for

October 2017 to December 2022

Kerry Education and Training Board
Head Office
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Introduction

This Quality Assurance Improvement plan represents the outcomes and improvement activities identified for Kerry ETB following an Executive Self-Evaluation process and report conducted against QQI Core Statutory QA Guidelines and the Sector Specific QA Guidelines for the ETB sector. The plan is for the period October 2017-December 2022.

Process for Approving the Plan

The Terms of Reference for the Executive Self Evaluation (ESE) process were agreed nationally between the Director of FETs and QQI. A project lead for the ESE process was assigned within Kerry ETB to co-ordinate the process. A Quality Assurance Steering Group was established as a sub-group of the FET Management Group to undertake the ESE and an external facilitator was identified to work with the steering group in advising and facilitating the process. The Quality Assurance Steering Group members are the Director of FET, the College Principals of Kerry College of Further Education (KCFE) and North Kerry College of Further Education (NKCFE), the Training Centre Manager, two Adult Education Officers (AEO), one QA Officer and one administrator. A governance questionnaire, was completed by the steering group and evaluated by an external facilitator. The external advice provided, together with records of steering group meetings formed the basis of the ESE report. Findings set out in the report informed the drafting of this Quality Improvement Plan – which was recommended by the Quality Assurance Steering Group and approved by the FET Management Group.

The following 5 priority areas have been identified for development and improvement:

- Governance & Management of Quality
- Delivery of FET
- Learner Experience
- Information & Data Management
- Other Parties Involved in Education & Training

Implementation and Monitoring

The (AEO) Quality Assurance Officer in consultation with the Kerry ETB Quality Assurance Steering Group will have oversight of the implementation of the Quality Improvement Plan. Governance and approval for all planned outcomes and associated activities will be approved by the Director of FET in consultation with the FET Management Group and the Quality Council. The (AEO) Quality Assurance Officer through the Quality Assurance Steering Group will monitor the implementation of the plan and report on progress to the FET Management Group and the Quality Council.

Kerry ETB Quality Assurance Improvement plan

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	¹ Status/Update
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	
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	January 2018	Minutes of meetings published	
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	January 2018	Minutes of meetings published on Moodle System	

¹ This could be colour coded to indicate progress. i.e. **Green** on track, **Amber** in progress or **Red** at risk/not completed.



<p>1.4 Establish Examination Board</p>	<p>Establish the new Commis Chef Apprenticeship Examination Board</p>	<p>Director of FET in consultation with Quality Council and the Apprenticeship Programme Manager</p>	<p>October 2018</p>	<p>Minutes of meetings published on Moodle System</p>	
<p>1.5 Align enhanced Kerry ETB Quality Assurance Governance & Management System for all FET provision with new Quality Council</p>	<p>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</p>	<p>Director of FET in consultation with the CEO and Kerry ETB Directors</p>	<p>2018-2019</p>	<p>Revised Terms of Reference established and published on Share Point</p>	
<p>1.6 Establish new Quality Assurance Unit and develop new comprehensive Quality Assurance Procedures in line with QQI Core and Specific QA guidelines</p>	<p>Resource the new Quality Assurance Unit Establish the role and function of the 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 are nationally and internationally certified, recognised and quality assured</p>	<p>Director of FET in consultation with the CEO Quality Assurance Unit in consultation with the Quality Assurance Steering Group</p>	<p>March 2018 2018-2019</p>	<p>New Quality Assurance Unit established Comprehensive Quality Assurance System designed and approved by the Quality Council Quality Assurance System embedded in all FET provision</p>	



<p>1.7 Consolidate central monitoring of Quality Assurance Procedures and Processes for all FET provision through a multi layered governance structure</p>	<p>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</p> <p>Organise consultation meetings to establish current practice Develop procedures for devolved responsibility and central monitoring</p>	<p>Quality Assurance Unit in consultation with the Quality Assurance Steering Group and approved by the Quality Council</p>	<p>December 2018</p>	<p>Records of consultation meeting published on Share Point Procedures for devolved responsibility and central monitoring published on Share Point</p>	
<p>1.8 Establish a Quality Assurance Implementation Group</p>	<p>Develop Terms of Reference for the group Dissemination of new Quality Assurance Procedures and processes</p> <p>Review terms of reference for all FET entities/forums and ensure that reporting procedures are included. Collated reports will be prepared 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>	<p>December 2019</p>	<p>New procedures agreed and implemented across all FET provision</p> <p>Terms of Reference published on Share Point</p>	

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	² Status/Update
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	April 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	
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 Apprenticeships and Traineeship programmes developed, approved by the Quality Council and submitted to QQI for validation MOU signed	

² This could be colour coded to indicate progress. i.e. **Green** on track, **Amber** in progress or **Red** at risk/not completed.



Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	³ Status/Update
2. Delivery of FET					
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	
2.4 Review programme management in all FET centres	Review current procedure for application and approval for the delivery of approved/validated programmes at centre level	FET Management Group Programme Approval Committee QA Steering Group	June 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	

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2. Delivery of FET					
2.5 Teaching & Learning: the quality of teaching and learning will be monitored on an on-going basis	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	Centre Managers in consultation with AEO and Director of FET	2018-2022	CPD for instructing staff identified, documented and approved by Quality Council	
	Tutors/Instructors will engage in workshops delivered by the Further Education Support Service (FESS), priority will be given to Assessing Learner Evidence and Integration of modules and assessment	Centre Managers in consultation with Quality Assurance Steering Group and approved by Director of FET	December 2018	A register of CDP will be maintained by Centre Managers and a central register will be maintained by the Director of FET	
	Review current use of ICT in Teaching & Learning and document good practice	Centre Managers & AEO in consultation with Quality Assurance Steering Group	December 2018	Report produced	

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	Implement the SOLAS FET Strategy for FET	Centre Managers, AEO and Director of FET	December 2018	Plan in place for roll out of strategy	
Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	⁵ Status/Update
2. Delivery of FET					
2.6 Assessment of Learners: the administration of the assessment of learners will be documented and accessible to staff, contractors & 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	
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	June 2018	Consolidated report produced and new procedures implemented (Kerry ETB Assessment Regulations)	

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Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	⁶Status/Update
2. Delivery of FET					
2.8 Develop monitoring processes for Peer Review, Internal Verification of Results, the Conduct of Assessment and Certification Audits	Review current practice and develop a procedure and process for Peer Review, Internal Verification of Results, the Conduct of Assessment and Certification Audits	Quality Assurance Unit in consultation with the Quality Assurance Steering Group	2018-2019	Peer Review Reports, Conduct of Assessment Reports, Internal Verification of Results reports and Certification Audits	
	Devise a sampling strategy for Peer Review and Internal Verification of Results	Quality Assurance Unit in consultation with the Quality Assurance Steering Group	2018-2019	Internal Verification/Peer Review Sampling Strategy published on Share Point	
2.9 Results Approval Meetings will be conducted in a robust manner informing on the effectiveness of the programmes	Review Results Approval processes in place across FET provision Collate all Results Approval Reports centrally	Quality Assurance Unit	September 2018	Reports published on Share Point Analysis reports and if necessary implement continuous improvement in teaching & learning and assessment in centres	

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2. Delivery of FET					
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	Review the current EA processes and procedures and develop a new procedure for the centralised management of the EA process for all FET provision	Quality Assurance Unit in consultation with the Quality Assurance Steering Group	June 2018	Procedure in place for the appointment of EA's by the QA Unit. Feedback from EA reports will be collated and presented to the Quality Council and action taken at centre level where required	
	Implement the national EA process currently under development in ETBI	Quality Assurance Unit	June 2019	New procedure implemented	

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Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark [how will you know it was achieved]	⁸ Status/Update
3. Learner Experience					
3.1 Develop a transparent access, transfer and progression policy for all FET provision	Ensure that all FET centres are using the PLSS for learner registration	FET Management Group in consultation with the QA Unit	December 2018	PLSS Reports will be used for data analysis and data will be reviewed on a centre by centre basis	
	Access criteria for all programme will be specified	FET Management Group	December 2018	Access criteria for programmes will be published on PLSS Course Calendar	
	Transfer will be clearly defined in all new Kerry ETB validated programmes	QA Unit Programme Approval Committee	2018-2022	Transfer options will be detailed in new validated programmes and approved by the Quality Council	
	Learner progression to further education or employment will be tracked	Centre Managers in consultation with the FET Mgt. Group	December 2018	Reports on Learner Outcomes from the FARR System	
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	Case Studies for two learners on both programmes completed	

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3. Learner Experience					
3.3 Learner Induction Handbooks 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	December 2018	Induction Handbooks by centre published on Share Point	
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	September 2018	New Appeals Policy approved by the Quality Council and implemented	
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	September 2018	New Charter and Learner Complaints policy developed- approved by the Quality Council and published on Share Point	



Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline	Measure/Benchmark <i>[how will you know it was achieved]</i>	⁹ Status/Update
3. Learner Experience					
3.6 Learner Supports and Resources will be available in all FET centres	Review current supports i.e. Learner Guidance, Academic Support and psychological support services currently provided in FET centres	AEO in consultation with the FET Management Group	2018-2022	Learner Supports published on Share Point and accessible to learners	
	Develop procedure to ensure the same level of support is provided to all FET learners	AEO in consultation with the FET Management Group	2018-2022	Learner Support Procedure published on Share Point	
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 procedures to be implemented across all FET provision	AEO in consultation with the Quality Assurance Steering Group	2018-2019	Consolidated Learner Feedback Report	
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	

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4. Information & 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	
4.2 Develop procedure to ensure Data Protection Regulations are upheld	Monitor information systems to ensure compliance with Data Protection Regulations	FET Management Group	December 2018	Data Protection Procedure produced and published on Share Point	
4.3 Develop the Share Point website to host Quality Assurance Procedures for Staff, Contractors, Learners and the General Public	Research best practice for inward and outward sharing of information on a web platform	QA Unit in consultation with the FET Management Group	September 2018	Share Point Website live	
	Upload approved Quality Assurance Procedures and Learner Information to the Share Point site when new procedure are developed and agreed	QA Unit	2018-2019	Quality Assurance Procedures and Learner Information approved by the Quality Council and published on Share Point	

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4. Information & Data Management					
	Develop a protocol for system access	QA unit in consultation with the FET Management Group	September 2018	System Access Procedure published on Share Point	

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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	Ensure that MOU's are in place with each collaborating provider	Commis Chef Programme Manager in consultation with the Quality Council	2018-2019	Signed MOU's on file	
	Monitor collaborating providers for compliance with New Apprenticeship Quality Assurance Procedures	Kerry ETB Programme Manager in consultation with ETBI	2018	Consolidated monitoring report	
5.2 Develop procedures for collaboration with other providers, partners and other awarding bodies	Develop procedure 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	

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