

Louth and Meath ETB Quality Improvement Plan

2019



lmetb

*Bord Oideachais agus
Oiliúna Lú agus na Mí*

Louth and Meath Education
and Training Board



Louth and Meath ETB Quality Improvement Plan 2019

Quality Improvement Objective/Desired Outcome	Key Tasks/Activities	Responsible Person(s)	Timeline to commence	Measure/Benchmark
FET Quality Assurance Governance and Management				
QA MANAGEMENT	Ongoing review of QA organisational structure to ensure consistent governance oversight across all LMETB FET Provision, identify gaps and create/enhance systems for better management of the flow of information.	FET Director/AE0/QA Officer	Ongoing	
	Documented policies and procedures. Ensure a standardised approach and robust documented policies with associated procedures	FET Director/AE0/QA Officer QA sub comm	Q1 2019	Develop a policy on policies. Existing policies reviewed and amended as appropriate.
	Review terms of reference for sub groups.	QAGMC	Q 2 2019	Updated terms of reference for sub groups.
	Develop a Quality Assurance Manual with review schedule	FET Director/AE0/QA Officer QA sub comm	Q 2 2019	Manual developed and constantly updated
	Risk Management Policy	FET Director/AE0/QA Officer QA sub comm	Q1 2019 ongoing	Reviewed and updated
	Programme Development, Evaluation & Review	FET Director/AE0/QA Officer Prog Dev sub comm	Q2 2019	Standardised Programme development procedures in place
Common QA Framework	Continue review of existing Training Centre TQAS policies and procedures and former VEC policies and procedures and the development of one agreed set of policies and procedures for LMETB.	FET Director/AE0/QA Officer QA sub comm	Q1 2019 ongoing Q1 2019 ongoing	New common standardised procedures in place Finalise and adopt new QA Procedures on a section by section basis across all key QA areas.
	Finalise and adopt new QA Procedures on a section by section basis across all key QA areas and commence detailed briefings for centre management and staff teams		Q3 2019	Commence detailed briefings for centre management and staff teams

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LMETB FET Quality Assurance office	<p>To date LMETB continues to resource QA from FET programme staff. LMETB will set up a unit to assist with developing, implementing and monitoring an effective, integrated Quality Assurance system for all LMETB provision with the broad role responsibility of providing:</p> <p>(a) a regional QA support to LMETB centres, PLCs and FET Centres, and,</p> <p>(b) Development and management support for cross-centre LMETB Quality Assurance processes.</p> <p>The Unit will develop, implement, manage, and supports all cross-centre and centre level QA activities, monitoring, reviewing and improving quality of service and provision Need for the identification of roles and positions responsible for the implementation of quality assurance policies and procedures which are clearly described and designated,</p>	FET Director/CE	Q2 2019	<p>Specifically an LMETB FET Quality Assurance office role addressing these functions.</p> <ul style="list-style-type: none"> • Inform and direct all LMETB centres on recent updates, activities, developments, priorities. • Communication of National and LMETB policies to LMETB FET Centres • Collaboration of cross centre QA initiatives • Function specific (e.g. Internal Verification, External Authentication) <p>Implementation of Standardising assessment templates</p> <ul style="list-style-type: none"> • Implementation of Standardising External Authentication process and Results Approval Process • Managing a single learner appeals process • Programme Specific (e.g. programme development or review) <ul style="list-style-type: none"> ▪ Resource development (e.g. handbooks, templates) ▪ Supports (e.g. communities of practice) • CPD (e.g. LMETB directed QA training & centre/individual requirements)
FET PROGRAMMES				
Programme Development & Review	LMETB will have developed a consultation strategy on programme development to engage in a meaningful way with stakeholders both internal (e.g. staff, learners) and external (employers/educational institutions) and carry out recommendations from feedback.	FET DIRECTOR/AE0/QA Officer	QR2 2019	Development of effective consultation processes which involve staff, learners and stakeholders in programme development/review with recognition of centre-based posts of responsibility for internal and external engagement to establish continuous information and feedback loop
	Develop new programmes/modules for validation with a view to their delivery	FET Director/AE0/QA Officer	Q 3 2019	New programme/module developed for validation
	Develop Request form to develop a shared programme	Prog Dev sub comm	Q 2 2019	Request form and associated procedures developed
	Request form to participate in the development of a joint programme/module		Q 2 2019	Request form and associated procedures developed Funding/Resource requirements identified Staffing requirements identified
	Develop policy and procedures for approving collaborative programmes		Q3 2019	Policies and procedures developed
Employer Engagement	Continue the interaction between employer, associated bodies and DEASP.	FET DIRECTOR/AE0/	Q2 2019	Programme development/QA nexus identified to ensure that responses to the employers needs are managed in a streamlined effective manner.

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	Employ Employer Engagement Officer to develop relationships with LMETB	Training Manager/ QA Officer		Employer Engagement officer engaged
Systems of Self-Evaluation, Monitoring & Review	LMETB assigned officers will engage with individual centres on the outcomes of their programmes and assist them to develop a plan for continuous improvement	AEO Training Manager/QA Officer Prog Dev sub comm	Q1 2019 ONWARDS	QA executive structure will support LMETB in gaining oversight of the impact of programmes at local centre level
	LMETB assigned officers will develop and implement a new self-evaluation model for centres to undertake review the outcomes of their own provision.	AEO Training Manager/QA Officer Prog Dev sub comm	Q2 2019	A new self-evaluation model developed. Programme review cycle to be developed, formalise evaluation and review of validated programmes Review, reflect and report on the quality of programmes which will address areas for improvement
	Monitoring the effectiveness of the implementation of self-evaluation and monitoring procedures; Considering risk; Overseeing quality assurance activity to ensure that protocol is followed and provide advice and troubleshoot where necessary; Ensuring that the requirements set out in LMETB quality policies are complied with; Assigning actions for improvement to individuals and groups who have been assigned responsibility for quality assurance; •Ensuring effective communication across LMETB quality stakeholders	AEO Training Manager/QA Officer Prog Dev sub comm		LMETB will implement a periodic review schedules for programmes at FET SMT level to ensure that programmes remain appropriate and are achieving their objectives
Learner assessment Internal verification	Review the existing IV processes with a view to developing standardised procedures across FET Centre	AEO/Training Manager/QA Officer Assessment sub comm	Q2 2019 ONWARDS	Implementation of identified best practise in a standardised set of procedures
External authentication	Incremental Integration of FET CENTRES into centralised authentication process where practicable. LMETB will review the findings of the sectoral review on External Authentication and implement changes to the process as required once the national framework is agreed Review and Establish new guidelines for EAs for this coming year	AEO/Training Manager/QA Officer Assessment sub comm	Q2 2019 Onwards	Waiting on National EA findings. LMETB will review the findings of the sectoral review on External Authentication and implement changes to the process as required once the national framework is agreed. LMETB will review, refine and have clear procedures in place for the appointment of EAs by Centre management and will ensure that requirements for EAs are clearly set out and implemented at centre level. Development of a centralised external authentication process utilising a cross-centre approach at

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	<p>Appoint EAs with subject specialisms to undertake EA across centres</p> <p>Establish new procedures for colleges and centres in reviewing EA reports and reporting on same</p> <p>Develop a clear understanding of the relationship between LMETB and EAs</p>			<p>Programme Level (e.g. Childcare /healthcare/ business administration) and Programme Module Level (e.g. Communications, Work Experience).</p> <p>LMETB Quality officer/Unit to compile issues identified from EA Reports and present to LMETB Governance and Management group for consideration with appropriate follow up at centre level</p>
	Complete review of National Assessment Guidelines and implement same	AEO/Training Manager/QA Officer QAGMC	Q1 2019	Assessment Guidelines implemented
<i>Develop a Guide to Assessment handbooks for tutor</i>	Development of LMETB QA handbooks for tutors	AEO/Training Manager/QA Officer Teaching and Learning sub comm	Q3 2019	Covering Assessment planning- assessment briefs, marking schemes, Plagiarism, assessment, feedback, portfolio preparation and submission.
<i>Develop Guide to assessment for learners</i>	Development guide to assessment for learners.		Q3 2019	Covering marking schemes, plagiarism, assessment, feedback, portfolio preparation and submission.

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LEARNER EXPERIENCE				
induction	Review and improve, where necessary, the implementation of the Induction process throughout all FET programmes in LMETB.	AEO/Training Manager/Senior FET management Teaching and Learning sub comm	Q1 2019	Review existing Induction programmes and update as appropriate, With a view to standardisation of information dissemination and review process. - to ensure all relevant FET staff are aware of LMETB assessment process and procedures {including QA Induction pack for new tutors} i.e. a consistent approach will be taken to provide staff training/CPD on quality management systems
Learner handbook	Review and update of a learner handbook to support a positive teaching and learning experience	AEO/ Training Manager/Senior FET management Teaching and Learning sub comm	Q1 2019	Review existing documentation and update as apt, With a view to standardisation of information dissemination and review process.
Repeats	Development of a Clear FET LMETB wide policy and procedures for Repeats Review current practices and develop a draft paper on a model for managing Repeats and engage in consultation processes	QA OFFICER FET SMT Assessment sub comm	Q1 2019	Standardised procedures will be in place for the management of Repeats for Learners at level 4, 5 & 6
Appeals	Development of a clear standardised FET LMETB wide policy and procedure for managing learner appeals A standardised approach to appeals will be developed and implemented within LMETB.	QA OFFICER FET SMT Assessment sub comm	Q1 2019	Agree new policy and procedures for all centres for Learner Appeals
Access, transfer and progression for learners	Review existing progression pathways and identify additional progression opportunities Expand the relationship with third level institutions and colleges to enhance formal progression routes for learners. Review existing develop Standardise pre-entry assessments across the ETB so as to enable placement of that learners are placed at the correct Access level in all FET centres	AEO/ Training Manager QA OFFICER Prog Dev sub comm	Q2 2019	Research mechanisms for better tracking of progressions however this may be achieved through the PLSS system later this year. Develop and publish progression routes in PR material to be available across all guidance services Review existing Develop a standardised admissions procedures for LMETB , so as to support /Standard pre-entry assessment in place in all FET centres
	Develop a policy and procedures for the recognition of prior learning in the context of national developments	AEO/ Training Manager QA OFFICER Prog Dev sub comm	Q2 2019	RPL policy developed

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Improve Communications with Learners	Enhance and extend existing learner representation mechanisms	FET DIRECTOR/AEO/ QA Officer Teaching and Learning sub comm	Q3 2018	Develop Learner Representative contract and procedures
	Further development of FET learner Fora to inform programme/service development	FET DIRECTOR/AEO/ QA Officer Teaching and Learning sub comm	Q12019	Review and further develop FET learner Fora so as to enable and support programme/service review and development
Pastoral care	The learning environment includes pastoral care supports provided by staff for learners. This includes both pastoral and educational care, such as tutors, mentors, counsellors and other advisors and that learners know how to access them. The Code of Practice for Provision Of Education and Training to International Learners is complied with where applicable.	FET DIRECTOR/AEO/ QA Officer Teaching and Learning sub comm	Q2	Develop learner information leaflet with details of how to access pastoral care supports for each programme. Review Code of Practice for Provision Of Education and Training to International Learners to ensure compliance.
TEL Strategy	Appointment of a dedicated staff member to lead the strategy.	FET DIRECTOR/ FET SMT , ICT manager	Q2 2019	TEL officer appointed to support the ongoing development of the Technology Enhanced Learning (TEL) Action Plan.
Information and Data Management				
	Implementation of a mechanism for interpreting and analysing data available from various reporting systems so that the results relating to accreditation progression educational/job placements outcomes from each programme can be used at a centre and ETB level in terms of programme review and identification of areas for improvement.	FET DIRECTOR/AEO/ QA Officer programme Dev sub comm	Q1 2019 ongoing	PLSS training re interpreting and analysing data to support development of mechanism in place. Planning meetings scheduled to interpret and analyse data to support centre planning.