

QA review of Learner Journey – Training Centres

1. Creating demand for courses /educational opportunities
 - b. Reviewing local, national and international data on emerging trends, skills shortages and industry changes
 - c. Engaging with Intreo centres and maintaining entry routes
 - d. Engaging with local organisations and employers to design responses to their needs
 - e. Designing and securing right to deliver courses that respond to emerging or created needs

1. Establishing and maintaining processes to support the delivery of high quality education provision
 - a. securing funding
 - b. governance and QA systems
 - c. recruitment, selection and support of staff
 - d. Professional development of staff
 - e. development and maintenance of facilities and equipment

2. Recruitment
 - a. Advertising /Open Days/Career Guidance Counsellors/Careers Events/ Learner Queries to Centre/Intreo referrals/SOLAS National list of Apprentices, local newspaper, booklets sent to school and libraries, sponsored training, industry collaboration.

3. Selection Process
 - a. Interviews/Offering of Places/Enrolment/Registration/Fee collection /training ability testing where needed/ selection interviews.

4. Admission:
 - a. Timetabling and scheduling of course
 - b. Induction: student handbooks, informing students of what we expect from them and what they should expect from us, team building exercises for new classes
 - c. Identify learners in need of reasonable accommodation (FO3 form for TC's and 2nd providers)
 - d. Referrals to support services where appropriate
 - e. Identify previous learning and modules/awards achieved
 - f. Issuing of PPE to learners
 - g. Acquiring bank account details and accommodation for students

5. Course Planning
 - a. Course Department preparation and planning
 - b. Assessment planning and co-ordination across programme

6. Course commencement
 - a. Teaching and Learning begins; -- How we deliver our courses and engage learners; Teaching and Learning Resources for Tutors and students
 - b. Monitoring student performance begins; attendance, meeting deadlines, behaviour (academic/non-academic), Work Experience scheduled, student progress reports. Dealing with performance issues
 - c. Tutor self-evaluation; Tutor to Tutor; giving and receiving formal feedback, cross moderation, reflective and consultative practices
7. Assessments
 - a. Annual course Assessment Plan submitted FO1a (2nd Providers only) and notification of assessment by all (F11) to the TSO
 - b. Assessments issued in sealed envelopes with assessor's instructions (Supervisor should include FO4 to ensure signatures of all learners/seating plan etc) (Internal Verification on the Conduct of Assessment may take place, second providers only)
 - c. Assignment Briefs, assessment sheets/summary assessment sheets included in pack
 - d. Correcting of assessment and completion of the FO4 report (assessor section) (Peer reviews)
 - e. Results inputted to the Results Capture Certification Request System (RCCRS) (F12 is generated)
 - f. Assessment and feedback to learners, scheduling feedback at the right time; Tutor--Learner, Learner--Tutor; oral, formal written and annotated feedback.
8. Provisional results reviews:
 - a. Provisional results from assessments issued to learners (FO8)
 - b. Feedback taken from learners on learner performance.
9. End of Programme/Module
 - a. Preparation of paperwork for certification
 - b. Assessments/Exams Collected
 - c. Scheduling and holding of Exams in a secure area
 - d. Scheduling by the TS Office to visit the 2nd provider to conduct certification audit
 - e. Issues of Cheating/Plagiarism
 - f. Repeat Exam/Repeat Assessments identified (minimum of 5 days between any repeat assessments)
10. Secure storage of Assessments/work
 - a. Hold Assessment Material until after appeals
 - b. Maintain Final Results Indefinitely

Assessment and work should always be stored on designated work devices and not on personal devices. Results files should be securely stored in soft and/or hard copy possibly remotely after a period of time e.g. in the cloud.

11. Preparation for Internal Verification/ External Authentication

- a. Preparation for QQI Internal Verification (100% I/V for each cert request period conducted by internal staff)
- b. Preparation for QQI External Authenticators/External Examiners (sample is based on the CDETB sampling strategy)
- c. Preparation for: --Centre Results Approval Process

12. External Authenticator / Awarding Body External Examiner Visits

- a. Recruitment & selection of External Authenticators
- b. Schedule of External Authenticators/EE visits

13. Results Approval Panel

- The Chairperson of the Results Approval Panel (RAP) convenes a meeting in line with the relevant policies.
- The relevant documentation is made available for consideration at the RAP meeting.
- The Results Approval Panel confers on results and on the process as part of the approval decision.
- The Chairperson will arrange for notification of approval results and the processing of certification as appropriate.

14. Certification requesting periods (QQI has 6 per year): – in-put of grades to QQI and other Awarding bodies.

- a. Preparation for QQI certification as per
 - i. Upload of all SOLAS RCCRS XML files
 - ii. QQI will run an award determination on all learners per request
 - iii. Clear all invalid entries on the QBS by TC Staff and QQI
 - iv. Print Submission Summary from QBS for college/centre records
- b. Internal quality checks as per: – QA agreements with Awarding Bodies
- c. Inputting grades to Non QQI Awarding bodies.

15. Conducting of Certification Audits with 2nd providers by CDETB

- a. Regional Training Standards Office staff will have scheduled a time and date with a pre-selected sample of learners for audit purposes
- b. 2nd provider will ensure all relevant QA documentation is available for audit and all learner evidence is available on the day
- c. Audit staff will ensure that local F12 matches the electronic version on the RCCRS along with ensuring adherence to the CDETB QA

16. Centre Self-Evaluation:

- a. Data Collection methods

- b. Findings examined with improvement measures Identified
- c. Actions to be taken

17. Certification crosschecking and issuing

- a. Training Standard receives requested certificates from awarding body
- b. Certs are crosschecked against F12
- c. Certs are issued to learners by in-centre departments and 2nd providers

18. Programme Development (arising from self-evaluation and review)

- a. New Course Applications; Changes to Course Title.
- b. Modifying Programmes; New Programme Proposals.
- c. New Award Proposals

19. Learner Queries

- a. Issues with progression; Admin Staff essential for Red Alert Responses to any progression issues e.g. CAO

20. Progression

- a. secure employment
- b. progress to further or higher education
- c. apply learning to existing role- professional development of the learner