



CDETБ

City of Dublin Education and Training Board

City of Dublin Education and Training Board Student, Trainee & Apprentice Feedback Event

NQF Level 5+ | 13th May 2020 | 11am-1pm

What participants asked CDETБ to remember about its learners when reviewing and planning our courses

- **Advertise more**
 - Many learners didn't know about FET courses, were not told about PLC or apprenticeship options in schools or only found out about courses because of personal relationships
- **Highlight the connections between colleges**
 - Many didn't know their college was connected to the other colleges in the city, didn't know about the variety of options available to them
- **Cater to the Diversity of learners**
 - Some found the academic year too short, others too long, some liked remote learning others hated it.

Learner Journeys

On the 13th of May 2021, 78 students, trainees and apprentices from across the city attended a stakeholder engagement event to share their journeys into and through CDETБ's Further Education and Training (FET) courses.

Like the diversity of colleges and courses the learners came from, the participants shared the different journeys that led them to CDETБ courses. Some learners had come straight from Leaving Cert with a career plan in mind, like [Ciara](#) who wants to be a solicitor. Others are retraining after coming to work in Ireland and finding their qualifications and experience didn't translate to the Irish market like [Vanessa](#). The learners all shared the different journeys that brought them to CDETБ centres.

Many felt the courses they were on, the way they were delivered, and the commitment of the teachers and instructors had built not only their skills and competence for taking up a job or further study, but had also built their self-belief and self-confidence.

Learners liked the small class sizes, the commitment of teachers and instructors, the supports provided and the chance to try new things.

'We come from different backgrounds and have different abilities, motivation for being here and responsibilities outside of the course. Keep some of the flexibility in how and when courses are offered' Trainee

Different life journeys and experiences were shared by learners from courses and centres across Dublin City



78 Learners



17 FET centres



59 courses



Experience of studying this year

What it was like to be a learner during COVID 19

Using both Padlet and small group discussions, learners shared their experience of studying this year focusing on what went well, what didn't, and what can CDETB learn from that. They also discussed what changes introduced because of COVID 19 should be kept after the emergency phase of COVID 19 passes.

WHAT WENT WELL

- Most teachers and instructors were very committed, supportive and went the extra mile
- Access to modern tech and equipment, including the laptop loan scheme
- Learner support
- Not having to travel
- Having videos/ recorded classes to look back on
- Some modules/course, like spreadsheets and IT, were easier to do via Zoom than in class
- Teachers linking with each other about the new assessment briefs
- Changing course workload to respond to COVID
- Work simulations
- Finishing the courses in time for CAO offers
- Meeting people from different backgrounds

WHAT DIDN'T

- Internet connections (both learner and staff)
- Timely access to the technology and equipment
- Spending time with classmates
- Some colleges used multiple platforms to deliver courses and collect assignments – this was confusing for learners
- Transport delays due to reduced bus service capacity
- Diversity of IT skills among staff and learners
- Diversity of ability and motivation among learners
- learners concerned about how teaching staff are supported
- Lack of online library
- Some staff produced great online content to support class delivery but some only delivered in their usual content in the virtual room
- Uncertainty created by COVID 19 - alternatives not clear enough or provided fast enough

WHAT COVID 19 CHANGES SHOULD WE KEEP

- Remote delivery one or two days per week for some modules
- Recording classes or videos for watching in your own time/at own speed
- The mix of assessment techniques – broader than exams
- Semesterisation – finishing some modules before starting others
- Blended programmes for appropriate courses –(IT and theory modules suggested)
- UDL approach
- Technology/laptop lending scheme
- While most learners would have preferred to do a work placement some learners thought the Personal and Professional Development module was very useful for preparing for their next step

We used small group discussions, Padlet, surveys and case studies to gather feedback from participants. This initial summary does not include all the feedback received. A full report of the event will be available and circulated to stakeholders mid-summer 2021.

'in CDETB you are a person not a number' – PLC student



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