

Quality Maintenance, Enhancement and Assurance

## Course-Level Review

# Results Review Exam board

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QGI AWARD

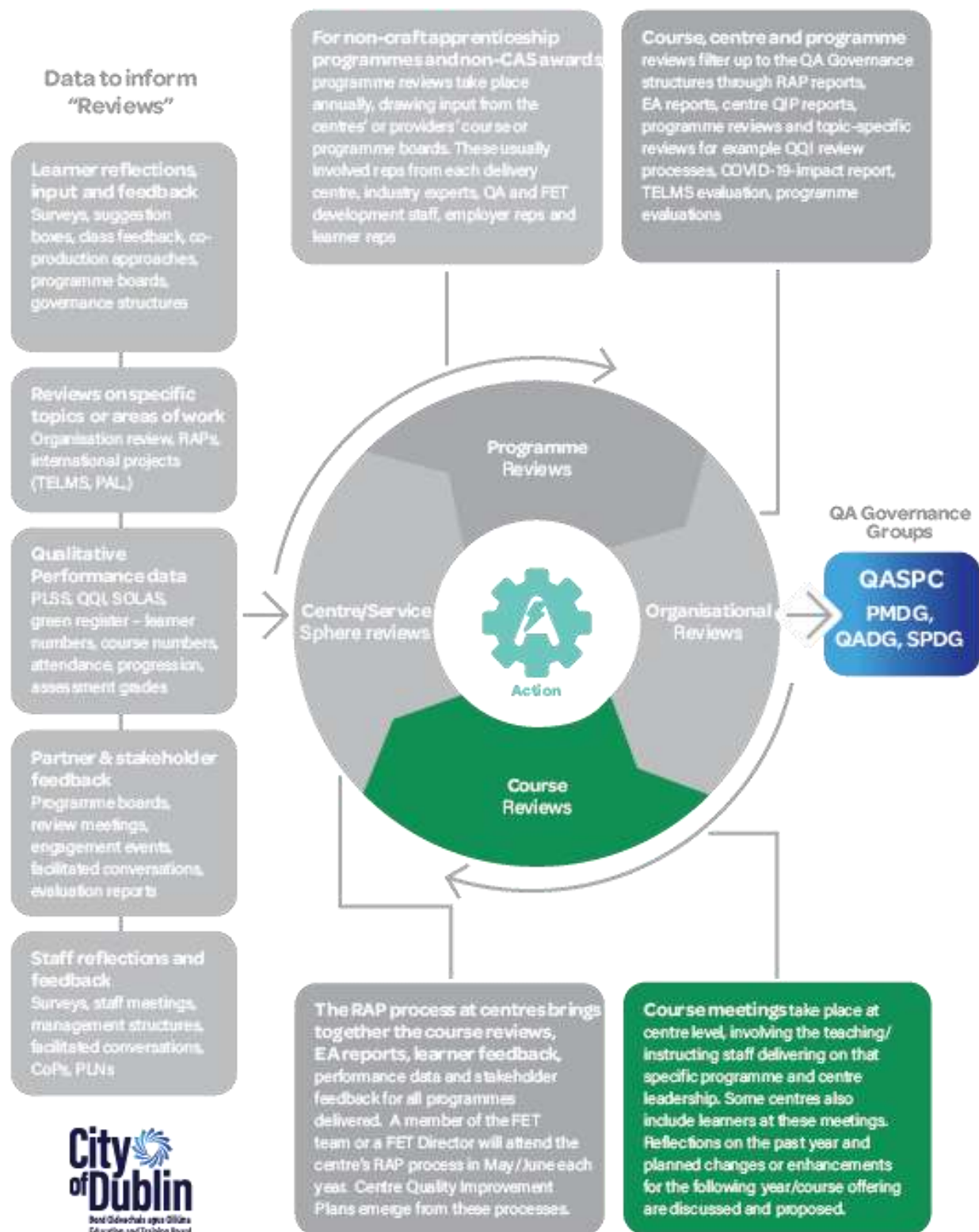
V2 February 2024

City  
of Dublin  
Bord Oideachais agus Oibnís  
Education and Training Board

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# Quality Improvement Processes

## Course-Level Review and Results Review Exam Board



## Results-Review Exam Board

### Examination of Learner Results

It is important that teaching staff are open to reviewing the totality of the learners' work, taking into account any mitigating/extenuating circumstances. The following points should be borne in mind by the Results-Review Exam Board.

- Where grading anomalies or borderline grades appear, they should be reviewed, and a decision made by the **Course-Level Review - Results Review Exam board** in outcomes. Decisions should be taken regarding the learner after all the information that would have a bearing on their grades has been presented.
- In determining whether a learner should receive an award for achieving partial certification, course staff may identify student evidence supplied in another module that may fulfil missing learning outcomes necessary to reach the pass level already achieved in another module. *(e.g.: a learner has demonstrated a high level of achievement in the other course modules but has not achieved a pass in one module to achieve the Full Award, with a small gap in marks needed to reach a Pass grade).*
- The Course-Level Review, Programme and Results Exam Board may modify any grade in certain cases. There should be a clear record, noting how the decision has been reached.
- All sensitive material and learner records should be handled with care, learner personal data should be securely archived.
- Arrangements for repeats or resubmissions of assignments, where relevant should be agreed; It is important that relevant learners should be informed and equipped with repeat assessment and dates to submit/re-sit exams at the time of issuing the provisional grades.



### Immediately following the Results Exam Board

- The **Results Exam board Report** should be prepared for the centre-Level or service-sphere-level review which, should reflect the key issues arising from the Course-Level Review, decisions taken and how they were reached. It should identify any areas/gaps in need of support across the system.
- Identify any **Quality Improvement Plan (QIP)** actions that should be considered by the centre to inform the centre or service spheres' QIP
- Learner results should be updated on all systems (internal and external awarding body systems e.g: QBS for QQI awards) and in records within the centre and online awarding body systems.
- **Repeats:** Educators will need to be informed of repeat exam or repeat assessment which relates to their module.



[Template]

## Results Review Exam Board

[Agenda and Report – Sample Templates link](#)

Course Title & Class Code:

Programme Title and Code:

Date | Time | Venue of Meeting | Attendees

### Agenda

1. Chair welcomes everyone, introduces membership and any apologies
2. Chair appoints a secretary/record taker
3. Any potential Conflicts of interest are noted.
4. Confidentiality Statement - Members are reminded that the proceedings are confidential as they pertain to learner data.

### Actions for QIP

1. List any quality improvement actions into the centre Quality Improvement Plane (QIP) – [Follow the QIP template](#). Forward 3 priorities to be forward to Organisational Quality Plan

### Results Review Exam board

1. Review and check the learner groups set of results;  
-that results are transferred to the Awards system (E.G: QBS) and are accurate.
3. Identify any issues met in the course during its duration and corrective actions taken.
4. Recommendations for:
  - Borderline grades
  - Repeats – exams / Assignments (see [City of Dublin ETB repeats Policy](#))
  - Progression/Transfer/Outcomes

### Closing

**Thank all staff for their participation. All documents are returned to the Chairperson or if online, documents are deleted following the meeting – care to be taken when handling sensitive data.**

## Results Review Exam board Report

[Link to download Results Review Exam board – Agenda and Report Template](#)

(submit to the Centre-Level or Service Sphere-Level Review Results Approval Panel (RAP))

<b>Course Title</b>		<b>Review Date:</b>	
<b>Award and Code /Programme Title</b>		<b>Starting numbers</b>	<b>Finishing numbers</b>

<b>Chairperson</b>		<b>Record taker</b>	
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**Areas for discussion** - areas requiring actions following Results Review

- Borderline grades
- Progression
- Repeats – exams / assignment
- Internal and external verification process
- QIP actions for this course to be reported to centre-level / RAP review.

↳ *Actions to be completed following meeting.*

- Grades amended
- Repeats – exams / assignments
- QBS/result record corrections
- QIP actions identified
- Progression
- Other

*Balanced appraisal of the course results looking at these areas – insert comments and expand text box as required*

<b>Overview of Results</b>			
<b>Exemptions /Compassionate considerations</b>			
<b>Proposed grades modifications</b> <i>– if any grades have modified</i>			
<b>Issues arising from internal verification</b>			
<b>Issues arising from External verification</b>			
<b>Repeat – exams / assignments details</b>			
<b>Learner progression</b>	<input type="checkbox"/> Employment	<input type="checkbox"/> Further/Higher Education	<input type="checkbox"/> Other

**The Results Review Exam board agree to this set of results**

YES

*List the names of the attendees*

<b>Name</b>	<b>Role</b>



For all course providers in each service sphere

# Quality Maintenance, Enhancement and Assurance

# Appendices

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List of Appendices

[Glossary of terms used in this document](#)



## Glossary of terms in this document

<b>Centre</b>	
Learner	Refers to learners/students/participants/trainees/apprentices, who attend and participate in courses provided and delivered by City of Dublin ETB.
Educator	Refers to teachers/instructors/tutors/trainers – this may also refer to any staff who manage, lead or coordinate a course in a centre
Principal/Manager	Senior level management in a centre.
Service Sphere	City of Dublin ETB have 5 Service Spheres: Youthreach, Adult Education Service, Education Service to Prisons, Training Centres and Colleges of Further Education
Quality Team	All City of Dublin ETB centres or service spheres have a Quality Team which is the local quality governance team responsible for overseeing and ensuring quality within their centre/college or service
Course Team	The Educators, work-based assessors and support staff involved in delivering the course within the centre to input manage the delivery at course level, programme and results review exam board reviews.
Organisation/Institution	This refers to City of Dublin ETB organisation wide and as Provider of FET programmes.
SMART	Specific, Measurable, Achievable, Relevant and Time bound goals or objectives
<b>Award</b>	
Awarding body	Organisations who certify awards delivered in a centres e.g: QQI
QQI	<ul style="list-style-type: none"> <li>Quality and Qualifications Ireland is an independent State agency responsible for promoting quality and accountability in education and training services in Ireland.</li> <li>It was established in 2012 by the <a href="#">Qualifications and Quality Assurance (Education and Training) Act 2012</a> (link to Act). <a href="#">See about QQI at this Link</a></li> <li>QQI are also an awarding body</li> </ul>
QQI Award	A QQI Award is a quality-assured qualification awarded by QQI. City of Dublin ETB have validated programmes and modules that are QQI awarded.
CAS Award	Common Awards System – made by QQI at NFQ Levels 1 to 6
<b>Course</b>	
Course	A course is derived from a validated programme. A programme can give rise to a number of different course depending on the module selection. It is a collection of modules with an overall objective, when successfully completed and combined will result in a qualification
Programme	The City of Dublin ETB validated programme that iterations of courses are taken from. It can also refer to a course by non QQI awarding bodies.
Assessment	The process of evaluating the learning outcomes of a programme to enable grading.
Grade or Result	A Grade/Result is a level of achievement attainment by the learner.
CPD or PLD	Continuous Professional Development (CPD) or Professional Learning Development (PLD) – Access to PD videos for staff are found on the CDU Moodle site. The PLD calendar is circulated to all centres and staff to access upskilling.

Internal Verification	Centre Quality Assurance checking of assessment evidence prior to External Examiner Centre visits. Each Awarding body has its own internal & external verification requirements.
External Authenticator or External Examiner	Quality Assurance independent assessors who check the National Standard of assessment is delivered and maintained in line with the Awards. E.G. External Authenticators – QQI

#### Quality Maintenance, Enhancement and Assurance

Quality Assurance	The term “quality assurance” describes “the processes that seek to ensure that the Learning environment (including teaching and research) reaches an acceptable threshold of quality. QA is also used to describe the enhancement of education provision and the standards attained by learners. UNESCO defines quality assurance (QA) as “...an ongoing, continuous process of evaluating (assessing, monitoring, guaranteeing, maintaining and improving) the quality of ... [an] education system, institution or program.”
Course-level review	Detailed review of the learner journey experience of a course/programme in a centre at the end of the programme cycle. This includes examination of learner/stakeholder feedback, learner results/outcome data and previous years reports with a view to identifying areas of good practice and areas for improvement.
Centre-level/service sphere-level review	Detailed review of the learner journey experience annually within the centre, which will include examination of the outputs of course reviews, external examiner reports and relevant data with a view to identifying areas of good practice and areas for improvement. This will include the sign-off of results for a centre (QQI required activity).
Results Approval Panel (RAP)	Centre quality check conducted at the end of an assessment period. Centre signs off on results to proceed to submit to Awarding body. Takes place prior to every certification period (6 times per year for QQI)
Quality improvement plans (QIP)	Quality Improvement Plans are required by every centre and service sphere to inform the priorities of City of Dublin ETBs organisational QIP which is submitted annually to QQI and Published on the City of Dublin ETB website for public viewing. The QIP sets out the planned priorities for the organisation to address.
Organisational	Refers to City of Dublin ETB and all its centres and services
Thematic reviews	Thematic Reviews are specific topics that City of Dublin ETB may gather information from across its centres and services, informing quality improvements.
Showcase of Best practice	A City of Dublin ETB collaborative quality initiative to foster sharing of ideas and solutions tested on the ground by centres.

#### City of Dublin ETB Corporate Level

SLT	City of Dublin ETB Senior Leadership Team (SLT) is composed of five Directors and Chief Executive with responsibility for further education and training.
FET Development Unit	City of Dublin ETB unit tasked with providing support in the area of Quality Assurance in Further Education and Training.
Learner Support and Enhancement Service	Established in 2022 to support City of Dublin ETB FET centres to provide a high quality learning experience for all; sharing of practice, a collaborative development of policies, resources and toolkits.

Quality assurance governance groups	<ul style="list-style-type: none"><li>● Quality Assurance and Strategic Planning Council (QASPC) -responsible for overseeing and making recommendations on quality maintenance, enhancement and assurance and strategic planning at City of Dublin ETB level.</li><li>● Programme Management and Development Group (PMDG) – responsible for overseeing the management and development of programmes at ETB level.</li><li>● Quality Assurance and Development Group (QADG) – responsible for the quality assurance developments and enhancements for City of Dublin ETB.</li></ul>
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