

For all course providers in each service sphere

Quality Maintenance, Enhancement and Assurance

Programme Reviews

Create
Your
Future

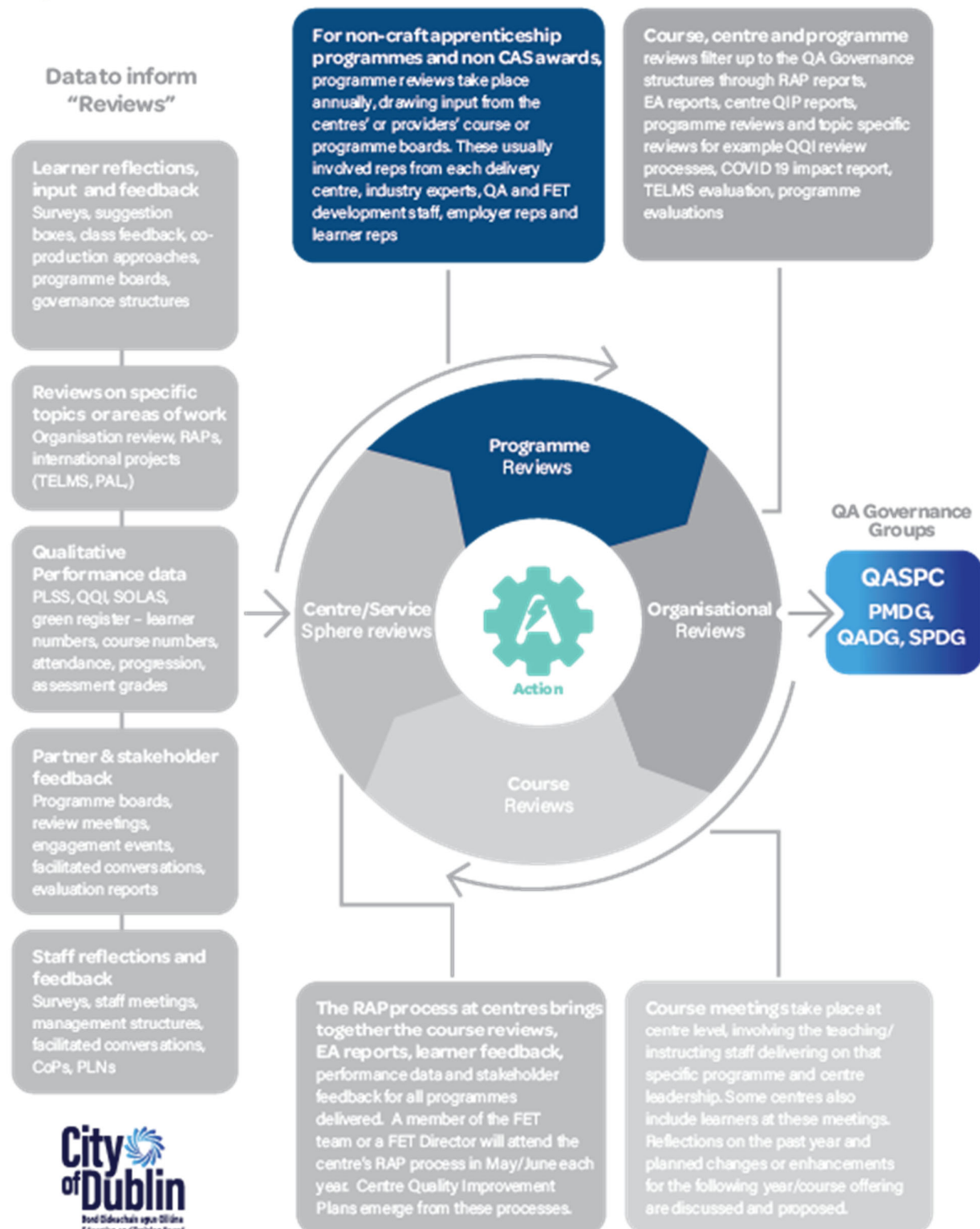


QAI AWARD

**City
of Dublin**
Boord Oideachais agus Oiliúna
Education and Training Board

Quality Improvement Processes in City of Dublin ETB

Programme Review



Programme Reviews

Where City of Dublin ETB is the co-ordinating provider or lead ETB on a new non-CAS award

City of Dublin ETB is the co-ordinating provider in a number of National Apprenticeships and new non CAS awards for example the level 6 Auctioneering and Property Management Apprenticeship, the level 3 Climate Justice programme and the Higher Certificate in Dental Nursing. We also deliver a number of courses where another ETB manages the national programme board and City of Dublin ETB offer the course in multiple centres for example the ELC programme.

Programme Reviews – City of Dublin ETB programmes

At validation with QQI each new City of Dublin ETB led programme submits Terms of Reference (ToR) for the programme board which outlines the role of the board, its membership, its meeting schedule and how it links with the City of Dublin ETB QA governance structures through the Programme Management Development Group (PMDG). (see Appendix 01: [Programme Board Terms of Reference template](#)). This template is adapted for each validated programme. It is the role of the chairperson of the programme board to ensure the programme board operates in line with the ToR.

Each programme board is a sub-committee of the PMDG and a member of the FET Development Unit or the PMDG attends the annual programme board and brings any recommended changes to the programme through the City of Dublin ETB QA governance structures. If the Quality Assurance and Strategic Planning Council (QASPC) approves the changes these will be implemented by the centre/s and overseen by the programme board.





TERMS of REFERENCE

<name of programme>

<PGxxxx>

Background

<Insert a short background on how the programme was developed, any partners involved in it and what service spheres will offer it> (150 words max)

Purpose	The Programme Board has responsibility for the effective management, operation, monitoring, and review of the <insert programme name> programme.
Reports to	Programme Management Development Group (PMDG)
Membership	<p>Chair: Programme Coordinator/ XXXX representative or staff member nominated by FET (Further Education and Training) Director</p> <p>Secretary: Appointed by centres delivering the programme (rotating)</p> <p>Members:</p> <ul style="list-style-type: none"> • A minimum of two Teacher/Trainer/Instructor/Tutor involved in the delivery of the programme. • Representative from a <specialist org related to the award> organisation • A minimum of two subject matter experts i. • At least one learner representative (may be a graduate). • Centre/Service Manager involved in management of the programme locally. • Member of the City of Dublin ETB QA (Quality Assurance) team and /or a member from the PMDG • Representation from ETBs or other publicly funded FET providers who subsequently successfully apply to QQI for differential validation using the shared curriculum. <p>Note: Members may hold multiple roles for example a tutor and subject matter experts</p>
Life Cycle and Meeting Schedule	<p>It is anticipated that the life cycle of this Programme will be 5 years.</p> <p>The Programme Board will meet once per year aligned with relevant programme start dates and other relevant meeting dates of other reporting boards, e.g., PMDG</p>
Working Methods	<ol style="list-style-type: none"> 1. A quorum of 50% of members + 1 additional member is required. 2. The meeting agenda and supporting documentation will be circulated to members at least one week in advance of scheduled meetings (Appendix 2: Agenda Template).



	<ol style="list-style-type: none"> 3. Meeting outcomes will be recorded and circulated in draft format within 2 weeks of a Programme Board meeting (Appendix 3: Minutes Template). Minutes will be approved at the subsequent meeting. 4. Recommendations for consideration by the PMDG will be made by the Programme Board using a prescribed template (Appendix 4: Recommendations Template). 5. Recommendations will be made either by consensus or by the exercise of a vote; the Chair has the deciding vote in the event of a tie. 6. Should it prove necessary for the Programme Board to make a recommendation at a time when a meeting cannot be called, then a proxy quorum may be obtained by email for approval in principle. In that instance, the summary documentation pertaining to the recommendation will be circulated by email, and then detailed documentation pertaining to the decision will be presented to the group at the next meeting for formal approval.
Responsibilities of the Programme board	<p>Maintain oversight of the delivery and review of the programme.</p> <ul style="list-style-type: none"> • Monitor the implementation and effectiveness of recommendations detailed in previous programme improvement plans. • Ensure that programme/learning materials, assessment methodology, physical facilities and resources are reviewed and updated, as necessary. • Ensure continuing compliance with the specific validation requirements and conditions of validation set out by QQI (Quality and Qualifications Ireland) • Consider reports of programme evaluation and monitoring activity (e.g., EA (External Authentication), RAP (Results Approval Panel), benchmarking and learner feedback reports) • Consider issues identified by learners, trainers/tutors/teachers. • Confirm adherence to quality assurance policies and procedures. • Sanction changes to delivery and minor changes to the programme within the bounds set by validation.





Programme Review | Programme Board

[Programme Board – Agenda and Report template](#)



Curriculum
Development
Unit



City of Dublin ETB Validated QQI Programme <insert title and code>

Date | Time | Venue of Meeting | Attendees

Agenda

- 1 Minutes from previous meeting
 - a. Matters Arising
 - 2 Data and feedback on the programme to date:
 - a. External Authenticator Reports
 - b. Examination Board Reports
 - c. Results Approval Panel Reports
 - d. Learner feedback
 - e. Tutor / teacher / instructor feedback
 - f. Industry feedback
 - 3 Proposed Programme modifications and rationale for change proposed
 - a. E.g. – changes to programme level or module level Learning outcomes (MIPLOs or MIMLOs), assessment strategies, indicative content, teaching strategies, delivery modes, entry requirements etc)
 - 4 Risk review
- <Insert additions to agenda>

Closing

Thank all attendees for their participation. Any Follow ups should be executed immediately and confirmed on Programme Review Report. All recommended changes should be forwarded to the PMDG



¹Appendix 3: [Sample Minutes Template](#)



<Insert Programme Title>
Programme Board Minutes

Organisation of Meeting

A meeting of the <insert programme title> Programme Board was held at <location> on <date>. Attendees <list attendee names>. Members not in attendance <list names>.

Item	Discussion/Recommendation	Action By <insert centre/name>

Chairperson

Date of approval

¹ Centres should retain all documentation from programme boards. These will be required for revalidation of the programme.



Appendix 4 – Recommendations Template



<insert programme name >

²Recommendations, changes proposed by the Programme Board

Organisation of Meeting

A meeting of the <insert programme name> Programme Board was held at <Location> on <Date>.
Attendees <list attendee names>. Members not in attendance <list names>.

Recommendation	Benefits	Risks	Recommendation By PMDG (proposal approved/not approved)

Chair / FET Director

Date of approval

² This document is forwarded to the PMDG



Programme Review of QQI legacy CAS awards

City of Dublin ETB has 215 validated programmes leading to QQI awards. Annually we deliver between 100 - 105 of these using 700+ different minors. Any changes to the City of Dublin ETB validated programmes needs to work for every centre offering courses using these programmes. Across the City of Dublin ETB a number of different courses are offered, using the same validated programme, leading to the same QQI award.

City of Dublin ETBs obligations under the Qualifications and Quality Assurance Act 2012

Excerpts below are taken from the City of Dublin ETBs Approach to Quality Assurance, Maintenance and Enhancement Policy.

City of Dublin ETB is the Provider of all courses and programmes with Corporate Quality Assurance responsibility and has the responsibility for ensuring corporate governance, oversight, and monitoring in relation to quality assurance for the programmes and services delivered through its centres. This means the primary responsibility for QA procedures is with City of Dublin ETB and not with individual City of Dublin ETB Colleges and centres³.

City of Dublin ETB has clear obligations under the Qualifications and Quality Assurance Act 2012. QQI issued new Quality Assurance Guidelines in December 2016 and in addition new sectoral specific quality assurance guidelines for ETBs. City of Dublin ETB must develop its procedures to take account of the clear obligations set down by these two sets of QA guidelines⁴.

The Programme Management and Development Group (PMDG) Governance Group

The PMDG manages the existing City of Dublin ETB programmes validated by QQI and review new programme proposals, oversee the development of programmes and approve submissions for validation to QQI. This will enable quality assured programme development and facilitate the re-validation of existing programmes in a strategic manner within the context of City of Dublin ETB (City of Dublin ETB QA, Maintenance and Enhancement Policy, this policy and procedure is under review)⁵.



Conducting a Programme Review in your centre

³ Excerpt taken from [City of Dublin ETBs Approach to Quality Assurance, Maintenance and Enhancement Policy](#)

⁴ Excerpt taken from [City of Dublin ETBs Approach to Quality Assurance, Maintenance and Enhancement Policy](#)

⁵ Excerpt taken from [City of Dublin ETBs Approach to Quality Assurance, Maintenance and Enhancement Policy](#).



In your centre the Course Level Review and/or Results Review Exam Board, may identify issues with the City of Dublin ETB CAS programmes descriptor or module descriptors and require a modification of the approved City of Dublin ETB programme. Centres can call a programme review to look at a full award (e.g. 5M2102 Business) or a module delivered across a number of programmes (e.g. 5N0690 Communications)

The Programme Review of a full major award looks at the overall programme in delivery in the centre by examining the programme descriptor along with the relevant module descriptors and overall intended learning objectives. The review team should first consider if the programme is the best fit for the courses being delivered. If not, the review team can request to change the programme allocated to the centre or to change the selection of modules currently offered; -this would prompt a CIA application⁶ which is the agreed governance process for managing programme and course offerings across the City of Dublin ETB.

The review might also identify an issue with the programme or module descriptor for example outdated indicative content, restrictive assessment techniques or poorly expressed or outdated learning outcomes. The Programme application process outlined below is the agreed process for making changes to our validated programmes.

Once the programme review process is completed a report should be forwarded to the centre management and considered for inclusion in the Centre-Level/Service Sphere-Level Review and centres Quality Improvement Plan (QIP). If a centre has identified necessary content changes/modifications to a programme and/or module descriptor(s), the centre can contact the FET Development Unit Programme Development staff to commence the modification application process

.

⁶ CIA Application process can be accessed from the [City of Dublin ETB New Course Approval for Delivery - Course Innovation Application \(CIA\)](#)





Processes for making changes to the programme for use across the scheme

To make a modification a centre must make a formal [programme modification application](#) to the City of Dublin ETB corporate governance processes via the Programme application processes. The following processes have been agreed for modifying a module or full programme. This process will be supported by the FET development unit. However, centres can complete some of these steps in advance of submitting proposed changes to the programme or module. (see below)

- Hold consultation with all interested parties within centre or across centres (subject matter experts, learners, industry etc) – (centre or FET unit)
- Propose changes to programme in line with consultation and QA considerations (centre in consultation with FET unit)
- SME to review programme to ensure the suitability of proposed changes
- Send updated draft programme to all staff involved in the delivery across all centres /service spheres (MS forms – from centre or FET unit)
- Incorporate all appropriate changes arising from consultation (FET unit)
- Bring updated programme to PMDG for approval (FET unit)
- Inform QQI of the changes (FET unit)
- Upload updated programme descriptor to Moodle and other sites where appropriate (FET unit)
- agree 'start date' for introduction of new modules (PMDG)
- communicate the change to QA teams and provide training /guidance where required (FET unit)

Requests to Modify a City of Dublin ETB QQI validated programme comes under the Programme Management Application process (relevant application forms [P1b](#), [P1c](#), [P2](#)).

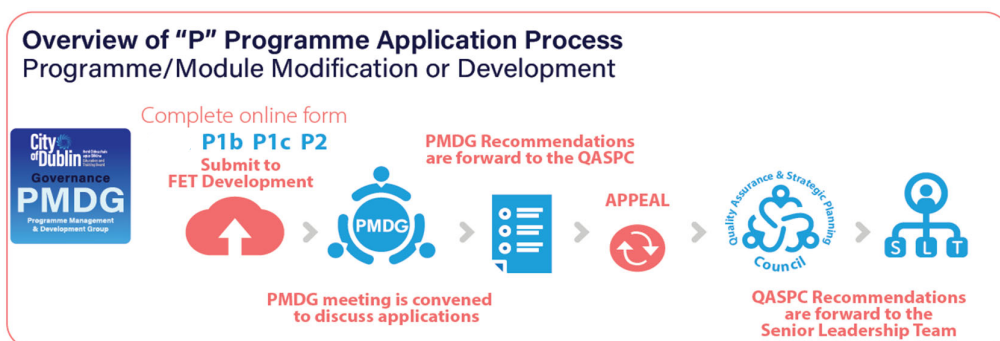
Programme Development Requests include:

[P1b Form: Request to Modify a Programme – General Modification](#)

[P1c Form: Request to Modify a Module – General Modification](#)

[P2 Form: Request to develop a Programme](#)

Centres managers should contact the [CDU FET Development Unit](#) regarding changes to programmes or wish to request to develop a new programme/programme module.



Programme Review of QQI legacy CAS awards



[Link to Programme Agenda and Report Template](#)

City of Dublin ETB Validated QQI Programme Title and Code:

Date | Time | Venue of Meeting | Attendees

Agenda

2. Review programme objectives and learning outcomes
 - a. Determine if the programme is appropriate for the course offered
 - i. Propose change of programme for course (CIA process)
 - ii. Propose additional modules to be added to programme (CIA process)
 - b. Determine if your course is meeting all the programme objectives and learning outcomes
 - i. Learner and staff feedback
 - ii. Course reviews
 - iii. EA feedback
3. Review Programme and / or module descriptor (P1b or P1c form)
 - a. Identify if any changes are required
 - b. Propose changes based on review using P1b (full programme) (P1c Module) forms

<Insert additions to agenda>

Actions for QIP

- 1 List any quality improvement actions to be considered by the centre or service spheres Quality Improvement Plan

Closing

Thank all staff for their participation. Any Follow ups should be executed immediately and confirmed



QQI CAS award Programme Review - Sample Template



[Programme Review Agenda and Report - Sample Template](#) (you must have a cdetb.ie email account to access these templates)

QQI CAS Award Programme Review Report

City of Dublin ETB Programme Title		Review Date:	
Award Title and Code		Awarding Body	

Chairperson		Record taker	
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Discussion Notes – expand text box as required.

- Programme Objectives and Learning Outcomes
 - Adding a module to a programme
 - Request change of programme for centre
- Programme modifications
 - proposed content corrections e.g.: learning outcomes, indicative content, assessment techniques etc.
- Actions for inclusion in QIP

Indicate ☒ areas requiring action

<input type="checkbox"/> Amend programme descriptor (P1b)	<input type="checkbox"/> Amend to module descriptor (P1c)	<input type="checkbox"/> Add modules to a programme (CIA)	<input type="checkbox"/> Assessment modification (P1c)	<input type="checkbox"/> UDL methods inclusion (P1c)
<input type="checkbox"/> Amend learning outcomes (P1c)	<input type="checkbox"/> Learner resources (p1c)	<input type="checkbox"/> Work based learning (CIA)	<input type="checkbox"/> Progression links	<input type="checkbox"/> amend indicative content (P1c)

expand text box as required.

EXAMPLES: programme application to modify content in the City of Dublin ETB QQI validated CAS award programme and/or module.
QIPaAction items for Centre-Level/Service Sphere-Level Review and RAP.

Balanced appraisal of the programme questioning the following:

Is the programme or module descriptor still suitable for use?	
Can the issues raised be addressed without changing the module descriptor?	
Are there sufficient progression pathways for this programme	
Is this programme suitable for the courses your centre provides	<input type="checkbox"/> YES <input type="checkbox"/> NO Add comments
Programme actions to feed into the Centre (QIP) Quality Improvement Plan	Is there a suitable alternative Programme <input type="checkbox"/> YES <input type="checkbox"/> NO Add comments
Does the Programme Descriptor and/or Programme Module(s) need to be updated to reflect the needs of the Programme	<input type="checkbox"/> YES, Require CAS Programme modification. Add comments
	<input type="checkbox"/> YES, Require CAS Award Module(s) modification. Add comments

List the names of the attendees

Add additional rows as needed.

Name		Role	
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City of Dublin ETB Quality Maintenance, Enhancement and Assurance Checks ☒

Document Control

Creation Date:	November 2020	
Approved by:	Quality Assurance and Strategic Planning Council (QASPC)	December 2020
Version	V1	

Revision Summary

Revision type	Update <input checked="" type="checkbox"/>	Review <input checked="" type="checkbox"/>
Version	V2	2021-22
Summary of changes	<ul style="list-style-type: none"> Title & layout update Reviews updated content and is divided into sections Sections available separately for download from website Templates available for download to cdetb.ie staff. 	
Approved draft	QASPC June 2023	QADG January 2024

