

For all course providers in each service sphere

Quality Maintenance, Enhancement and Assurance

Quality Improvement Plan (QIP)

Create
Your
Future



QIP AWARD

V2 February 2024

City
of Dublin
Bord Oideachais agus Oiliúna
Education and Training Board

Quality Improvement Plan (QIP)	2
<i>Glossary of terms in this document</i>	6



Quality Improvement Plan (QIP)

City of Dublin ETB submits a quality improvement plan (QIP) to QQI annually. This QIP is also published on the City of Dublin ETB website for public viewing. Each centre is required to submit a centre QIP identifying their top three priority areas. Each centre's plan will be used to inform the organisational QIP for publication and submission to QQI. The centre QIP will summarise their service and identify areas that went well and areas for enhancement. From this list of areas centres identify three areas to be enhanced in the current academic year.

Quality Improvement Plans



See reporting route to implementing improvements across the organisation



See [link to video explaining QIPs](#)

Centres quality improvement plans are required to be submitted annually by 30 September. To support centres in preparing this plan a PowerPoint template has been developed to aid the writing of the centre QIP.

You can modify the appearance of the template to match your centre branding should you wish. Begin by downloading the **QIP report template for centres** power point document choose a different layout in the design tab and add your logos. [QIP report template for centres.pptx](#)

A quality improvement plan (QIP) is a systematic approach to identify, measure, monitor, and improve the quality of services or products provided by City of Dublin ETB. The plan outlines actions and objectives for achieving a higher level of delivery and learner experience.



Questions asked in QIP

There are 13 areas for consideration and that each centre would need to provide information. The centre QIP will summarise their service and identify areas that went well and areas for enhancement. From this list of areas centres are asked to identify three priority areas for enhancement.

- Name of your Centre
- Introduction to your centre/service sphere and outlining the types of provision available at this centre.
- Please review your centre or the last year in your centre with a focus on:
 - What went well in your centre?
Please give a short summary of the findings of your end of year centre-level/service-sphere-level-review with a focus on what went well.
 - What needs enhancement?
Please give a short summary of the findings of your end of year centre-level/service-sphere-level review with a focus on what needs enhancement.
- Based on your Centre-Level/Service Sphere-Level Review, the City of Dublin ETB Institution Review submitted to QQI, the SOLAS strategic performance agreement and your local context please **list your three priority areas for enhancement that your centre will focus on this year.**

Three Priority Areas (Actions) for Enhancement



- What QQI academic quality assurance area best encompasses your priority areas for enhancement this year? These may include:
 - Embedding a Quality Culture,
 - New Course/ Programme Development,
 - Staff Communication, Management and Development
 - Learner Access Transfer and Progression
 - Information and Data Management
 - Public Information and Communication
 - Enhancing the Learning Environment, ,
 - Assessment of Learners
 - Supports for Learners
 - Self-Evaluation, Monitoring and Review
 - Oversight Monitoring and Review of Relationships with Third Parties
 - Documentation of QA Policies and Procedures
 - Governance and Management of QA

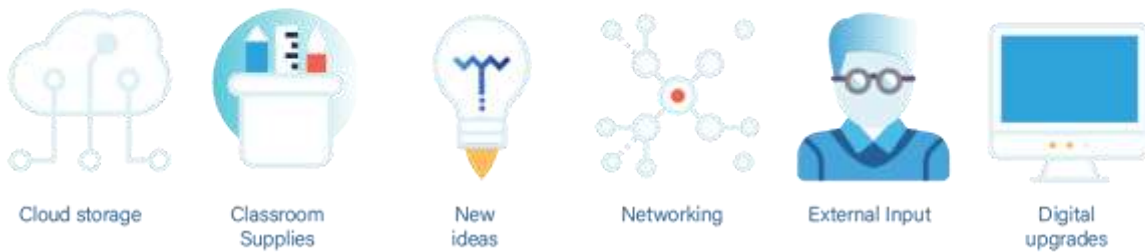
- List the changes you expect to see as a result of working on these areas; based on your centre-level/service-sphere-level reviews, the City of Dublin ETB organisational review submitted to QQI, the SOLAS strategic performance agreement and your local context please indicate the changes you expect to see as a result of working on your three priority areas for enhancement.

- Identify a key deliverable for each area for enhancement; based on your centre-level/service-sphere-level review, the City of Dublin ETB organizational review submitted to QQI, the SOLAS strategic performance agreement and your local context please indicate a minimum of one deliverable for each priority area (e.g. learner handbook updated, skills to advance courses offered in centre for the first time, wellbeing day held for staff, no. of staff to complete UDL badge, etc.)



- What resources will be required by your centre to make the improvements outlined and do you have access to these?

Centre Resources



- The QIP powerpoint template can be downloaded from the [Quality Improvement Plans channel](#) in the City of Dublin ETB quality team (MS TEAMS) – check with your centre quality team to access the template. (documents may be updated during the year, please use the most recent version with completing the centre QIP)

A summary of the all centre QIPs will be collated and brought to the quality assurance and strategic performance council (QASPC) and published on the CDU City of Dublin ETB quality assurance website page¹. The quality improvement plans (QIPs) will inform City of Dublin ETBs organisational QIP and direction in improving learner experience, increased efficiency, and contribute to decision-making. By implementing a QIP, City of Dublin ETB can continue to improve quality processes and outcomes, resulting in better courses/programmes and services for learners.

¹ All City of Dublin ETB quality assurance information can be found on the [CDU website under the Quality Assurance Menu](#).

Glossary of terms in this document

Centre	
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
Award	
Awarding body	Organisations who certify awards delivered in a centres e.g: QQI
QQI	<ul style="list-style-type: none"> Quality and Qualifications Ireland is an independent State agency responsible for promoting quality and accountability in education and training services in Ireland. It was established in 2012 by the Qualifications and Quality Assurance (Education and Training) Act 2012 (link to Act). See about QQI at this Link QQI are also an awarding body
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
Course	
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">● 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.● Programme Management and Development Group (PMDG) – responsible for overseeing the management and development of programmes at ETB level.● Quality Assurance and Development Group (QADG) – responsible for the quality assurance developments and enhancements for City of Dublin ETB.
-------------------------------------	--



City of Dublin ETB Head Office
Town Hall, 1-3 Merrion Road
Ballsbridge
Dubin 4
D04 PP46

Tel +353+(0)1 668 0614
Email info@cdetb.ie
www.cityofdublin.etb.ie

**Create
Your
Future**



QAI AWARD

**City
of Dublin**
Síod Oibríochtaí agus Oifis
Eolaíochta agus Tréin